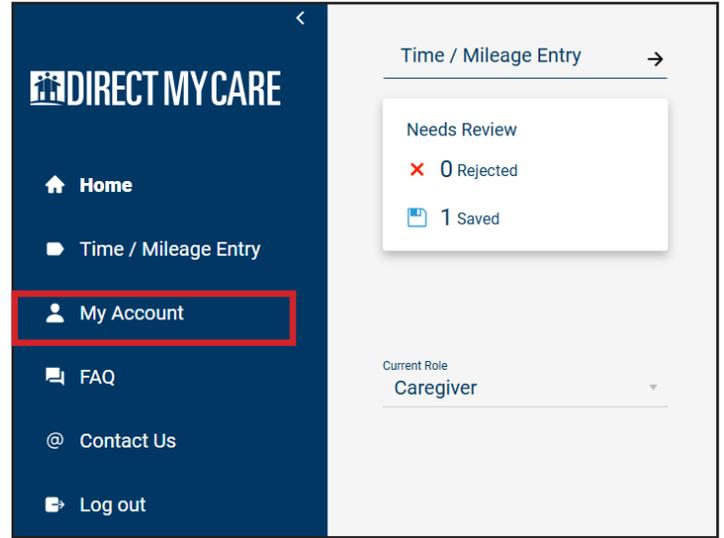


Diiwaangelinta Wakhtiga Soo-gelida & Ka-bixida Shaqada iyadoo la adeegsanayo IVR

Waa inaad ku buuxiso Foomka Diiwaangelinta IVR ee kujira gudaha websaydkeena qof kasta oo aad daryeesho. Waa inaad isticmaashaa lambarka taleefanka ee lagu diiwaangeliyey guriga aad daryeelka ku bixineyso. Kadib markaad ku geliso saacadaha shaqada adigoo adeegsanaya taleefanka, waa inaad ku ansixisaa gudaha DirectMyCare.com. Haddii aadan awoodin inaad ku ansixiso onlaynka, fadlan soo wac xafiiska si aad u hesho caawinaad.

Meeleynta Aqoonsigaaga Isticmaale ahaan

1. Aad DirectMyCare.com oona gal bogga intarneeetka adigoo gelinaya cinwaankaaga iimaylka iyo eray-sireedkaaga. Dooro **Log In (Gal)** oo waxaa lagu geyn doonaa bogga hore ee websaydka.
2. Ka dooro **My Account (Acoonkeyga)** dhinaca bidix ee tusmada. Kadibna dooro **My Profile (Boggeyga Aqoonsiga)**.
3. Aqoonsigaaga Shakhsi ahaaneed ayaa ah Aqoonsigaaga Isticmaale ee IVR.



IVR: Ingiriis: **877-532-8537** Isbaanish: **855-581-0509**

OGOW: Isticmaal lambarka taleefanka ee aan kuugu qornay diiwaanka si aad u dejisato PIN-kaaga ka hor intaadan markii ugu horreysa aadan diiwaangelinin wakhtiga soo gelitaanka shaqada.

Wakhtiga Soo-gelitaanka

1. Billowga gelin-shaqeedkaaga, soo wac nidaamka IVR-ka [ee sare].
2. Geli kaaga ah **User ID (Aqoonsiga Isticmaalaha)** kadibna ku xiji **calaamadda haashta (#)**.
3. **Guji 1** si aad u diiwaangeliso wakhti-gelin cusub.
4. Geli kaaga ah **PIN-ka 6-lambar**.
5. Haddii ay ku khuseyso, dhegeyso tilmaamaha si aad u doorato qofka iyo/ama adeegga.
6. Waxaa la diiwaangelinayaa wakhtiga aad billaabeyso shaqada.
7. Nidaamku wuxuu dhihi doonaa "you have successfully started your shift, goodbye (waxaad si guul leh u billawday gelin-shaqeedkaaga, macsalaamo)" kadibna waa uu kugu jari doonaa.
8. Billaw bixinta daryeelka.

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Wakhtiga Bixida

1. Dhamaadka gelin-shaqeedkaaga, soo wac nidaamka IVR-ka [ee sare].
2. Geli kaaga ah **User ID (Aqoonsiga Isticmaalaha)** kadibna ku xiji **calaamadda haashta (#)**.
3. **Guji 1** si aad u dhameystirto diiwaangelinta wakhti gelintaada.
4. Geli kaaga ah **PIN-ka 6-lambar**.
5. Haddii ay ku khuseyso, dhegeyso tilmaamaha si aad u doorato hawlaha adeegyada ee aad dhameystirtay.
6. Waxaa la diiwaangelinayaa wakhtiga aad dhameyso shaqada.
7. Nidaamku wuxuu dhihi doonaa "you have successfully ended your shift, goodbye (waxaad si guul leh u dhameysay gelin-shaqeedkaaga, macsalaamo)" kadibna waa uu kugu jari doonaa.

ku sii socon doonto bogga xiga

Cillad-bixinta

Aqoonsiga Isticmaaluhu Ansax Ma'ahan

Haddii wacaha uusan gelin calaamadda # kadib User ID (Aqoonsiga Isticmaalaha), wuxuu heli doonaa farriin oranaysa "User ID is invalid (Aqoonsiga Isticmaaluhu ansax ma'ahan.)"

Majiraan Wax Xulashooyin ah Oo Lagu Siiyay Si Aad U Diiwaangeliso Wakhtiga

Haddii nidaamka IVR uusan aqoonsan lambarka taleefanka aad ka wacayso, wuxuu ku weydiin doonaa Aqoonsigaaga Isticmaale. Kadibna wuxuu ku weydiin doonaa PIN-kaaga. Maku siin doono xulashooyin aad ku diiwaangeliso waqtiga, fob, ama xaanshida wakhtiga lagu diiwaangeliyo, mana awoodi doontid inaad hawlaha ku sii waddo gudaha nidaamka IVR.

Nidaamka IVR Waxa Uu Dhahayaa "No Client (Majiro Wax Macmiil ah)"

Xulashooyinka ku jira nidaamka IVR waa sidan soo socdaa:

- "To record an entry press ONE (Si aad u diiwaangeliso wakhti gelin, taabo HAL)" – tan waxaa loo adeegsadaa bilaabista gelin-shaqeedka u hoggaansan EVV.
- "To record a fob entry press TWO (Si aad u diiwaangeliso wakhti gelinta fob, taabo LABO)" – tan waxaa loo adeegsadaa gelinta koodhka fob si loogu diiwaangeliyo gelin-shaqeedka u hoggaansan EVV.
- "To record a timesheet entry press THREE (Si aad u diiwaangeliso wakhti gelinta xaanshida lagu diiwaangeliyo wakhtiga, taabo SADDEX)" – tan waxaa loo adeegsadaa in lagu diiwaangeliyo waqtigaaga.

Ma Xasuusto PIN-keyga

Waa inaad isticmaashaa PIN 6-lambar ah kadibna aad ku xijisaa "#". Haddii aad ilowdo PIN-kaaga, waad beddeli kartaa adigoo adeegsanaya Aqoonsigaaga Isticmaale oona ku xijinaaya "*".