

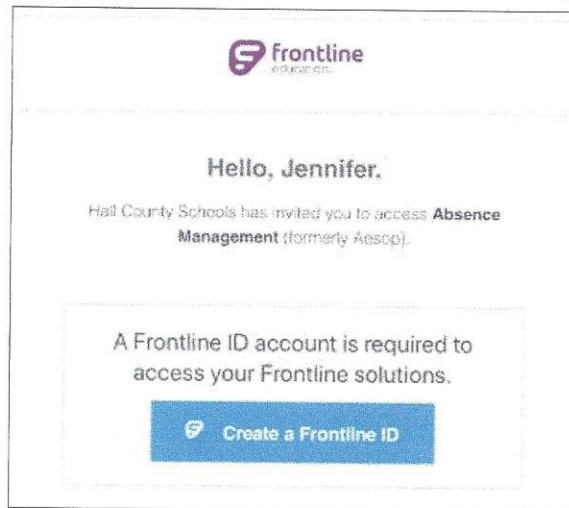


# Substitute Teacher User Guide

[www.aesoponline.com](http://www.aesoponline.com)

## AESOP Online Login:

(Must be created via email from Frontline)



## AESOP Phone Login:

**\*LOGIN:** \_\_\_\_\_

(Phone # including area code)

**\*PIN:** \_\_\_\_\_

(Last 4-digits of SSN)



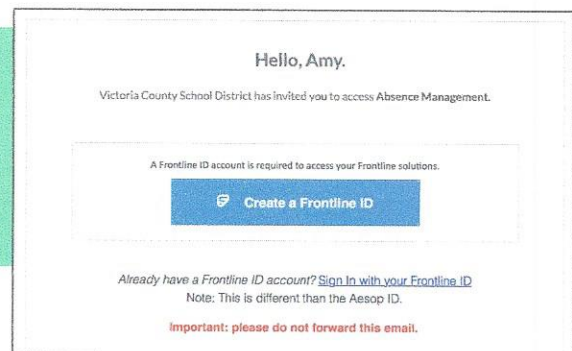
## Identity Management

Once your organization upgrades to the Frontline Insights Platform, you can begin to utilize new and improved system functionality! These new upgrades allow you to log in to all your Frontline applications with a single username and password and to access any Frontline application via a single URL.

### GETTING STARTED

On the date your district upgrades, you will receive an invitation email to create a Frontline ID account.

This new account replaces your former login credentials and allows you to collectively access all your different Frontline applications via a new, single username and password.



Click **Create a Frontline ID** within the invitation email.

This selection takes you to a Sign In page where you must create login credentials in accordance to Frontline requirements.

### CREATING AN ACCOUNT

Your new username must contain 1 alphabet character and at least 4 total characters. (You can potentially use your email address, first initial and last name, or a different, district-preferred combination.)

The password must have 1 alphabet character, 1 number or special character, and 8 total characters.

Include an email address to provide a means for password recovery and click the checkbox to accept the terms and conditions.

Once you are finished, click **Create Frontline ID**.

The system signs you in with your new username and password and requires these credentials for any future logins.

## SIGN ON PAGE

With the creation of your new Frontline ID account, you can access all your Frontline applications through a single sign-on page.

Go to [app.frontlineeducation.com](http://app.frontlineeducation.com), enter your new username and password, and click **Sign In**. The system recognizes your account configurations and presents applicable options based on your organizational setup.

If you belong to multiple organizations, the system will prompt you to choose which organization you want to access, and once selected, you will then choose from a list of your accessible Frontline applications.

## LAYOUT

When you log in, the system will display a side navigation bar that hosts application-specific options, and you will have a series of selectable options along the top purple bar. From this top bar, you can alternate between applications/districts (if applicable), access help resources, and manage your account.

If you have any additional questions, please reference your application's Learning Center!





# Absence Management

## SIGNING IN

Type [aesoponline.com](http://aesoponline.com) in your web browser's address bar.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the **"Having trouble signing in?"** link for more details.

## SEARCHING FOR AVAILABLE JOBS

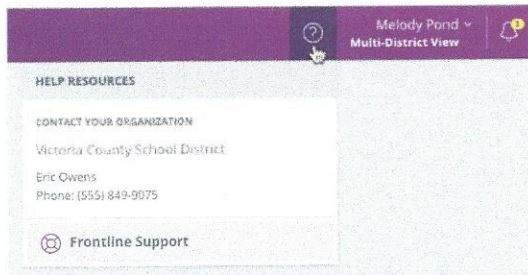
You can review available jobs directly on the homepage. These potential jobs appear in green on the calendar and in list form under the "Available Jobs" tab.

