

## Absence Management (AESOP)

Our automated replacement system that we use to find replacements for all of our staff is called Absence Management (AESOP). This system, allows the substitute to be proactive – you do not have to wait for someone to contact you as you have 24/7 access!

Once you have received notice that your name has been entered into AESOP you will receive an email with your log in information to access the system online or via the telephone. Your user ID is your phone number (10 digit) and your PIN is a randomly assigned 4 – 5 digit number. Your PIN number can be changed by you after you access the system for the first time.

How you are set up in the system will determine what assignments you are offered, what you are able to view online and what times you are contacted. You are able to edit what schools/areas you would like to travel to as well as your availability (Can we stress this more? – should be done when they receive their ID and Pin to avoid unnecessary contact from Aesop). To ensure you get the most offers you qualify for, it is very important to make sure your information is up to date that your availability is correct.

**When you login to your AESOP account for the first time, IT IS HIGHLY ENCOURAGED YOU WATCH THE TWO TRAINING VIDEOS. They can be found under the “Frontline Support” Tab, “Getting Started”.**

## Frequently Asked Questions

### What is AESOP?

AESOP is an automated application system that allows employees to report an absence and for schools to find suitable replacements. With AESOP employees utilize a touch-tone telephone or internet browser to contact the system and are able to report their absence 24 hours and 7 days a week. Once the absence has been created, the system uses its data to find qualified replacements and to contact the replacements by telephone.

### How do I access AESOP?

You have 24/7 access to AESOP in two ways:

Via the telephone by calling **1-877-264-6562** and using your four digit, PIN number to gain access.

Via the internet by going to the AESOP webpage and login. You will use your login ID and your assigned PIN as the password. You can view the quick start Guide for easy reference.

### What times should I expect a phone call?

Emails are only sent to subs on an employees preferred list phone calls occur during the following two call periods for casual employees and substitute teachers:

**6:00 am – 5:30 pm**

**5:50 pm – 10:00 pm**

You can customize your own call out times in the preference tab of your home page if you do not wish to receive calls for all or part of these call out periods.

### How will I know if it is AESOP and not a telemarketer calling?

The number that shows on your caller ID will be **1-877-264-6562**

This is the same number that you use to call into the system.

## **What do I do when the calls come in?**

First, you must say hello when answering the phone as your voice is what will activate the system. Secondly, you will need to have your PIN handy, as the system will ask you to enter it. You will be offered a position and told when and where it will take place, and then you will be given menu options to either accept or decline the offer.

**System will only email subs on an employee's preferred list who are qualified and available**

## **How do I make myself unavailable?**

In AESOP you are able to create "non work days" for days that you do not wish to work or are unable to work due to appointments. Etc. you simply click on the day on the calendar that appears when you log into your account, and select the green plus (+) sign that says "ADD NON-WORK DAY". It will then bring you to a screen where you can add in details such as the time and reason.

**If you know ahead of time that you will not be available on a certain day for any reason, we ask that, you make yourself unavailable on the system ASAP. If a casual is unavailable for calls but does not input this into the calendar for period of 2 months your access will be suspended.**

## **How do I change my AESOP profile information?**

You can do some changes such as schools you want to work at and your availability. All other changes such as address changes must be done by contacting the ASEOP administrator at the district office by email [asds.aesop@nbed.nb.ca](mailto:asds.aesop@nbed.nb.ca). **You will need to contact payroll as well.**

### **Can I have multiple phone numbers were AESOP can reach me?**

**NO.** The system can only store one phone number at a time. However, you have the ability to change your phone number multiple times a day and the change is immediate. **Changing your phone number also changes your log in ID.**

### **What if the system gets my answering machine? Can I call back?**

If you miss a call with AESOP, you should attempt to call into the system or login online asap as it will be a minimum of 16 minutes before it tries to contact you again. By doing this you may be able to hear/view jobs that are available for you but it is not guaranteed that the job will still be available.

### **What is job shopping?**

Job shopping is simple a term used to describe login in or calling into the system to review available jobs and accepting one. This can be done 24/7. When login in online you simply click the "Available Jobs" tab at the top of your page. If you accept a job this way, you will not get a phone call to confirm.

### **What do I do if an Administrator calls me directly instead of the AESOP system?**

**If you accept the assignment, you should confirm that this day is showing in your Aesop account as this is how it you will be paid for the day. If it is not, contact the school.** You may get a phone call to confirm the assignment if time permits but this call is not necessary, as you have already confirmed it. It is simply a reminder.

### **TIPS FOR REPLACEMENT STAFF:**

There are many things that can be done to enhance job opportunities. The following is some information, which may be of assistance. School administrators will also be able to provide further information:

Feel free to introduce yourself to school administrators once you have been notified, (**notification will come in the form of an email from [asds.aesop@nbed.nb.ca](mailto:asds.aesop@nbed.nb.ca)**) **that your file is complete.** For those who are new on the supply list, remember that there is nothing on the system to indicate that you are new. Also remember that the information listed on the supply list is limited, so summarize for them your experience, education and interests.

Be prepared! There are many things that you can do to better prepare yourself for the supply/causal assignments. Good preparation and organization will be noticed and appreciated. Of course the opposite will also be noticed. Consider what you can do to prepare in advance, as well as what information you will need to get in order to cover an assignment.

Of special mention is a common request from administrators – be early! We realize that the mornings are hectic but you should do everything that you can to arrive early. We recommend 20 -30 minutes prior to the start of the assignment.

**If you need to cancel a day for whatever reason, contact the school. DO NOT CONTACT THE AESOP ADMINISTRATOR BY PHONE OR EMAIL TO CANCEL AN ABSENCE.**

#### **When the call comes in.....**

Make sure you have a pen and some paper handy as well as your PIN number.

Find out about the assignment to determine if you should accept it

If you are accepting the assignment, make note of the job number given to you by the system

Make sure you know where the school is located

Check if there is early morning duty or additional information (special instructions)

If you are not available for the assignment, **select "Reject"**

