

Aesop Q&A

How do I obtain my User ID and Pin Number?

Your Aesop account is set up in the Human Resources Department. Your User ID is always the main phone number that you provide when you complete your paperwork in the office. Your Pin is a random four digit number that can be changed if you prefer. Employees receive their Welcome Letters through their Aesop Operator at their school/Department. It will provide your User ID and Pin. Substitutes receive their letters through the mail.

Where do I go to enter an absence?

You can either log into www.aesoponline.com or call 1-800-942-3767.

How do I create an absence? Also, tell me about “Save” and “Save and Assign”

If you use the 1-800-942-3767, you will be prompted to enter your User ID and the pound key (#) and then the Pin number and the pound key (#). It will then prompt you to click (1) to create an absence. After that, you will listen to instructions to continue with your absence.

If you use the web, www.aesoponline.com, you will see a link on the left hand side of the screen that states “Create an Absence”. You then enter your dates, your reason for absence, whether or not you need a sub and then enter your start and end time for the absence. You will then click next.

***If you DO NOT need a sub, and have clicked “No” on the previous page that you did not need a sub, just click “Save” and you will be assigned a Confirmation number and you are finished creating your absence.

*** If you DO need a sub and just want the system to call for one (no one in particular), you can just click “Save” and you will be assigned a Confirmation number and you are finished creating your absence.

***If you DO need a sub and you have a particular sub in mind, you will click “Save and Assign”. You can then look up your sub that you would like to use and insert then into the job.

Why can't I see the sub that I want to assign to my absence?

There could be several reasons that this can happen:

1. The sub may have another job the same day you are trying to assign them for.
2. The sub may have blocked themselves out for that particular day thinking they may not want to work. They can go in and un-block themselves.
3. The sub may not have signed up to work for your job code-an example would be if a sub signed up to work for regular education teachers, but they may have agreed to work for a special education teacher one time. Since they do not have Special Education in their profile, you will not see the sub. This can also be the case if a sub does not sign up to sub for paraprofessionals or secretaries, but maybe they agree to sub one day-again, if those job codes are not in their profile, you will not see them, nor will you be able to assign them. In order to fix that issue, your school's operator will need to contact Emily Griffin in Human Resources to have those job codes added to those subs profiles in order to get them in your job.
4. If you are creating an absence for two days in a row and are trying to get a particular sub in that job for one day and can't see them, it could be that they have a job one of those days. You may have to create a separate jobs in order to get the sub in the job.

If I “Save and Assign” a sub to my job, will the system call the sub I assigned to my job?

No, before using this feature you should prearrange the coverage with the sub.

When I enter a job for any sub to pick up, when does it call or when can a sub see it on-line to pick it up?

In general, a sub will start getting calls two days ahead of time if a job has not been picked up on-line. If a sub is browsing on-line for a job, they can see a job five days ahead of time. Each school can add subs to a preference list which could make those subs see jobs on-line as many days ahead of time as determined by the school.

If I enter an absence on the same day I will be out, how long will the system call out for a sub?

The system will only call out for two hours after the start time of job. (Example, if you enter a job at 7:00 AM for a job that begins at 8:00 AM, it will try to call for a sub for only two hours-until 10:00 AM). It will also continue to be on the web for subs to view as well as to pick up.

I was very ill and forgot to enter my absence first thing in the morning and forgot to call my operator to ask them to enter the absence and it is now 9:00. I should have been there at 8:00. The school has been covering me, but I need to know if I should enter the entire job beginning at 8:00 for a sub to try and show up now?

No, you should enter two jobs, one for the time that the school covered you and then one for the time in which the sub will have time to get there. The sub should not be paid for time not worked. This will ensure your absence time is calculated properly and that the sub is only paid for the time worked.

Why do I have to enter whole hour increments in Aesop?

To coincide with our payroll practice, all time off must be taken in one hour increments. If you enter .5 hours in Aesop, it will round up to the next whole hour when pulled over into our Payroll system. So if you enter 1.5 hours, you will be charged for 2 hours of leave thus resulting in an overcharge in leave time.

How long do I have to enter an absence for a particular day?

You must enter your absence no later than 10 hours after your start time of the day. When entering absences afterwards make sure to check “no sub needed.” After that time, you must ask your school or department operator to enter the absence for you.

Can I attach documents or lesson plans to my absences for my substitute?

Yes, when you are finished creating your absence, and have been assigned a confirmation number, you will see an Attachments section on the right hand side of the absence information page. In that box, you see a link that says “Upload New”. You can upload a Word Document or a PDF Document. Just follow directions once you click on the link and your sub will be able to pull up your file.

Can I cancel an Absence?

Yes; however, it must be done within 1 hour after start time. If you do not cancel within that time period, you must call or go to your school’s/department’s operator to let them handle the cancellation of it. Once a sub is assigned to the job it should not be cancelled unless there is no longer an absence or it has now

become a short term and a properly certified sub needs to be in the job. If the cancellation is within 24 hours of the start time of the job, the sub should be called by the school to insure they know of the cancellation.

To cancel an absence you click on either the date of absence in your interactive calendar and then you will see a “trash can” to click on to cancel it. If it states that cancellation has past, you must contact your Aesop Operator to cancel it. You can also cancel the job by clicking on the link at the left that states “Absence History”, and then you click on the confirmation number of the absence. Once you have done that, click on Edit/Cancel, the Cancel Absence Request. If you do not have Cancel Absence Request button, your cancel time has passed and you will have to go to your Aesop Operator to cancel it.

Can I change my personal information such as my phone number or address in Aesop? Can I change my PIN?

No, because this needs to be done through Doc-e-fill on the Name-Address Change form. Once it has been changed there, the information will be changed in Aesop. If you change your phone number in doc-e-fill, that will be your new User ID in Aesop.

You can change you Pin to different number if you prefer.

Are there user guides if I need further assistance?

Yes, on your on-line profile screen, there is a Quick Start User Guide, a Basic Training Video, and an Advance Training Video.