

FREQUENTLY ASKED QUESTIONS

---AESOP---

	Question	Answer
1.	What do I need to know about the switch to Aesop?	<ul style="list-style-type: none"> • You must use Aesop in place of SubFinder beginning Monday, 4/11/16. • You can enter an absence(s) in Aesop beginning Saturday, April 9, if you will not be reporting to work on April 11. • You can access Aesop via the internet or phone (1-800-942-3767) 24 hours, 7 days a week. • Your absence records reported in SubFinder from 7/1/15, thru 4/8/16, were not copied into Aesop. Only the remaining leave balances for this 15/16 school year will be available in Aesop. If you need to check your absence records on file prior to 4/11/16, please use your Employee Portal account (used to view your paystub) to view these historical records. • If you entered any absence records into SubFinder for dates after 4/08/16, those future absences will be visible & recorded on your employee record in Aesop. Please confirm these absences in Aesop! • Your phone number must be accurate in the Aesop system to retrieve your PIN number should you lose or forget it. Please email phone changes to the appropriate person in Human Resources: Tandy White for Certified Teachers; Patricia Brezina for Classified staff (paraprofessional, security, secretaries, substitute secretaries, lunchroom/playground aides & maintenance); and Valarie Burroughs for Substitute Teachers, Substitute Teacher Aides, & Substitute Nurses.
2.	How can I access Aesop?	<p>Go to www.aesoponline.com from any internet connected computer or mobile device. Log in with the VVSD credentials provided to you in the welcome letter. You may also call Aesop at 1-800-942-3767, to log into Aesop and follow the prompts carefully.</p>
3.	What should I do first?	<ul style="list-style-type: none"> • Add the 'Aesop' phone number (1-800-942-3767) to your phone's contacts list for quick access when calling in an absence. Additionally, if you are a substitute receiving calls about an available job assignment, this step will cause Aesop to display on caller ID. • Call the Aesop number (1-800-942-3767) to ensure you can access your account. Log into your account at www.aesoponline.com (internet) to review your personal information, leave balances, & to change your PIN, if desired. • If you are a teacher, add your preferred substitute list to your account. • If you are a substitute, create your Aesop multi-district ID so you can monitor available jobs for Valley View S.D., and other districts with one login.

4.	How do I add, delete, or modify an absence?	<ul style="list-style-type: none"> • Please remember that all absences have a one-hour reporting deadline (one hour prior to the start of the absence), and a two-hour cancellation deadline (two hours prior to the start of the absence). The start time of your job is set as the default in Aesop. • When entering an absence, you can select ‘full-day absence’, half-day AM absence, or half-day PM absence. You do not have to enter the start/stop times for the absence - a new feature with Aesop. • Log into your Aesop account and click on ‘Create Absence’ to record an absence record. Be sure that a confirmation number is assigned to your entry before closing the session. Once recorded, you can click on the absence to review, change, or delete it. You can also call into the automated Aesop calling system (1-800-942-3767), to record an absence. Follow the voice prompts very carefully to complete your transaction. Make sure you receive a ‘Confirmation Number’ to confirm that the absence was successfully entered. • <u>You no longer have the option to select ‘Requested Substitute’. When creating an absence, you can click on Save or Save and Assign. If you click Save and Assign, this will bring up the option to search for available substitutes or select one from the preferred substitutes list. (ASSIGN = PREARRANGED – this means that you have had a conversation with the substitute to confirm the assignment – this is very important to remember.)</u> • The AESOP system works to find substitutes with a convention called preference lists. Substitutes can be placed on preference lists at three different levels on the system. These levels are as follows: 1) Teacher’s Favorite Five; 2) School’s Preference List, and 3) District Preference List. • Employees requiring a substitute should visit the Learning Center “Managing Your Favorite Five Substitutes”. • The same rules for reporting, modifying, & deleting absences that were in effect for SubFinder will remain for Aesop use. If you require clarification regarding these rules, please contact your supervisor. <p>For additional information, please visit the Aesop Learning Center via the web to review the ‘Employee or Substitute’ training videos.</p>
5.	How do I learn more about the Aesop?	<p>Go to www.aesoponline.com from any internet connected computer, log in with your VVSD credentials provided to you in the welcome letter. Click on ‘Help?’ and select ‘Aesop Learning Center’, and then select ‘Getting Started’. There are numerous training videos available to you after you log into your Aesop account.</p>
6.	What should I do if I cannot log into my account?	<ul style="list-style-type: none"> • Click the ‘PIN Reminder’ on the login screen to retrieve your number. Enter the requested information (Substitute or Employee, phone number, last name, and first name) and submit. Your PIN will be emailed to your district email account. • If these steps do not work, email the Helpdesk@vvsd.org with a description of your trouble and your help ticket will provide you the proper resolution to the issue. <p>Note: The Human Resource department does not have access to your ID or PIN.</p> <p>Please follow the standard protocol for reporting your absence to your supervisor/school. Thank you.</p>