

# Absence and Substitute Management



## LOGGING IN ONLINE

To log in to the absence management system, type [aesoponline.com](http://aesoponline.com) OR [signin.frontlineeducation.com](http://signin.frontlineeducation.com) in your web browser's address bar and select **Sign In** for the "Absence Management" feature.

The Sign In page will appear. Enter your ID and PIN and click **Login**.

## CAN'T REMEMBER YOUR LOGIN INFO?

If you're having trouble logging in, click the **Login Problems** link next to the "Login button for more information.

## FINDING AVAILABLE JOBS

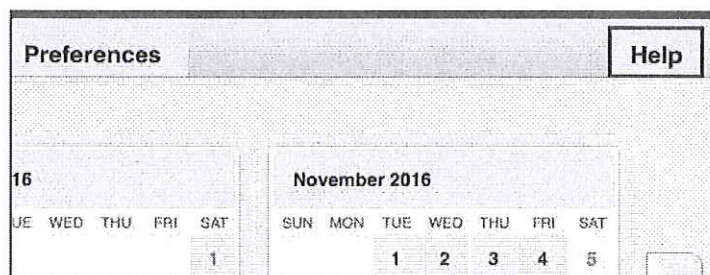
The system makes it easy to find available jobs right on the homepage. Available jobs appear in green on the calendar and in list form under the "Available Jobs" tab.



To accept a job, simply click the **Accept** button next to the absence. If you do not want to accept this job, click the **Reject** button, instead.

## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or want more information about a specific topic, click the **Help** tab to go to the Learning Center to search a knowledge base of help and training materials.



## LOGGING IN OVER THE PHONE

Not only is the system available on the web, but you can also find and accept available jobs, manage personal information, change your PIN number, and more, all over the phone.

### When You Call into Absence Management

To call, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

When calling the absence management system, you can:

- Find available jobs – **Press 1**
- Review or cancel upcoming jobs – **Press 2**
- Review or cancel a specific job – **Press 3**
- Review or change your personal information – **Press 4**

### When the Absence Management System Calls You

If an available job has not been filled by another substitute two days before the absence is scheduled to start, the system will automatically start calling substitutes, trying to fill the job.

Keep in mind, when the system calls you, it will be calling about one job at a time, even if you're eligible for other jobs. You can always call in (see "When You Call into Absence Management" section above) to hear a list of all available jobs.

**Note:** When the system calls, be sure to say a loud and clear "Hello" after answering the call. This will ensure that the system knows you picked up the call.

When you receive a call, you can:

- Listen to available jobs – **Press 1**
- Prevent absence management from calling again today – **Press 2**
- Prevent absence management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). At this point, the absence management system will list the job details, and you will have the opportunity to accept or reject the job.





## 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 x100 or [htortorich@chicousd.org](mailto:htortorich@chicousd.org).

