

## FAQ Guide for Substitutes

*Please note: Once all new employee paperwork is received and processed, your log in credentials for the substitute system will be sent to you via email (this will include the phone number and web address for AESOP).*

- **What do I do when I need to cancel a sub job?**
  - Most importantly, you will need to log in online or call-in to AESOP and cancel the job. You have up to an hour before the absence begins to cancel out of a job. This will allow the job to start calling out so that the system can fill it with another substitute. After this, please call in to the school site to let them know that you have canceled from the job in AESOP.
  
- **Am I penalized for canceling a job?**
  - As long as you cancel out of a job as described above, you will not be penalized. However, if you cancel within 12 hours of a sub job start time, the system will not allow you to pick up another job for that same day.
  
- **How do I turn in timesheets to get paid?**
  - Most of the school sites will take care of turning in timesheets for their subs. Be sure to check in at the main office for every site. Most schools will have you sign in and the office will take care of everything else for you. The exceptions are charter schools. It is your responsibility to fill out a timesheet and turn it in the District Office in order to be paid for the time you worked.
  
- **Is there any way to choose which school sites I want to see jobs at?**
  - After you log in online, go to the “Preferences” tab above the calendars. From there click on the “Schools” tab. Make sure that the choice “Show me assignments at the schools selected below” is chosen. From there, you can check all of the boxes for the schools you would like to be available to work at. It is important to know that any of the school sites that are not checked off will not be able to assign you and you will not be notified for available jobs.
  
- **How do I limit my hours in which I can receive calls?**
  - Under the same “Preferences” tab online as mentioned in the previous question, you will want to go to the “Call Times” tab. Here, you can edit the hours in which you receive calls for each day of the week. You can also completely turn off the calling feature on this tab by clicking the “No” bubble at the top right of this box.
  
- **How do I specify non work days if I am busy and do not want to receive calls for a specific day?**
  - After logging in online, on the main page there are three tabs under the calendars: “Scheduled Jobs”, “Past Jobs” and “Non Work Days”. Click on the “Non Work Days” tab and at the top right of the box there is an “Add Non-Work Day” button. Here you can choose the day and hours you are unavailable. If you will be out for an extended period of time, you can also click on the “Repeat” box and choose the amount of time in which you will be unavailable.
  
- **Other questions?**
  - Please contact the Sub Desk, Hannah Tortorich at the District Office for any other questions regarding the substitute system – AESOP or Frontline at (530) 891-3000 x 0.