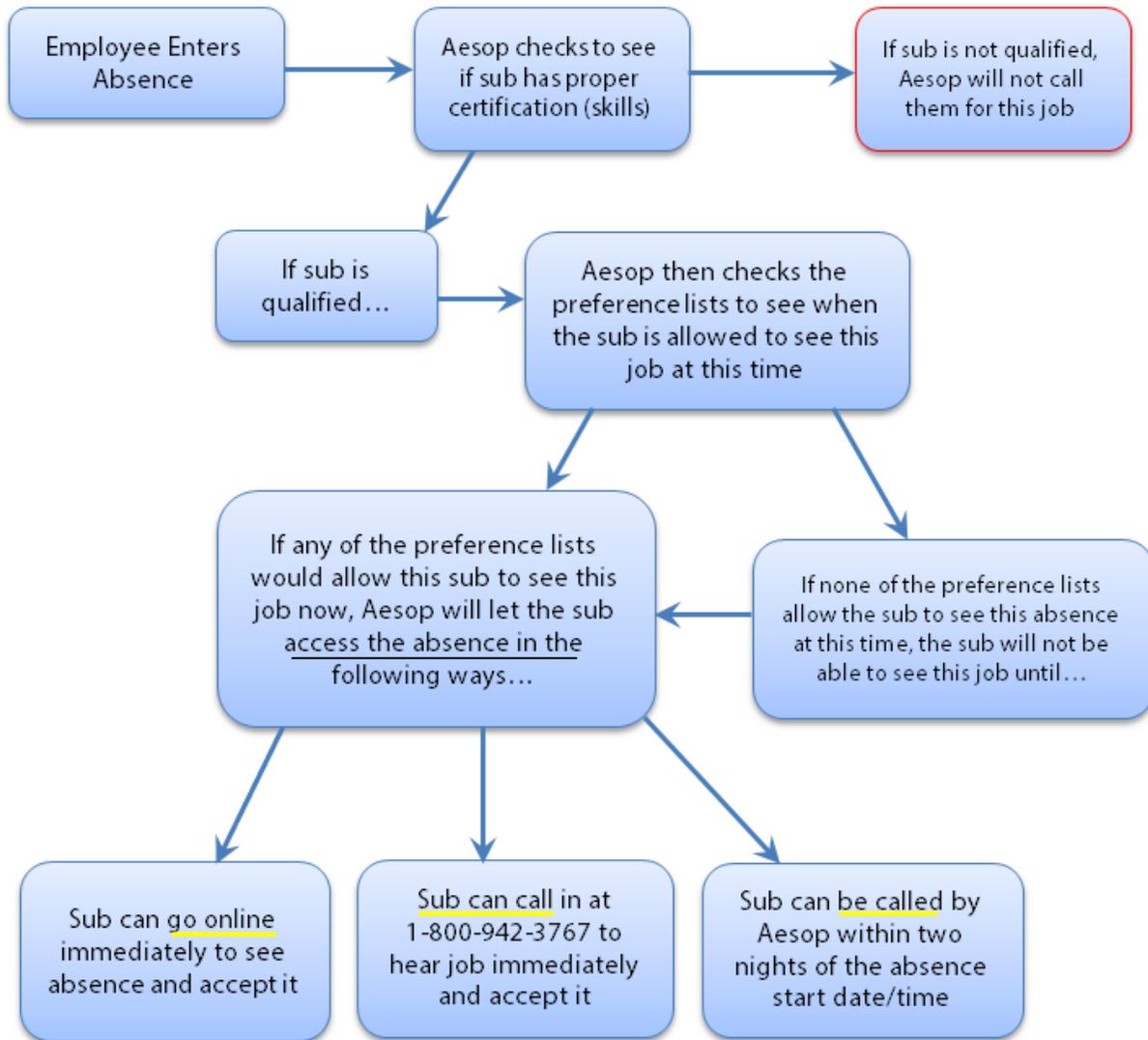


Helpful Hints Regarding the Aesop Phone/Online System

AESOP is an automated system that connects available substitutes with vacant teacher absences. Teachers request time off (sick leave, professional leave, etc.), and once it's approved by administrators, it can be filled by substitutes:



Whether the sub goes online or uses a phone, the sub's login is their phone number, and their pin is the last four digits of your social security number.

(continued below)

Instructions for online system:

- Go to www.aesoponline.com and log in.
- The site will automatically show you (under the “available jobs tab”) which jobs are available based on your skills, preferences and availability. Either choose to “accept” or “reject” that job. This allows you to snag substitute jobs well ahead of the phone system.
- You may mark yourself as unavailable in AESOP by clicking on the “add non-work day” button under the “non-work days” tab.
- You may change other settings (such as: pin number, preferred schools, etc.) by clicking on “preferences” near the top of the page.

Instructions for phone system:

- When AESOP calls you, it is programmed to show up as 1-800-942-3767 on the Caller ID display. You may also call the same number and follow the prompts.
- The system will make outbound calls up to 2 days in advance of the start of the absence. Calls placed in the morning are ONLY for today's absences.
- It is voice-activated. When the system calls a substitute for an available assignment, it will not begin to read the job until the substitute picks up the phone and makes a sound (typically by saying "hello").
- When the system calls a substitute, it only asks for the PIN number (last four digits of social security number). When the substitute calls in to the system, it asks for both the ID number (phone number) and the PIN number.
- NOT answering the phone at all (and letting it go to voicemail) will put the substitute farther down on the call list. If the substitute doesn't want the job, it would be more beneficial to answer and reject the job.

(continued below)

Other helpful tips for phone system:

- A substitute is over ten times more likely to accept a job when calling IN to Aesop, than being called BY Aesop.
- There are no outbound calls on Friday night, all day Saturday, or Sunday morning.
- If the substitute is using a "telezapper" or some other device that blocks calls that were dialed by a computer, he/she will typically not receive calls from Aesop either.
- Substitutes are able to use their cell phones with Aesop without difficulty.
- If a substitute hangs up on Aesop prior to entering her PIN, the call is 'aborted'. If the substitute hangs up on Aesop after entering her PIN, the call was 'rejected'.
- Pressing the *(star) key at any time on the phone system takes the user back to the previous menu.