AESOP/FRONTLINE EDUCATION EMPLOYEE GUIDE

Absence Entrance and Substitute Management System

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AESOP (Frontline Education) Guide for Employees

AESOP, also known as Frontline Education, is the absence management system in which Chico Unified School District tracks employee absences and leave balances.

It is the employee's responsibility to enter absences and find substitutes. This Employee Guide is designed to provide employees step-by-step instructions to use the system utilizing a computer or mobile device.

Logging in

There are two options to access AESOP

- Online: https://www.aesoponline.com/
- By Phone: 1(800) 942-3767

To log in, AESOP requires a Login ID and Pin number

- Your Login ID will be your 10-digit phone number with no dashes (ie: 5308913000)
- Your Pin number will be a 4 or 5-digit number we have assigned for you
- If you are unsure of your login information, please contact your site Office Manager or designated AESOP contact

Trouble Logging in

Do not fret! There are a few easy solutions for most login errors.

Computer/PC Login Error

1) Try clearing out your browser history and cached items
   - Need help doing so? Follow the instructions provided at this link: http://www.refreshyourcache.com/en/home/
2) Still not working? Try opening the website in another browser.
   - Browsers: Internet Explorer, Google Chrome, Mozilla Firefox, Safari
3) Call in to reset your Pin number
   - If all else fails, resetting your pin number should do the trick! Contact Hannah Tortorich at 891-3000 x100 for assistance with resetting your pin number.

Mobile Device (Smart Phone, iPad)

1) Try using a different browser
   - Browsers: Internet Explorer, Google Chrome, Mozilla Firefox, Safari
     - Not sure how to download a new browser? Search for one of the browsers listed above in your device's application store or on the search engine that you regularly use, click download.
2) No luck? Please call Hannah Tortorich at 891-3000 x20100 to reset your Pin number.

PHONE GUIDE

Creating an Absence
Anytime you are absent from work, it is mandatory that you enter your absence in AESOP.

- Call 1(800) 942-3767 and enter your Login ID followed by #, then enter your Pin number followed by #
    1) Press 1 on the keypad to create an absence
    2) Follow the automated voice prompts
    3) If you create an absence over the phone, be sure to note the confirmation number of your absence for reference

Assigning a Substitute
Do you already have a specific substitute in mind to cover your absence? You have the ability to assign substitutes, but *it is very important that you receive confirmation from the substitute prior to assigning them to your absence*.

- If you are planning to assign a substitute over the phone, you will need to know the substitute's phone number
    o To find a substitute's phone number, you can visit the Substitute Directory online by following the steps found on Page 7.
- Call AESOP: 1(800) 942-3767 and create your absence by following the steps above
- Once you have completed the steps to create your absence, the system will ask if you would like to assign a substitute
    o This is when you will need the substitute's phone number

Cancelling an Absence
Occasionally plans change or fall through, and maybe you no longer need to take the day off. Fortunately, you have the option to cancel an absence through AESOP.

- To review and cancel your upcoming absences press 3
    o To cancel, press 3
- To review or cancel a specific absence press 4
    o Enter the confirmation number you should have received when you created the absence, then #

Updating Login and Personal Information
Is your login Pin too difficult to memorize? You can change it simply by logging in over the phone! If you would like to update your phone number or address, you also have the ability to update these changes in AESOP online. *Please remember, Chico Unified School District does require that you notify the Human Resources department of phone number and/or address updates in addition to updating AESOP.*

- Call 1(800) 942-3767 and enter your Login ID followed by #, then enter your Pin number followed by #
- Press 5 on the keypad to change your Pin or phone number
    o Press 2 on the keypad to change your Pin number
    o Press 3 on the keypad to change your phone number and Login ID

ONLINE GUIDE

Creating an Absence
Anytime you are absent from work, it is mandatory that you enter your absence in AESOP.