To accept a job, click the **Accept** button beside the absence (or click **Reject** to remove a job from the list).

April 2018							May 2018							June 2018						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30

2 Available Jobs		1 Scheduled Jobs		2 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location	Filter			
Barker, Bob							
Mon, 4/30/2018	11:00 AM - 6:00 PM	1 Full Day	Victoria County School District Victoria County Community Schools	<input type="button" value="Reject"/> <input type="button" value="Accept"/>			



## 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**. This opens a knowledge base of help and training materials.

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also find and accept available jobs, manage personal information, change your PIN number, and more, all on 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 begin to call substitutes and try to fill the job.

Keep in mind, when the system calls you, it will call 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.

When you receive a call, you can:

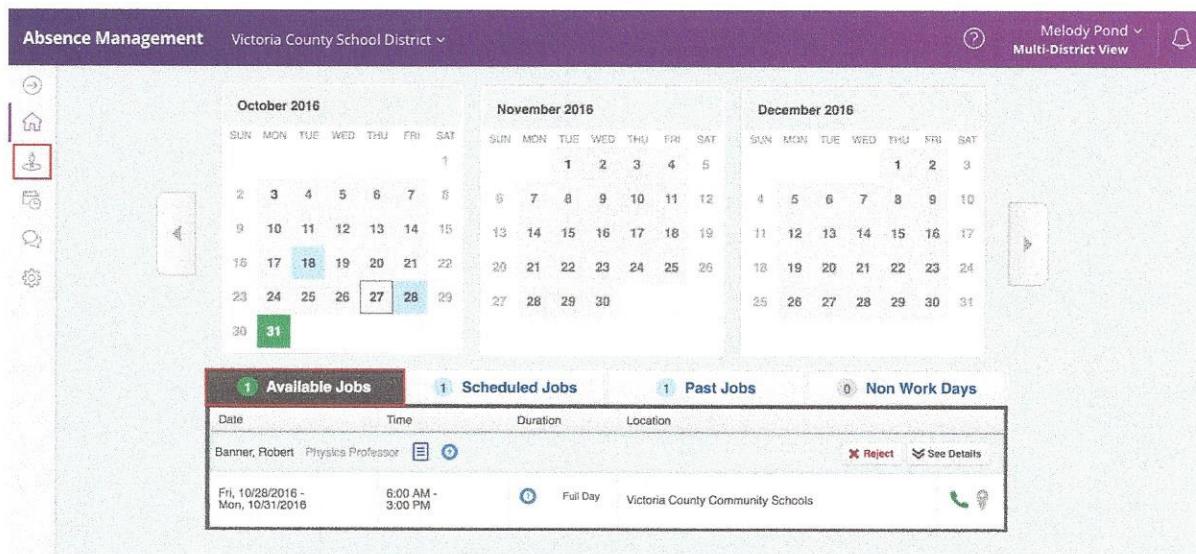
- Listen to available jobs – **Press 1**
- Prevent Absence Management from calling again today – **Press 2**
- Prevent Absence Management from ever calling again – **Press 9**

If you are interested in the available job, **Press 1**. You will be asked to enter your PIN number (followed by the # sign). The Absence Management system will list the job details, and you will have the opportunity to accept or reject the job.



# Finding Available Jobs

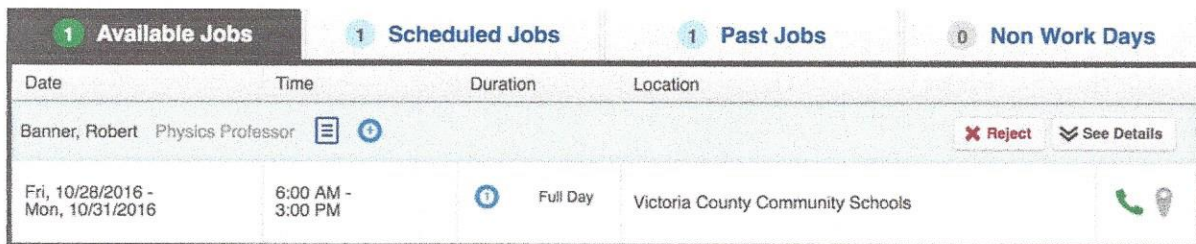
In absence management, finding and accepting available jobs is as easy as pie! From your home page, there are two places you can click to access a list of jobs that you are qualified and available to fill. Available jobs will show up in the side navigation under "Available Jobs" and on the **Available Jobs** tab.



