

AMS QuickStart User Guide for Substitutes

This Guide will show you how to:

- Log on to the AMS (Absence Management System)
- Navigate the AMS Web site
- Find and accept jobs online
- Accept and Reject jobs
- Manage your Schedule
- Create Non-work Days
- Review Past Jobs
- Preferences
- Change your PIN
- Manage your Call Times
- Find and accept jobs over the phone
- Benefit from AMS notifications



Using AMS Successfully

Proactively fill your schedule

AMS offers you the flexibility to proactively search for jobs and fill your own schedule the way you want. To help you benefit most from automated substitute placement, AMS offers you both phone and web services for finding and accepting jobs. Substitutes can call in to AMS toll-free at **1-877-264-6562** or log in online at www.aesopcanada.com.

Manage your preferences

With AMS, not only can you plan your schedule ahead of time, but you can also choose Non-Work Days and adjust call times to fit your schedule. You can also view work history and receive phone and e-mail notifications of available jobs.

Find out about available jobs

AMS notifies substitutes of available jobs they qualify for. Most employee absences are entered the day before the absence occurs, but they can enter their absences very far in advance. Depending on the Division's settings, substitutes can discover available jobs days, weeks, or even months in advance.

AMS can alert substitutes to new jobs through both phone and e-mail services. Substitutes can then choose to accept or reject the assignment.

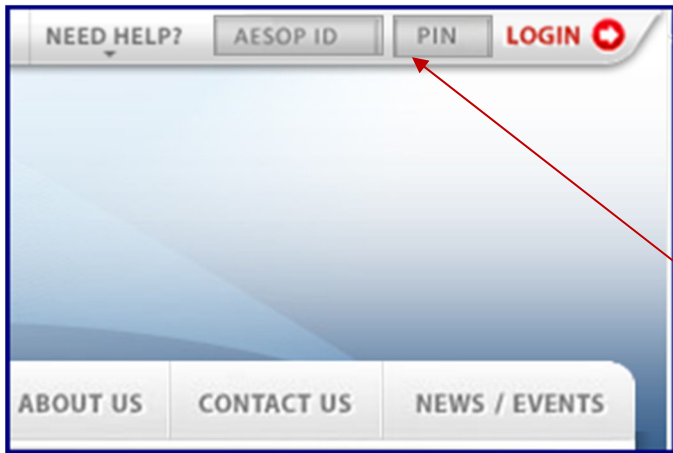


Online Services

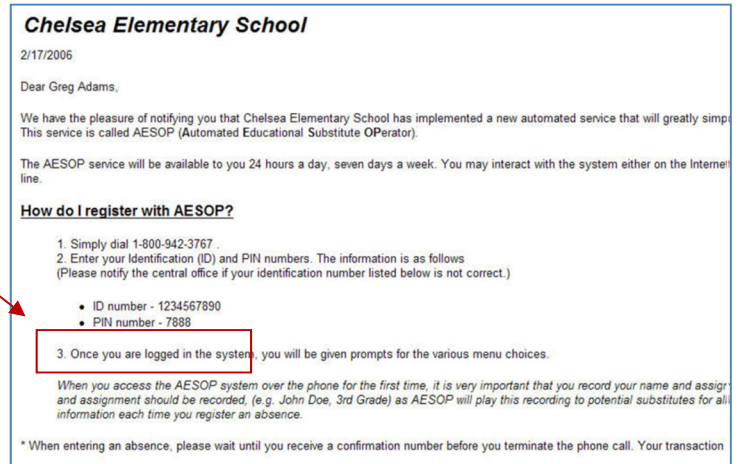
Log on to AMS

In your Internet browser address bar, enter www.aesopcanada.com and click the Go button.

Enter your **ID** and **PIN** from the personalized welcome letter you received from the Division.

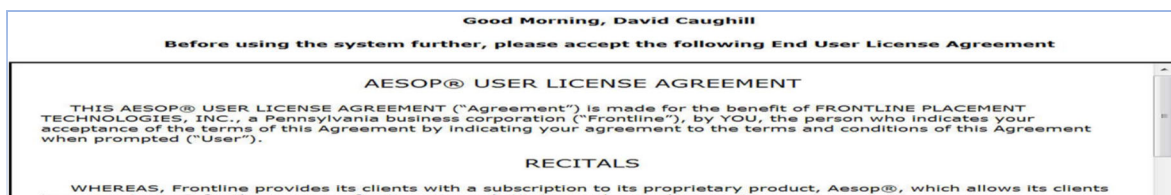


AMS Login Page



AMS User Licence Agreement

The first time you log into AMS you will have to agree to the terms of use. Please read through the terms and click the "I Agree" button at the bottom of the page. You will not be able to access AMS online without agreeing to these terms.