- At the bottom of your home screen, you will see the "Create Absence" form
  1) Click on the date(s) you will be absent on the calendar (circled blue)
  2) Select your absence reason (circled red)
     o Check pages 10-12 for absence reason info.
  3) Adjust your absence time as needed - absence time reflects the hours you will be absent from work
     o To adjust the hours in which the substitute will be filling in for you, click on the "broken chain" icon (circled purple)
  4) If you have anything you would like your substitute to know, you can leave notes in the "Notes to Substitute" box
  5) Some absence reasons require the "Notes to Administrator" box to be filled out. See pages 11-12 for information on which reasons require notes
  6) If you have any plans you would like to leave for your substitute electronically, you can attach them by clicking "Choose File" (circled green)

- To enter an absence with two absence reasons, follow instructions below:
  1) Before entering in any absence info, click on the "Advanced Mode" button (circled orange)

2) This will bring you to a new page

3) Start by entering the first part of your absence as you would normally; choose the date, absence reason, and times specific to the first portion of your absence
4) Click on the "+Add New Variation" button (circled red)
5) This will create a second calendar and absence form (see next page)

6) On the second calendar (Variation #2), you will need to re-click the date and adjust the time and absence reason for the second portion of your absence

7) An alert titled "Resolve Conflicts" may pop-up. You will need to choose the drop-down option: "Resolve manually"
8) This method also works for entering in a multiple-day absence with different absence reasons

Assigning a Substitute

Do you already have a specific substitute in mind to cover your absence? You have the ability to assign substitutes, but *it is very important that you receive confirmation from the substitute prior to assigning them to your absence.*

- Assigning a substitute is the last step in creating an absence
- Once you have filled out your absence details, and after you have confirmed with the substitute that they can fill in, click "Create Absence & Assign Sub"
  - If you need to find a substitute's phone number to verify that they can fill in for you, see the next section for info regarding the Substitute Directory
- This will bring you to a separate screen where you search for the substitute by last name or by clicking "View List of Substitutes"
- If you cannot assign the substitute, or you do not have the option to assign a substitute, contact Hannah Tortorich at 891-3000 x20100 for assistance

Accessing the Substitute Phone Directory

Before assigning a substitute, you must first verify with the sub that they are willing and available to fill in for you. You have access to all of the qualifying substitutes' phone numbers in your online login. *Personal information such as phone numbers are confidential and should not be shared without discretion.*

- After logging in, click on the "Directory" tab at the top of your home screen (circled green)
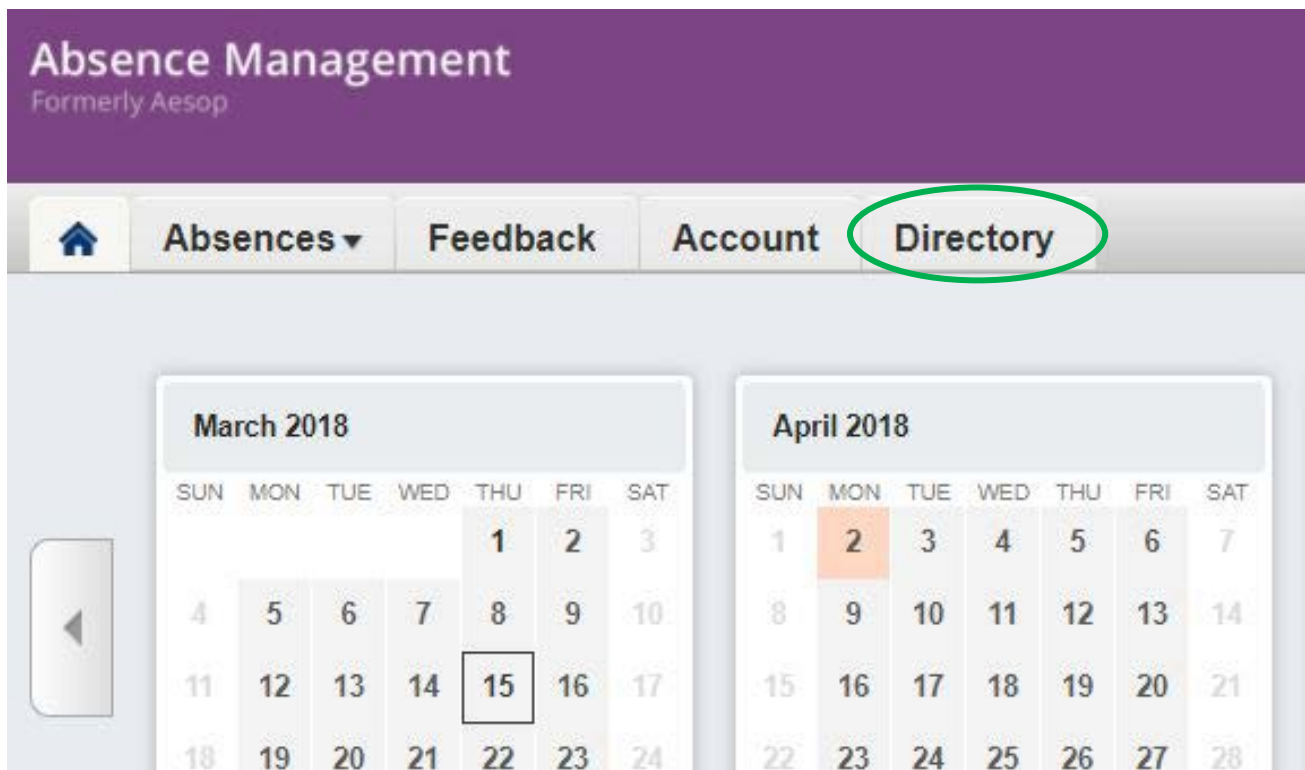
- This will bring you to a new screen (see next page)

