

# AESOP

## QUESTIONS & ANSWERS

### ***What is AESOP?***

AESOP is an automated replacement system which allows for absences to be created and filled electronically.

### ***What do I do if I forget my Login information?***

Go to the website and enter your LOGIN ID which is your telephone number (807XXXXXXX). Click on the “Forgot PIN” and AESOP will email your PIN to you.

### ***What happens to my login if I enter a new phone number change in Employee Self-Service?***

Your new phone number will upload into AESOP usually over night once it is entered into the Board’s Employee Information System. The new phone number will become your login ID in AESOP.

## PERMANENT EMPLOYEES

### ***Do I still have to call the school to let them know I will be absent?***

Yes employees MUST contact the school to report their absence. The employee will also enter their absence into AESOP for replacement.

### ***When is the cut off for entering an absence in AESOP?***

Absences cannot be posted in AESOP within 1 hour prior to the start time of the assignment. The employee must call the school directly and the school will look for a substitute to fill the assignment manually as the system will not call out to look for a replacement. The school will then enter the absence into AESOP and assign the substitute they have secured for the assignment.

### ***What if I do not require replacement?***

Your absence must still be entered in AESOP. Select “NO” for “Substitute Required” when creating the absence so that your absence will be recorded but the system will not look for replacement.

***What happens when an employee is going to be off long term?***

The school will create the long term absence for the permanent employee and “save and assign” the successful “substitute”.

***Will an employee receive notification if a substitute (replacement) cancels?***

No, the system will not notify you when a substitute cancels an assignment. If you receive two confirmation emails it means a sub has accepted and then cancelled the assignment which sends the absence back out for filling.

***I have watched the Training Videos, what optional features mentioned in the video are not being utilized by KPDSB?***

- cannot change Personal Information (must be changed through the Employee Self-Service Portal)
- cannot assign subs
- no preferred subs
- no absence reason balances
- no absence feedback

***Are there any restrictions on when I can cancel an absence I have created in AESOP?***

Out of courtesy, the absence should be cancelled as much in advance as possible but cannot be cancelled within 1 ½ hours prior to the start of the assignment. The school must be called in this case and the substitute must be notified of the cancellation.

***Do I have to report an absence on a PD Day?***

If you will be absent on a PD Day your absence must be entered in AESOP with “NO” substitute required.

***If I work in more than one school, how do I enter a full day absence?***

If you have a split assignment in two different schools you must create a half day absence at each school by picking the appropriate school and the appropriate time for each school.

***Are there any restrictions on the time of day I should be entering absences?***

Yes, we encourage you to enter known absences before and/or after work hours to help alleviate some of the pressures felt by our substitute staff to search for jobs during the work day.

***Can I create an absence by phone or internet?***

Absences can be created by calling into the system at 1-877-264-6562 but we recommend you access the system online at [www.AESOPcanada.com](http://www.AESOPcanada.com).

***Will AESOP start calling to fill positions as soon as they are posted as absences?***

Once the absence has been created it is immediately posted online for all qualified substitutes who have the appropriate school in their preferred school list. For **non-teaching staff**, if the absence is posted within 24 hours of the start time, the system will automatically post the absence to qualified subs and simultaneously start calling out to qualified subs to fill the absence. For **teaching staff**, absences are only available to qualified substitute until the morning of the assignment at which time the system will start calling both qualified and unqualified substitutes to fill the assignment.

## **SUBSTITUTES**

***Will a substitute be notified if an employee cancels an assignment a sub has accepted?***

Yes, you will receive a cancellation notice by email, phone and web alert. Please be advised that the system will continue to call you until you confirm that you have received the cancellation notice.

***I have watched the Training Videos, what optional features mentioned in the video are not being utilized by KPDSB?***

- cannot change Personal Information (must be changed through the Employee Self-Service Portal)
- cannot leave feedback

***Is there an AESOP App for my phone?***

There are services available that will log into the AESOP system using your login information. Neither AESOP nor the Board have control over these services should employees chose to disclose their login information to a third party.

***What if I am receiving calls for schools I do not want to substitute at?***

You are required to set up your preferred schools in your profile. Under 'Preferences', click 'Schools' and select the schools you are interested in substituting at. Do not click "Keewatin-Patricia District School Board" or you will be called for ALL schools.

***Can I change the list of schools I want to substitute at?***

Yes, as per the above.

***What if I am unavailable for certain days, or for an extended period of time?***

Set the days you are not available to "non-work days" by clicking on the day, you are not available, in your calendar, click "Add Non-Work Day" and complete the next screen.

***If I am a sub in a LTO will I have to enter absences for my LTO assignment (see “Employee” questions)***

When you are assigned into a LTO, once HR receives the information from the school, you will be set up with a LTO profile which will allow you to create absences. Your login information will be sent with your confirmation of LTO assignment. You will still have a sub profile that will remain active. The school will create the absences for the permanent teacher that is on leave and assign the LTO to the absences. This will populate your sub calendar with the days you are in the LTO which will ensure that you will not be called for open assignments until your LTO is complete.

At the end of an LTO assignment you should immediately check your sub availability to ensure that your LTO has been ended and you are once again listed as available for call-in/replacement.

***Can I accept two half day assignments in different schools?***

Yes, but ensure that you are able to make the start time for the second assignment as the start times at schools vary. Also ensure you are allowing for travel time between schools. Ensure that if you are accepting two half days at the secondary level, you understand that you are only being paid for a full day.

***If I am an unqualified substitute teacher can I view jobs online?***

As an unqualified substitute teacher you will not see the absence online. If an absence remains unfilled the morning of the assignment, the system will start calling out to unqualified substitutes to fill the assignment.

***What happens if I accept a multiple day assignment and then discover I cannot work one of the days?***

The school can split the absence which will allow the day that you are not available to work to be split out of the series of day. The absence will then be posted as an unfilled assignment.

***I am aware there is a job posted but when I refresh I don't see it.***

AESOP has advised that it would be beneficial for subs to change their browser history setting so that their browser is checking for the newest version of the stored pages. This can be done by selecting “every time I visit the webpage” from the options presented. The system defaults to “automatically” - this will not refresh the database. In order to change this setting, go to your Internet browser: Choose –Tools, Internet Options, Browse History – Settings, Every time I visit the webpage.