The fastest way to find jobs is the "Available Jobs" section on the home page below the calendar. Here, you'll see a list of jobs that you are qualified and available to accept.

## Viewing the Job Details




All the important job details are here, like the name of the employee you will be subbing for, the location of the job, the date and time of the job, and more.



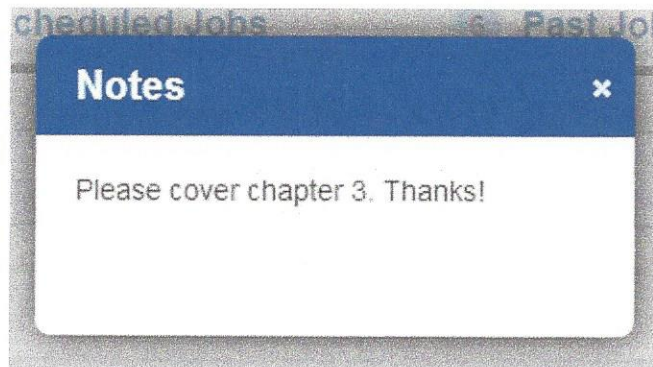
There are other details about the job (notes, attachments, and multi-day jobs) that will show here too.

## View the Job's Notes

The icon that looks like a sheet of paper indicates that this job has notes associated with it. These could be important notes from the teacher letting you know information about the job. Click the **icon** to view the notes.




1 Available Jobs		1 Scheduled Jobs	
Date	Time	Duration	
Banner, Robert	Physics Professor	 	
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	

The notes for this job will pop up for you to view. To exit the notes, click the **X** in the top right corner of the pop-up.





## Multi-Day Jobs



Some jobs in your available jobs list may be multi-day jobs. Multi-day jobs will be indicated by a circle icon with a plus inside it.

1 Available Jobs		1 Scheduled Jobs	
Date	Time	Duration	
Banner, Robert	Physics Professor	 	
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	 Full Day	

On multi-day jobs, you won't see an "Accept" button right away. To view the individual days, click the **See Details** button.

1 Available Jobs		1 Scheduled Jobs		1 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Banner, Robert Physics Professor						<a href="#">✖ Reject</a> <a href="#">☰ See Details</a>	
Fri, 10/28/2016 - Mon, 10/31/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools				 

This will reveal each individual day for the job, as well as a new button, **Accept Multi-Day**.

1 Available Jobs		1 Scheduled Jobs		1 Past Jobs		0 Non Work Days	
Date	Time	Duration	Location				
Banner, Robert Physics Professor						<a href="#">✖ Reject</a> <a href="#">✔ Accept Multi-day</a> <a href="#">☰ Hide Details</a>	
Fri, 10/28/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools				 
Mon, 10/31/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools				 

## Phone Number and Map

In each job listing, there will be an icon for the school's phone number as well as a map to the school.

Click on the **green phone icon** to have the school's phone number pop up. If the icon is gray, that means the school's phone number is not available.

Banner, Robert Physics Professor						<a href="#">✖ Reject</a> <a href="#">✔ Accept Multi-day</a> <a href="#">☰ Hide Details</a>	
Date	Time	Duration	Location				
Fri, 10/28/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools				 
Mon, 10/31/2016	6:00 AM - 3:00 PM	① Full Day	Victoria County Community Schools				 

Click the **orange map icon** to open Google Maps with directions to the school's location.

## Accepting or Rejecting Jobs

Now that you have seen the job details, you are ready to accept or reject the job.

### Rejecting a Job

To reject a job, all you have to do is click the **Reject** button on the right side of the job listing. Rejecting a job will make it disappear from your available jobs and you will not see it again. Only click the reject button if you are absolutely sure that you will not want to come back to this job later.

### Accepting a Job



To accept a job click the green **Accept** button on the right side of the job listing.



Once you have accepted the job, you will receive a pop-up at the top of your screen showing you the confirmation number. If there is a file attached to the absence, you will also see a link to view the attached file. This pop-up will stay on your screen until you dismiss it. Dismiss it by clicking the x next to "Dismiss Message".



## Notifications

Once you log in, you may first be presented with notifications from the system, and there are two types of notifications you can receive.

## Web Alerts

These alerts are created by your district for substitutes to see. They will contain important information that may be useful to you.

