SCHOOL EMPLOYEE TIP SHEETS

Using Absence Management

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Every day counts.

School Employee – Creating an Absence

To access your Absence Management account, visit **AesopOnline.com** and sign in using the User ID and PIN provided to you. Follow the steps below to enter your absence.

1. Click the **Absences** tab at the top of your homepage and click **Create Absence** from the drop-down menu.

2. On the calendar, select the day of the absence. If entering a multi-day absence, click the start date and drag to the end date to ensure the same substitute fills the duration of the assignment. Selected days will be highlighted in blue.

3. Select your absence reason and the time frame of the assignment.

4. Choose whether or not your position requires a substitute.

5. Enter any notes to your school administrator or to the substitute in the boxes under **Notes & Attachments**.

6. Upload any pertinent files for the substitute.

7. A list of your absence date(s), your selected absence reason, and the start/end times of the assignment will appear in the right sidebar.

8. After verifying that all information is accurate, click **Create Absence** and you will receive a confirmation number.

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School Employee – Canceling an Absence

To access your Absence Management account, visit **AesopOnline.com** and sign in using the User ID and PIN provided to you. Follow the steps below to cancel an absence that is scheduled for a future date.

1. On the interactive calendar on your homepage, click the date of the absence you want to cancel.

2. An information box will appear displaying the details of your absence.

3. Click the red **Delete** button.

4. A confirmation window will appear. You must click **Yes** to confirm that you want to remove the absence. Once confirmed, the absence will be canceled and if it's already been filled, the substitute will be notified of the cancellation.
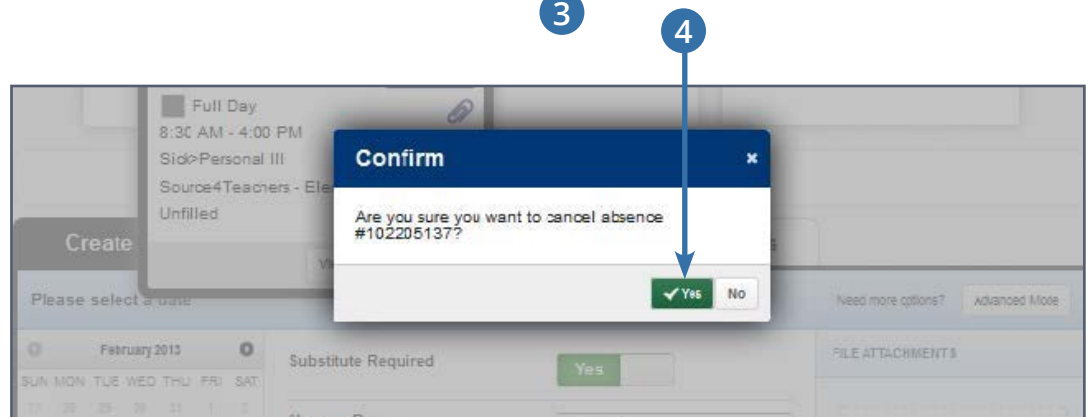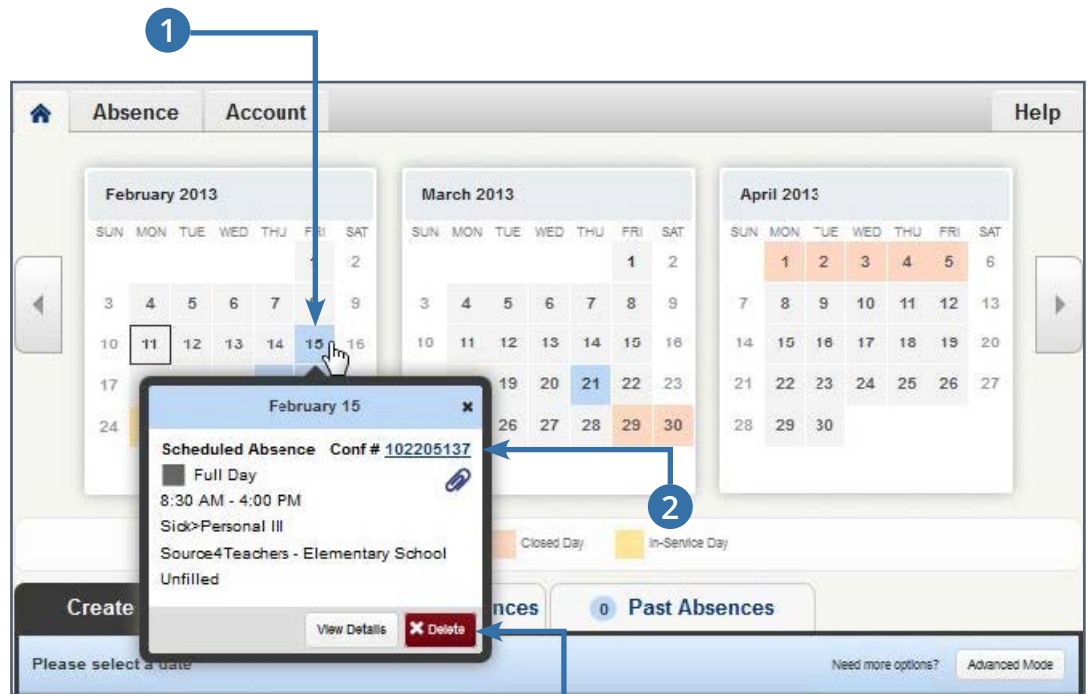
School Employee – Preferred Substitute List

