



Absence Management Overview

OVERVIEW

This job aid serves as instructions for employees to enter their time off requests. This system serves two purposes: to track employee absences and request substitutes.

New employees will receive an email from Frontline prompting them to create a username and password to access the Absence Management System.

There are multiple ways to access the system and enter absences:

1. Online by visiting www.aesoponline.com. This link can also be accessed through the District website by clicking the "staff" dropdown option.
2. Frontline Education application available in the Apple or Google Play store.
3. By phone: Call 1-800-942-3767. Please note, if you need to create an absence over the phone, your user ID is your 10 digit phone number, and your pin is your 4 digit employee number.

For technical assistance, please contact Absence Management Support at 877.983.2244

CREATING AN ABSENCE

Please note- Absences may only be created one hour prior to the absence start time. If you need to create an absence less than one hour prior to the absence start time, please contact your building secretary.

Option 1: Online at www.aesoponline.com

For employees who stay at one school:

1. Under "create absence" choose date on calendar absence will occur (you may select more than one day at once)
2. Yes or No if substitute is required
3. Select absence reason (please note- some absence reasons such as family illness and bereavement require notes to administrator)
4. Time: select full day or half day AM/PM
5. Enter notes to administrator (if applicable)
6. Enter notes to substitute (ex. Where lesson plans are located, if you have a morning duty, etc.)
7. File attachments (optional- you may upload file attachments for your substitute)
8. Create Absence



Absence Management Overview

Create Absence | 0 Scheduled Absences | 0 Past Absences | 0 Denied Absences

August 29 | Need more options? | Advanced Mode

August 2019

SUN MON TUE WED THU FRI SAT

28 29 30 31 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

Helpful Hint: You can select multiple days individually or click-and-drag to select a range of dates.

Substitute Required: Yes

Absence Reason: Illness Family

Time: Full Day (07:30 AM to 03:00 PM)

Notes to Administrator: Family Illness- Daughter (231 character(s) left)

Notes to Substitute: Lesson plans are located in top drawer. I do bag check in the morning. Please report at 7:06 AM. (158 character(s) left)

FILE ATTACHMENTS: DRAG AND DROP FILES HERE

Choose File | No file chosen

Shared Attachments

Cancel | Create Absence

For employees who travel to multiple buildings

1. Under "Create Absence" choose date on calendar absence will occur (you may select more than one day at once)
2. Yes or No if substitute is required
3. Select absence reason
4. Next Step: Set Location(s) and Time

Create Absence | 0 Scheduled Absences | 0 Past Absences | 0 Denied Absences

1. Absence Dates | 2. Location(s) & Times | 3. Additional Details | 4. Absence Review | Switch to Advanced Mode

Please select the day(s) you will be absent:

September 2019

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 2 3 4 5

Sub Required: Yes

Absence Reason: Personal Leave Day

Note: Separate reasons per day can be configured on Step2.

Next Step: Set Location(s) and Time

SELECTED DATES: Wednesday, Sep 4, 2019

LOCATION(S) AND TIME: Connoqueness Elementary, 8:15 AM - 3:45 PM, Wed

5. Using the drop down, select the school you will be absent from
6. Time: select full day or half day AM/PM
7. If you go to a different building in the afternoon, select "add new variation"
8. Next Step: Add Additional Details



Absence Management Overview

Create Absence | 0 Scheduled Absences | 0 Past Absences | 0 Denied Absences

1. Absence Dates | 2. Location(s) & Times | 3. Additional Details | 4. Absence Review | [Switch to Advanced Mode](#)

Please add the school(s) and times affected by this absence:

I will be absent from: **5.** Connoquenessing Elementary

Absence Reason: Personal Leave Day

Time: Half Day AM **6.** 08:15 AM to 12:00 PM

On the following days: Sun Mon Tue **Wed** Thu Fri Sat

I will be absent from: Northwest Elementary

Absence Reason: Personal Leave Day

Time: Half Day PM 12:00 PM to 03:45 PM

On the following days: Sun Mon Tue **Wed** Thu Fri Sat

[+ Add New Variation](#) **7.**

Previous Step: [Select Dates](#) | Next Step: [Add Additional Details](#) **8.**

SELECTED DATES [Edit](#)
Wednesday, Sep 4, 2019

LOCATION(S) AND TIME [Edit](#)
Connoquenessing Elementary
8:15 AM - 12:00 PM
Wed
Northwest Elementary
12:00 PM - 3:45 PM
Wed