Once you have read the alerts, you can click the **Dismiss** button to move on. These Web Alerts can be revisited at any time within the application.

**Important Notifications** ✕

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**High** Victoria County School District posted on Friday, March 28, 2018

All substitute are to report to the Main Office before going to their assigned classroom.

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**Medium** Victoria County School District posted on Friday, March 28, 2018

Please review the dress code policy in your substitute handbook before arriving at your assignment. Thank You!

Dismiss

## Confirmations

You will occasionally receive notifications that require a confirmation. The example below informs the substitute that she was assigned a job. These notifications are very important and must be confirmed before you can move on to your home page.

**You were assigned to this job on Tuesday, April 10, 2018 11:40 AM.**

Date	Time	Duration	Location
Barker, Rob	Report to: Main Office		

CONFIRMATION #304129827

Cancel, Bob Report to Main Office

Mon, 4/23/2018 11:00 AM - 6:00 PM 1 Full Day Victoria County School District Victoria County Community Schools

Previous **Confirm**

## Home Page

Once you dismiss or confirm your notifications (when applicable), you can view your home page.

**Absence Management** Victoria County School District ? Melody Pond Multi-District View 🔔

- 🏠
- 🔔
- 📅
- 💬
- ⚙️

**April 2018**

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

**May 2018**

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**June 2018**

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**1 Available Jobs**

**2 Scheduled Jobs**

**0 Past Jobs**

**0 Non Work Days**

Date	Time	Duration	Location	Filter
Barker, Bob <span>☰</span>				<span>✖ Reject</span> <span>✔ Accept</span>
Fri, 4/13/2018	11:00 AM - 6:00 PM	1 Full Day	Victoria County School District Victoria County Community Schools	<span>📞</span> <span>📍</span>

## Side Navigation

Your side navigation lists available job opportunities, work history, feedback, and system preferences.



**Absence Management** Victoria County School District ?

**NAVIGATION** ←

- 🏠 Home
- 🔔 1 Available Jobs
- 📅 History

**2018**

MON	TUE	WED	THU	FRI	SAT
2	3	4	5	6	7

 Feedback  
 Preferences



9	10	11	12	13	14
16	17	18	19	20	21
23	24	25	26	27	28
30					

**Available Jobs:** View the number of currently available jobs via this side navigation or within the green circle on the home page. This option will bring you to the "[Available Jobs](#)" tab where you will see a list of the jobs that are ready for you to accept.

**History:** View the number of [previous jobs](#) completed within the past 60, 90, or 120 days and jobs completed during the current or previous school year. You can also search with a custom date range.

**Feedback:** Leave feedback for jobs completed or view recently provided feedback.

**Preferences:** View account options that include [Personal Information](#), [PIN changes](#), [Preferred Schools](#), [Call Times](#), and a District List.

## Calendar

The calendar provides an overview of your scheduled and available jobs, and it is color coded to indicate the different types of days.



**Absence Management** Victoria County School District Melody Pond   
 Multi-District View

April 2018							May 2018							June 2018						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7			1	2	3	4	5						1	2
8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9
15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16
22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23
29	30						27	28	29	30	31			24	25	26	27	28	29	30