Through Absence Management, you can create a list of substitutes who will be able to accept your assignments prior to the general population of substitutes, as long as they meet the following qualifications:

- Substitute must be available for the entire length of the absence.
- Substitute must not have a "non-work day" scheduled.
- Substitute must meet all state certification guidelines.

The amount of time assignments are held for your preferred substitutes depends on the amount of time allotted between absence submission and assignment start. Also keep in mind that substitutes may be on several preference lists. Therefore, the earlier an assignment is created, the likelier one of your preferred substitutes will fill the assignment.

You may add as many substitutes to your preferred list as you'd like, but it is important to rank your top five "favorites." As soon as you submit an absence, the assignment can be viewed and accepted by anyone on your preferred list, regardless of ranking. In addition to being able to view your assignment in advance, your "Favorite Five" will receive a notification email/call from Absence Management.

If you have a specific substitute in mind for your assignment, please make sure this substitute is the only person on your preferred list.

1. Click the **Account** tab at the top of your homepage.

2. Click the **Preferred Substitutes** tab in the left sidebar to access your list.

3. Click the **Add Substitute(s)** button.

4. The Add Substitutes window will appear. To search for a substitute, begin typing the substitute's last name in the search box. You need to enter a minimum of two characters before the search begins.

5. Click the box next to the substitute you want to add to your preferred list.

6. Repeat steps 4 and 5 until you're finished adding to your list. When you're ready to apply all of your changes, click the **Add to Preferred Substitutes** button.

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Please contact ESS with any questions at **877.983.2244** or **Support@ESS.com**

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Ranking Your Preferred List – Favorite Five

As previously noted, you may add as many substitutes to your preferred list as you'd like. From your list, we recommend choosing your "Favorite Five" (or any number up to five).

While everyone on your preferred list has the ability to view and accept assignments as soon as you submit them in Absence Management, your "Favorite Five" substitutes have the added advantage of getting an email notification and/or phone call from Absence Management which makes these substitutes the likeliest to see your assignment first.

Note: The ranking of your favorite five designates the order in which they will receive phone calls; emails will be sent out simultaneously to all of your favorite substitutes, regardless of rank.

1. Once you've added substitutes to your preferred list, you can choose your **Favorite Five** by clicking the heart next to up to five substitutes' names. Your favorite substitutes will automatically rise to the top of your list.

2. A small number will appear to the right of the heart to designate the order in which your favorite substitutes will be called by Absence Management.

3. If you would like to change the ranking of your **Favorite Five**, click the dots to the left of the heart and drag to reorder the names on your list.

Reminder

If you have one particular substitute in mind to fill your assignment, make sure that substitute is the only substitute on your preferred list. Click the heart next to the substitute's name to ensure Absence Management proactively communicates your assignment to the substitute.

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Using Absence Management on the Phone

Not only is Absence Management available on the web, but you can also create absences, manage personal information, check absence reason balances, and more – all over the phone.

To call Absence Management, dial **1-800-942-3767**. You'll be prompted to enter your User ID (followed by the # sign), then your PIN (followed by the # sign).

Over the Phone, You Can

Create an absence (within the next 30 days) – **Press 1**
- To enter an absence for today – **Press 1**
- To enter an absence for tomorrow – **Press 2**
- To enter an absence for another day – **Press 3**
- To return to the main menu – **Press ***

Check your absence reason (entitlement) balances – **Press 2**
- To hear the information again – **Press 1**
- To return to the main menu – **Press 2**

Review upcoming absences – **Press 3**
- To hear the information again – **Press 2**
- To hear absences for the next 30 days – **Press 3**
- To listen to the next absence – **Press 4**
- To return to the main menu – **Press 5**

Review a specific absence – **Press 4**
- Enter the confirmation number followed by the **# sign**
- To hear the information again – **Press 1**
- To cancel a job – **Press 2**

Review or change your personal information – **Press 5**
- To change the name recording – **Press 1**
- To change the PIN number – **Press 2**
- To change the phone number – **Press 3**
- To return to the main menu – **Press ***

Note

If you create an absence over the phone, be sure to make note of the confirmation number that Absence Management assigns the new absence for reference.

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