Attendance Line

WASHINGTON
RADIOLOGY

Attendance Line

Please follow the instructions outlined below when needing to report an attendance occurrence, such as an absence, late arrival or technical issues that prevent you from logging into Noble. There will no longer be a need to leave a message for attendance events/occurrences.

When should I use the Attendance Line?

The Attendance Line should be used in the following situations:

1. To report that you will be ABSENT on a a day that you are scheduled to work. The expectation is that you call the Attendance Line before your shift is scheduled to start.
2. To report that you will be arriving LATER than you scheduled shift's start time. The expectation is that you call the Attendance Line before your shift is scheduled to start.
3. To report that you are experiencing a TECHNICAL ISSUE that prevents you from logging in to Noble (phone system) **at any time** during your scheduled shifts hours.
   - Please Note:
     - If you are experiencing an issue with your password when attempting to log in, you MUST troubleshoot/reset your password according to the password reset guidelines PRIOR to calling the Help Desk.
     - If you are experiencing a technical issue, but you are still able to log in to Noble, you SHOULD NOT call the Attendance Line. Instead, use the proper Pause Code (TEK7) and submit a schedule exception for Technical Issues when the situation has been resolved.
4. To report that you will be ending your shift EARLIER than scheduled, or Unexcused Leave Early (ULE).
   - Please Note:
     - If you have been properly APPROVED by WFM to end your shift earlier than regularly scheduled, you DO NOT need to use the Attendance Line as the early leave event will be properly reflected in Alvaria.

Effective Monday April 15th, 2024, the new call out process will be as follows:

1. The new Attendance Line number will be: **(682) 268-5847**. The previous Attendance Line number will no longer be in service and it will be discontinued.
2. Upon dialing the Attendance Line number, the system will greet you and prompt you to enter your 6-digit Position ID Number, followed by the "#" sign.
3. Upon entering your Position ID Number (followed by the "#" sign), the system will offer you the following options:

    1. **Please press 1 if you are reporting that you will be absent today**
        - You will then be required to select from the following options:
            - Press 1 = Feeling Sick
            - Press 2 = Family Emergency
            - Press 3 = Transportation Reason
            - Press 4 = Last Minute Appointment
            - Press 5 = FMLA
            - Press 6 = Any Other Reason

    2. **Please press 2 if you are reporting that you will be tardy today.**
        - You will then be required to select from the following options:
            - Press 1 = Traffic
            - Press 2 = Transportation Reason
            - Press 3 = Personal Reason
            - Press 4 = Any Other Reason

    3. **Please press 3 if you are experiencing a technical issue with logging in to Noble (phone system).**
        - Choose this options if you are experiencing a technical issue that prevents you from logging in to Noble.

    4. Please press 4 if you need to log out before the end of your shift.
        - You will then be required to select from the following options:
            - Press 1 = Personal Reason
            - Press 2 = Any Other Reason

4. After selecting the proper option(s), the system will acknowledge receipt and the call will be terminated.
5. Once the call is terminated, an email will be generated and sent to the WFM and Leadership teams to alert them of your attendance event.
6. Once you receive the email, your schedule will be properly updated by the WFM Team.

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