9. Add notes to Administrator if applicable (ex. some absence reasons such as bereavement or family illness require notes to administrator)
10. Add notes to substitute (ex. Where lesson plans are located, if you have a morning duty, etc.)
11. Next Step: Review Absence Summary

Create Absence | 0 Scheduled Absences | 0 Past Absences | 0 Denied Absences

1. Absence Dates | 2. Location(s) & Times | 3. Additional Details | 4. Absence Review | [Switch to Advanced Mode](#)

Please provide any additional information about this absence:

Notes to Administrator **9.**
(Viewable only by Administrator and Employee)
255 character(s) left

Notes to Substitute **10.**
(Viewable by Administrator, Employee, and Substitute)
105 character(s) left
lesson plans are located in top drawer. Please note- I start my day at Connoquenessing Elementary and move to North West Elementary in the afternoon. |

Previous Step: [Set Location\(s\) and Time](#) | Next Step: [Review Absence Summary](#) **11.**

SELECTED DATES [Edit](#)
Wednesday, Sep 4, 2019

LOCATION(S) AND TIME [Edit](#)
Connoquenessing Elementary
8:15 AM - 12:00 PM
Wed
Northwest Elementary
12:00 PM - 3:45 PM
Wed

12. Upload file attachments for substitute (optional)
13. Create Absence

Option 2: Call Absence Management

1. Call 1-800-942-3767
2. you will be prompted to enter your User ID (10-digit phone number) and Pin Number (4-digit employee number)
3. Follow the voice prompts to create an absence



Absence Management Overview

CANCELLING AN ABSENCE

Please note- Absences may only be cancelled two hours or more prior to the absence start time. If you need to cancel an absence less than two hours prior to the absence start time, please contact your building secretary.

Option 1: Online at www.aesonline.com

1. Visit the "Scheduled Absences"
2. Locate absence and click "Delete"

The screenshot shows a web interface with four tabs: "Create Absence", "1 Scheduled Absences", "0 Past Absences", and "0 Denied Absences". The "Scheduled Absences" tab is active. Below the tabs is a table with columns: Date, Reason, Location, Duration, and Time. A row is highlighted with a light blue background. Above the row, there is a confirmation number "371911990", the status "UNFILLED / NO APPROVAL REQUIRED", a link icon, and two buttons: "Delete" (with a red 'X') and "View Details".

Date	Reason	Location	Duration	Time
11 Sep 2019	Illness Family	Intermediate High School	1 Full Day	7:30 AM - 3:00 PM

Option 2: Call Absence Management

1. Call 1-800-942-3767 (you will be prompted to enter your User ID and Pin Number)
2. Follow the voice prompts to cancel an absence



Absence Management Overview

CREATING YOUR PREFERRED SUBSTITUTE LIST

Employees may select up to 5 preferred substitutes. Preferred substitutes will have the opportunity to accept assignments prior to the general population of substitutes.

1. Click on 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. Use the search feature to select your preferred substitutes
5. Click the box next to the substitute you want to add to your preferred list
6. Click the "Add to Preferred Substitutes" button

The top screenshot shows the 'Preferred Substitutes List' page. The sidebar on the left has tabs for 'Personal Info', 'Change Pin', 'Shared Attachments', and 'Preferred Substitutes'. The main content area has a header 'Preferred Substitutes List' with a description and a note. Below the header is a table with columns 'Order', 'Name', and 'Select'. The table contains two rows: 'Doe, John' and 'Smith, Jane'. A green button 'Add Substitute(s)' is in the top right of the table area.

The bottom screenshot shows the 'Add Substitutes' page. The sidebar on the left has tabs for 'Personal Info', 'Change Pin', 'Shared Attachments', and 'Preferred Substitutes'. The main content area has a header 'Add Substitutes' with a search bar and a 'Back to Preferred Substitutes' button. Below the header is a table with columns 'Select', 'Substitute Name', and 'SELECTED SUBSTITUTES'. The table contains one row: 'Baker, Todd'. A green button 'Add to Preferred Substitutes' is in the top right of the main content area.

VIEWING YOUR ABSENCE BALANCES

1. Click on the "Account" tab at the top of your homepage
2. Click the "Absence Reason Balances" tab in the left sidebar to access your time off balances