

# FAQ's...



## Q. *What is my loginID?*

Your LoginID is your areacode and phone number. A 10 digit number only! (i.e. 7071239876).

## Q. *What is my PIN#?*

Your PIN# will be picked by you upon signing up as a sub or new employee.

## Q. *How do I request or pre-arrange a substitute?*

You can't pre-arrange a substitute.

## Q. *Why am I NOT getting called by Aesop?*

There are several different reasons why you would not be called by Aesop. The most common reason is a person's TB Test has expired! If your TB Test has lapsed or any of your required certificates, Aesop will NOT call or allow you to see any available jobs. If your TB Test or other certification has been renewed, please come to Human Resources so they can update Aesop for you.

## Q. *Who do I call when my phone number has changed?*

Please call Human Resources and they will change it in Aesop for you. Just remember that your loginID will CHANGE to your new phone#. Your "old" phone number will no longer be your loginID.

## Q. *How do I enter an absence if I work at more than one site?*

Please enter the site you are assigned to on the day(s) of the absence! You can choose as many sites as are available to you, whether you require a substitute or not.

## Q. *Do I need to enter an absence into Aesop if I don't need a substitute?*

Yes, **everyone** in our district needs to enter an absence whether they require a substitute or not.

## Q. *How come I can only accept jobs over the phone?*

That is the procedure the school district has chosen to establish.

## Q. *When I need to put an absence into Aesop and it is 30 minutes before I start work, Aesop tells me it is "too late" to enter an absence and please contact your site administrator. Why is it telling me that?*

It is telling you that so your site administrator knows you will be absent and he/she can put an absence into Aesop and acquire a substitute for you if you need one. Please contact the Office Manager at your site as soon as possible if you cannot enter your absence.