- Here you can type in the first few letters of the substitute's <u>last name</u> and click search. This will give you the name and phone number for the substitute searched

Cancelling an Absence

Occasionally plans change or fall through, and maybe you no longer need to take the day off. Fortunately, you have the option to cancel an absence through AESOP.

- After logging in, scroll down to the "Create Absence" form
- Click on the "Scheduled Absences" tab directly to the right (circled purple)


- Here you will see your upcoming absences. Simply click on the red "Delete" button to cancel the absence (circled yellow)

Updating Login and Personal Information
Is your login Pin too difficult to memorize? You can change it simply by logging in online! If you would like to update your phone number or address, you also have the ability to update these changes in AESOP online. *Please remember, Chico Unified School District does require that you notify the Human Resources department of phone number and/or address updates in addition to updating AESOP.*

- After logging in, click on the "Account" tab at the top of your home screen (circled blue)
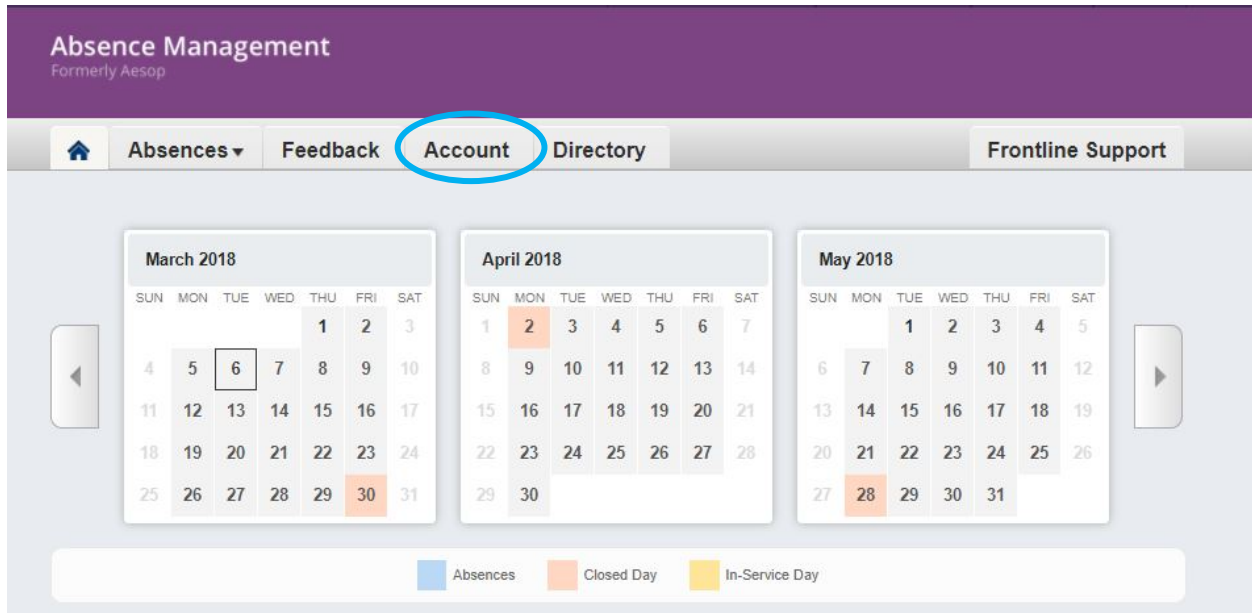
- This will bring you to the "Personal Info" screen (shown below)
  - On this screen, you have the ability to update any of the fields with boxes; phone number, email address, and mailing address

- - It is important to note that if you change your phone number, your login ID will change as well
- Once you have updated the necessary information, be sure to click "Save" at the bottom left corner
- Click on the "Change Pin" tab (circled red above) to personalize your password
  - Fill out the form as shown below

Absence Reasons

It can be confusing knowing which absence reason to choose when entering an absence. Below is the list of absence reasons you will see to choose from based on your employment type. See next page for explanations of these reasons.

