ABSENCE MANAGEMENT
FAQS

Q: How do I enter my Absence in Absence Management?
A: There are three ways to access Absence Management:
By Website: www.aesoponline.com
By Telephone: 1-800-942-3767
By Mobile Web (smart phone): m.aesoponline.com

Q: How do I locate my login information for the PHONE SYSTEM?
A: When you were added as an employee, an email was sent to your District email with your login ID and PIN for the phone system. Typically, your login is your cell or home phone number. Your PIN is a 4-5 digit number and was provided in your welcome letter sent to your district email.

Q: How do I locate my login information for the WEBSITE?
A: When you were added as an employee, an email was sent to your District email with an invitation to set up your account online. You create your own user name and password that only you will have access to. This is separate from your phone login.

Q: How do I login if I don't remember my PIN?
A: Go to the login screen and click on "I forgot my PIN or password". Enter your ID or Username and Absence Management will send you an email (District email) with your PIN.

Q: I'm using my correct login information and am getting an error message. Help!
A: You need to clear your internet browser's cache. Instructions are on the W: Drive (W:/Personnel/Absence Management) as well as on the website. Remember that you will need to sign back in to google after clearing your cache.

Q.   Help! Where else can I locate information on Absence Management?
A.   The District website has all kinds of information on Absence Management (click on Departments/Personnel Services/Absence Management). Additionally, information is on the W: Drive/Personnel/Absence Management. While in your Absence Management account, click on Frontline Support and type in a question or click on Employee Help to find what you're looking for. Lastly, talk to your campus user. If you still need assistance, your campus user will contact Human Resources, get the information, and forward it to you. That way, everyone gets trained at once!

Q: Can I change my PIN?
A: Yes. From your account home page, select Account and from the list on the left side of the screen, select "Change PIN". You will need to enter your Old PIN once, then enter your new PIN twice, then save changes. The PIN can be 4-5 digits only.

Q: What absences require approval?

A: School Business, Personal Necessity, Personal Business, Vacation, School Business, Comp Time Used, Parental Leave, and Leave Exhausted.

Q: Who needs to enter absences in Absence Management?

A: All regular employees who receive a paycheck on the last day of the month. This includes, but is not limited to, certificated, classified, management, transportation, food services, facilities/maintenance, crossing guards and some playground supervisors (if in another regular position).

Q: Can I ask my Campus User to enter all absences for me?

A: No. It is your responsibility as an employee to enter your own absences if known prior to the cutoff time. Your Campus User has a lot on their plate and, due to recent cutbacks, has been assigned additional duties. They will appreciate you taking care of this on your own.

Q: What is the deadline for entering an absence in Absence Management?

A: The cutoff time is one hour prior to your start time listed in Absence Management. If this is the case, contact your department or site Campus User and they will record your absence for you. If you require a substitute, contact Human Resources at 549-1235. This should be for last minute absences only.

Q: I am feeling sick and my favorite sub is working for someone else. Can I have them trade jobs to cover my class?

A: Only if there is a sub to take that subs spot. You will need to contact your Campus User for assistance.

Q: Can I *request* a sub through Absence Management?

A: This is not an option with Absence Management. You can assign a substitute after contacting him/her directly and confirming he/she can substitute for you. After confirming, then you assign him/her to your absence. You will need to check the box acknowledging that you confirmed the assignment with the substitute.

Q: I typically need a substitute, but for a particular absence, I will not need one. How do I record this?

A: The sub requirement set to optional for employees who require a sub. Click on the green YES and it will change to a black NO.

Q: How do I cancel a job in Absence Management?

A: Edits can be made to an absence in Absence Management by clicking on the confirmation number of the absence. This will open the absence. Click "Edit Absence" and you can delete the absence. A pop up will appear asking you to confirm to delete/cancel the absence. Click YES.

Q: **Why can't I assign a substitute for my School Business absence?**

A: Absences for School Business are held until approved. If you have pre-arranged with a substitute, make the following notation in the notes to administrator section: "Substitute A has agreed to work for me". When approving the absence, your site or department secretary will approve and assign your substitute. *Your site secretary or campus user may provide alternate instructions for School Business. Please follow those instructions, if provided.*

Q: **What is the time requirement for entering an absence School Business?**

A: The requirement is three school days; however, best practice is to enter an absence as soon as you know about it. The sooner the better!

Q: **Why can't a substitute see my absence when I record my absence in Absence Management?**

A: You need to set up a favorites list for the substitute to see your assignment right after it is entered (or school business has been approved). Otherwise all subs will see it after the waiting period.

Q: **How does an employee enter their absence if they're less than 1.0 FTE?**

A: For certificated staff, your correct work schedule may not be entered in Absence Management. You will be able to enter your absence as either half day or full day. Click on the link to adjust sub report times, if needed. Please note in Notes to Administrator whether this should be a full day or half day (.5 FTE taking your full day off, .6 FTE who works M/W/F taking a full day off, or .6 FTE who works M/W/F taking a half day off). Just let us know what you're doing.

Q: **I am a classified staff member and my hours or lunch break have changed. What now?**

A: Contact your Campus User. She will update her calculation spreadsheet, have you initial, and forward to Human Resources for updating your account in Absence Management.

Q: **Now that Absence Management is enforcing balances, what if I am sick and am out of sick leave?**

A: If you are out of leave, please select "Leave Exhausted" and the reasons for your absence in Notes to Administrator. Human Resources/Payroll will confirm how the absence will be recorded and you will be notified if there is a pay dock.

Q: **Are Campus Users required to approve or deny absences?**

A: Yes, after reviewing and receiving input from your site/department supervisor, the campus user must either approve or deny, *per your supervisor's direction.*

Q: **Are Campus Users required to reconcile absences?**

A: Yes! This should be done on a daily basis while absences are fresh in everyone's mind.

Q: **How long do I have to reconcile after an absence occurs?**

A: Campus users can have three ***calendar*** days in which to reconcile and/or correct an absence. After that time has expired, the campus user must contact Human Resources to make any changes for you. That being said, all absences should be reconciled on a ***daily*** basis. Please schedule 15 minutes during your day to take care of this important task!