**Black Box:** A black box around a date represents that it is the current day.

**Blue Box:** A blue box represents a past or scheduled job.

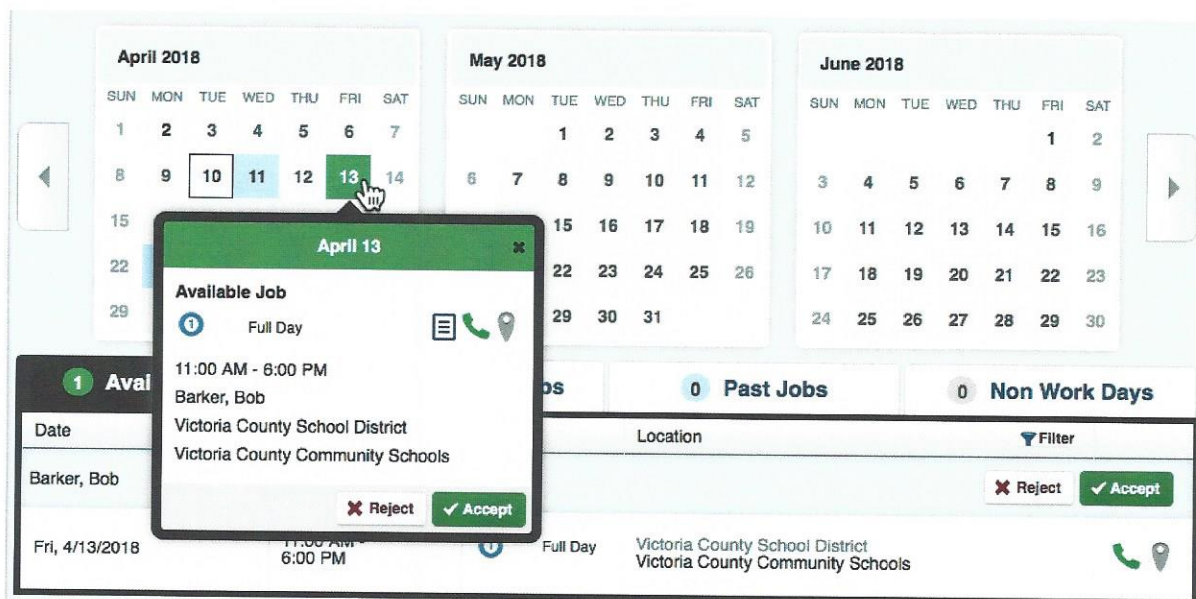
**Green Box:** A green box indicates an available job.

**GrayBox:** A gray box indicates a Non-Work Day.

Use the back and forward arrows on either side of the calendar to view previous or future days.

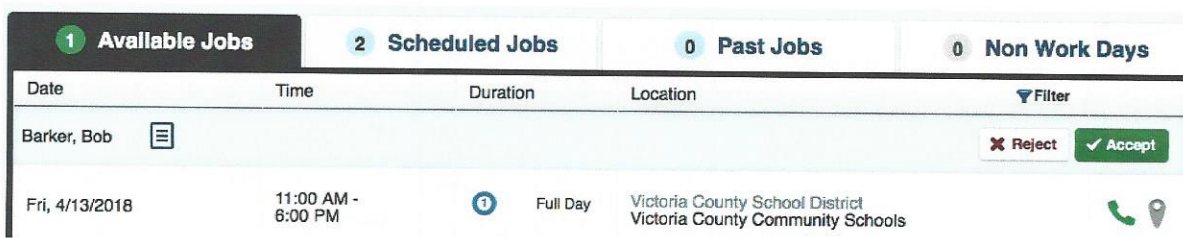


You can also click on an individual day within the calendar to view details for that specific date. If there is an available job, you can accept or reject it directly from the pop-up!



## Job Tabs

Locate your "Jobs" tabs directly beneath the calendar. These tabs allow you to quickly review your job-related details.



**Available Jobs:** This tab lists your currently available jobs and includes the option to reject or accept the position. The number on the tab represents how many available jobs there are.

**Scheduled Jobs:** This tab shows the currently scheduled jobs you have already accepted. (If you need to cancel an assignment, please contact the school directly and ask to be removed from the absence.) The number on the tab represents the number of currently scheduled jobs.

**Past Jobs:** The “Past Jobs” tab brings up your job history for the past 30 days. The number on the tab represents the number of jobs in the last 30 days.

**Non-Work Days:** This tab shows you your upcoming Non-Work Days as well as Non-Work days from the past 30 days. You can also create Non-Work Days from here. The number on the tab represents upcoming Non-Work Days and Non-Work Days from up to 30 days in the past.

## Adding Non-Work Days

If you have days or partial days when you are not able to substitute, you can create “Non-Work Days” so the absence management system (AESOP) will not offer you jobs on those days. Click the **Non-Work Days** tab to view your non-work days and to create new ones. The tab will have a number on it indicating how many Non-Work Days you have scheduled.

Date	Time	Reason
Fri. 4/11/2014	All Day	
Fri. 4/25/2014	All Day	

To create a new Non-Work Day click the **Add Non-Work Day** button. This will bring up a window where you can enter your Non-Work Day info.

**Add Non-Work Day**

Date: 4/1/2014

Repeat:

From:  All Day

to:

Reason:

Cancel Save

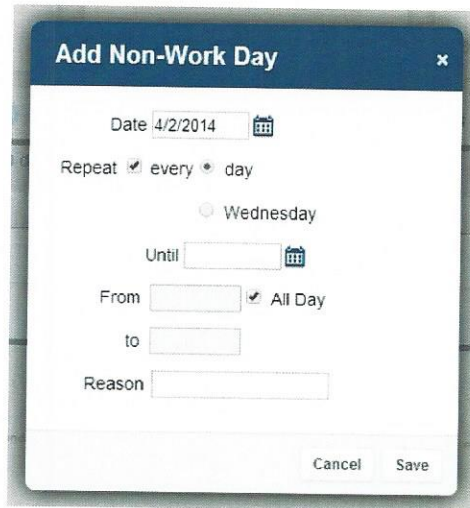
To create a single Non-Work Day...

