

## ADDING A PROTECT CALL VIA THE VRU – JOB AID FOR T&E EMPLOYEES

In addition to using CMA, employees will now be able to add a protect call using the VRU.

### Procedure Guidelines

- When a protect call is added, the VRU will not use the phone numbers on file to call the employee. It will be the employee's responsibility to phone into the VRU to check if he/she has been called for a tour of duty.
  - Protect Calls are in effect until the employee has been called for a tour of duty or if the employee has cancelled the protect call request.

Protecting Calls Via the VRU	
RESPONSIBLE	PROCESS STEPS:
Employee	1. From the main menu: <ul style="list-style-type: none"> <li>▪ Canadian employees: press '2' to enter a protect call request</li> <li>▪ Then press 2 to add or remove a protect call.</li> </ul>
VRU	2. The VRU ask the employee to press 1 to add a protect call, or press 2 to remove a protect call.
Employee	3. Respond to the VRU: <ul style="list-style-type: none"> <li>▪ press '1' to add a protect call; or,</li> <li>▪ press '2' to remove a protect call.</li> </ul>
VRU	4. If the add/remove protect call request was successful, the VRU will relay the following message:  "Your protect call update was successful."  5. The employee will be returned to the VRU main menu.
Employee	6. Choose one of the following options: <ul style="list-style-type: none"> <li>▪ hang-up to end, or;</li> <li>▪ select another option from the VRU main menu.</li> </ul>