<u>CUTA Staff</u>
- Parent Conference
- Prep Day
- Professional Devel
- Release
- Sick- Employee
- Sick- Family Illness
- Sick- PN
- Sick- Sick Diff Emp
- Sick- FI Sick Diff
- Unpaid Leave
- Vacation (Preschool Only)
- Jury Duty
- Bereavement

<u>Exempt Staff</u>
- AB1522 Sick Leave
- Jury Duty
- Professional Devel
- Release
- Unpaid Leave

<u>CUMA Staff</u>
- Professional Devel
- Release
- Sick- Employee
- Sick- Family Illness
- Sick- PN
- Sick- Sick Diff Emp
- Sick- FI Sick Diff
- Unpaid Leave
- Vacation
- Jury Duty
- Bereavement

<u>CSEA Staff</u>
- Professional Devel
- Release
- Sick- Employee
- Sick- Family Illness
- Sick- PN
- Sick- Sick Diff Emp
- Unpaid Leave
- Vacation
- Jury Duty
- Bereavement

Restricted Staff
- Personal Emergency
- Professional Devel
- Release
- Sick- Employee
- Unpaid Leave
- Vacation
- Jury Duty
- Bereavement

Absence Reasons – Defined

AB1522 Sick Leave – employees who work for 30 or more days within a year receive 24 hours of sick leave

Bereavement – paid time off due to the death of a relative. Reference contract for definition of those considered relatives. This absence reason requires the "Notes to Administrator" box to be completed and prior approval from a supervisor

Jury Duty – release from work to attend court in the manner provided by the law. This absence reason requires the "Notes to Administrator" box to be completed and prior approval from a supervisor

Parent Conference – release from work to facilitate parent conferences during school hours

Personal Emergency – may be taken for any reason except vacation/recreation

Prep Day – time for elementary teachers to prepare for their classrooms; ie: lesson plans, class projects, etc.

Professional Devel(opment) – use this absence reason when leaving work for training. Examples of when to use Professional Devel include: to attend workshops/ conferences, etc. This absence reason requires the "Notes to Administrator" box to be completed

Release – use this absence reason when you are still working, but you are not working your regular assignment. Examples of when to use Release include: to attend union meetings, when requested to sit on a panel or for testing within the district, for observations, etc. This absence reason requires the "Notes to Administrator" box to be completed

Sick- Employee – time off when ill

Sick- Family Illness – time off to care for a member of the employee's immediate family

Sick- PN – may be taken for any reason except vacation/recreation

<u>Sick- Sick Diff Emp</u> – once an employee's sick leave is exhausted, the employee may receive the difference between the employee and substitute's pay

<u>Sick- FI Sick Diff</u> – once an employee's family illness leave is exhausted, the employee may receive the difference between the employee and substitute's pay

<u>Unpaid Leave</u> – leave from work without pay

<u>Vacation</u> – paid time off for recreational reasons. This absence reason requires prior approval from a supervisor

Tricks & Tips

➤ You have the "Notes to Substitute" field so that you can leave notes, please do! If you have a break in your day, that would be important to include in the notes. If you are an aide, the teacher you are assigned to and/or the name of the student you work with would also be helpful to include.

➤ Please adjust the start and end times as necessary for substitutes on late-start Wednesdays.

➤ If you miss a staff meeting, be sure to report this to your Office Manager, as these absences are not tracked in AESOP.

➤ Up to an hour before the start time of your absence, you have the ability to cancel the absence. If your absence starts within the next hour, you will no longer have the ability to cancel an absence. At that point, you will need to contact your AESOP admin.

➤ You have a 48-hour grace period in which you can enter in late absences after the start of your absence. If your absence starts at 8AM, you will need to enter the absence before that time on the second day.

➤ If you have a split-shift, you will need to enter in the shifts as separate absences or variations.

➤ For each classification you hold, you will have a separate login. This is to ensure that the system will call the substitutes with the correct qualifications to fill your absences. If you have multiple classifications/profiles, the login ID should be the same phone number for both and have different pin numbers.

➤ If you have technical difficulties using AESOP or your question was not addressed, please contact Hannah Tortorich in Human Resources at (530) 891-3000 x20100, or by email at htortorich@chicousd.org.