Absence and Substitute Management

LOGGING IN ON THE WEB

To log in to the absence management system, type aesoponline.com in your web browser's address bar.

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.

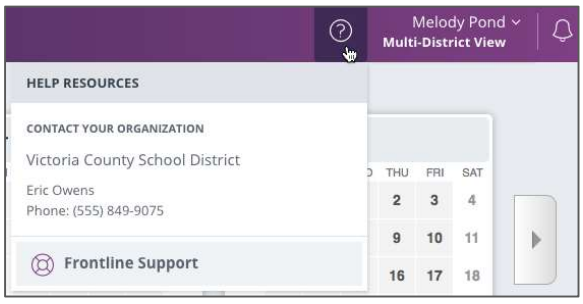
SEARCHING FOR AVAILABLE JOBS

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 **Help Resources** and select **Frontline Support** to go to the Learning Center to search a knowledge base of help and training materials.



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ACCESSING ABSENCE MANAGEMENT ON 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.

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