

AESOP – FAQ

(www.aesoponline.com)

School District #93 is using an automated service that greatly simplifies and streamlines the process of finding and managing substitute jobs in the district. This service is available 24 hours a day, 7 days a week by either going to the web page listed above or using the toll-free automated number 1-800-942-3767.

Q. How will I know about jobs?

The system will make calls to substitutes during our standard call times from 6:00 a.m. to 11:59 a.m. and again from 4:30 p.m. – 9:30 p.m.

Q. How do I access the Frontline AESOP system:

You can search for and accept available jobs, change personal settings and update your calendar and personalize your available calls time by going to www.aesoponline.com. In order to access the Frontline Absence solution, you will need to enter your ID and PIN number given to you during orientation.

Q. How do I know if I have been given a job?

If you accept a job, you will be issued a confirmation number. Please remember that your transaction is NOT complete until Frontline supplies you with a confirmation number.

Q: How do I tell the system (and the Substitute Office) when I am NOT available to work?

Use the *Non Work Day* feature on the Absence Management website located below the calendars.

Click on Add Non Work Day.

- 1) Enter the date or select a date on the calendar icon.
- 2) Enter a reason
- 3) Save

You may also enter *multiple days*.

- 1) After entering the first date, click on the Repeat box.
- 2) Fill in the boxes.
- 3) Enter a reason
- 4) Save

If you want to enter *specific times that you are not available*:

- 1) Enter the first day that you are not available.
- 2) Remove the check mark from the “All Day” box.
- 3) Enter the times that you are not available.
- 4) Enter the reason.
- 5) Click on Save

If you are not available to work on a particular *day of the week*:

- 1) Enter the first date that you are not available.
- 2) Click on the Repeat box.
- 3) Click on the day of the week showing.
- 4) Enter the last day that you are not available to work on that particular day of the week in the “Until” box.
- 5) If you are not available all day, keep the “All Day” box checked. If you are only not available at particular times, click on the “All Day” box to remove the check mark and enter the times in the “From” and “To” boxes.
- 6) Enter the reason.
- 7) Click on Save.

Q. I see a job on Absence Management but the start time has already passed. May I still accept it?

Yes! Accept the job and the secretary will expect you within an hour of acceptance. She/he will adjust your start time when you arrive. Please also let the SubClerk know.

Q. What happens when I turn off the Calling Feature?

The system will not call you to notify you of jobs. It is important to know that if one of your jobs gets cancelled, it will NOT notify you of the cancellation if you turn off this calling feature.

Q: How do I know if the employee left information or instructions for me on the website?

Look at your scheduled assignment. If you see an icon that looks like a piece of paper, the employee has left you notes. Also check for attachments which is referenced by a paperclip icon.

Q: When the system calls me, it doesn't say anything and hangs up. Why?

The system is voice-activated. If it doesn't hear you speak when you answer the call, it will hang up.

Q. Who do I call if I have a problem?

Nancy Peterson is the Sub Placement Clerk. Her email is peterson@d93.k12.id.us or her phone number is 208-557-6821. Office hours are 6:30 a.m. – 12 noon Monday – Friday.