- **Date** – Type the date into the box or use the calendar icon to select the date.
- **From/To** – Enter the start/end times for when you can’t work. You must un-check the “All Day” box to edit the times.
- **Reason** – Enter the reason for your Non-Work Day. (This info is not required.)

Click the **Save** button when you are ready to save the Non-Work Day.

## Repeating Non-Work Days

You can also create a Non-Work Day that will repeat. For example, maybe you can't work on Tuesdays for the entire month. When creating the Non-Work Day, click the check box for "Repeat" (shown below).



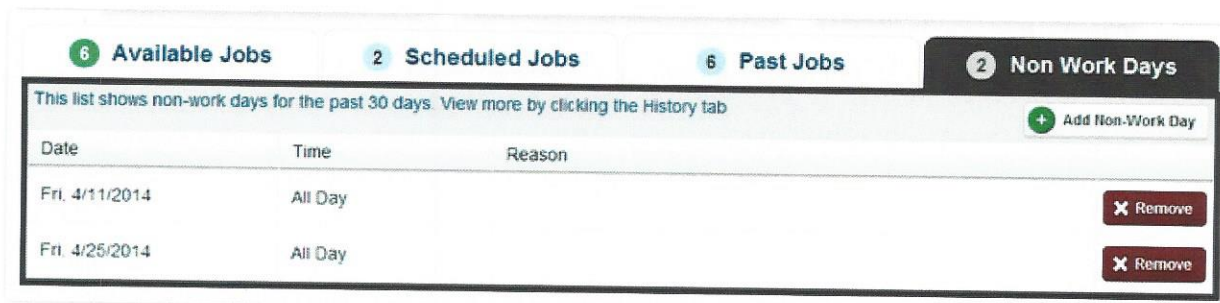
The screenshot shows a dialog box titled "Add Non-Work Day" with a close button (x) in the top right corner. The form contains the following fields and options:

- Date: 4/2/2014 (with a calendar icon)
- Repeat:  every  day
- Wednesday
- Until: [ ] (with a calendar icon)
- From: [ ]  All Day
- to: [ ]
- Reason: [ ]
- Buttons: Cancel, Save

Then, mark the circle for Tuesday, put in the end date you want this to repeat until, and click the Save button to save the repeating Non-Work Day.

## Removing a Non-Work Day

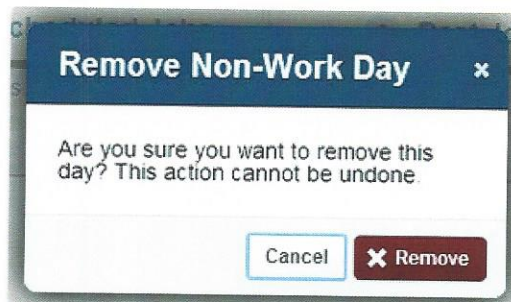
In your "Non-Work Days" tab, you will see a Remove button for any Non-Work Days that are still in the future. Click the **Remove** button for the specific Non-Work Day you want to remove.



The screenshot shows a tabbed interface with four tabs: "Available Jobs" (6), "Scheduled Jobs" (2), "Past Jobs" (6), and "Non Work Days" (2). The "Non Work Days" tab is active and displays a table of non-work days. A header note states: "This list shows non-work days for the past 30 days. View more by clicking the History tab". There is a "+ Add Non-Work Day" button in the top right of the table area.

Date	Time	Reason	
Fri. 4/11/2014	All Day		<input checked="" type="checkbox"/> Remove
Fri. 4/25/2014	All Day		<input checked="" type="checkbox"/> Remove

You will receive a confirmation pop-up. Click **Remove** to confirm (or if you would like to close the window without removing the Non-Work Day, click Cancel.)



The screenshot shows a confirmation dialog box titled "Remove Non-Work Day" with a close button (x) in the top right corner. The text inside reads: "Are you sure you want to remove this day? This action cannot be undone." At the bottom, there are two buttons: "Cancel" and "Remove" (with a red X icon).