What if I forgot my PIN?

If you have forgotten your PIN or are having trouble logging in, hover over the **Need Help?** button. This will drop down a menu giving you access to a PIN reminder as well as a document that will go over common login issues and how to fix them.



Home Page

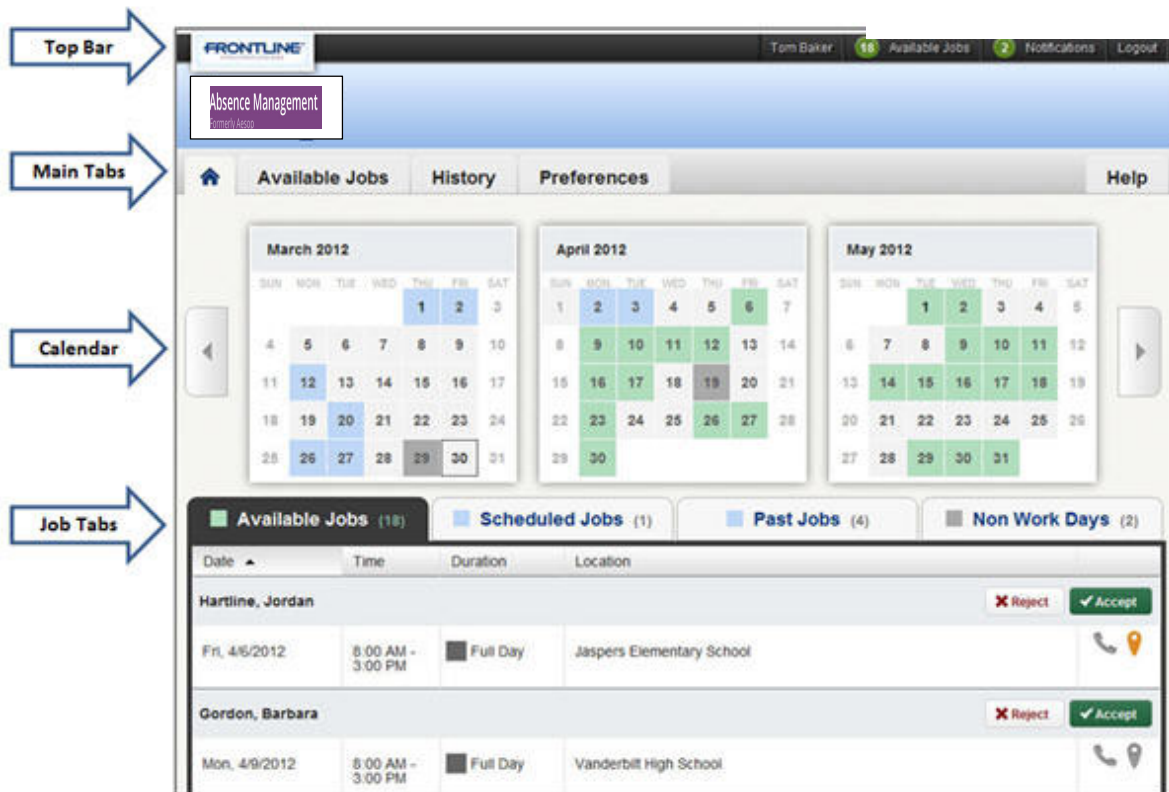
Once you have logged into AMS you will be taken to your home page. You may first get a couple pop-ups of important notifications. There are two types of notifications you can receive.

Notifications

Web Alerts - These are alerts that have been created by your district for substitutes to see. They can contain important general information that may be useful to you. Once you have read the alerts you can click the **Dismiss** button to move on. These web alerts can be revisited at any time from your website.

Confirmations - You also may receive notifications that you need to confirm. An example would be a notification that a sub has been removed from a job and their services are no longer needed. These notifications are very important and must be **confirmed** before you can move on to your home page.

Once you have dismissed or confirmed all of your notifications you will be able to view your home page.



Top Bar – Contains your Name, No. of Available Jobs, No. of Notifications and Logout option

Main Tabs – Contains Home Tab, Available Jobs, History of your jobs, Preferences (containing your personal information), and Help

Calendar – is color coded to show the different days. A **Black** Box represents the current day. A Light Blue Box shows past or scheduled jobs. A Green Box shows days there are available jobs and Dark Gray represents a non-work day. Clicking on the individual day in the calendar will pop-up information about that day. If there is an available job on that day you can accept or reject it from the pop-up.

Find and Accept Assignments Online

On your Sub Web page there are three places you can click to access a list of jobs that you are qualified and available to fill.

FRONTLINE™ Tom Baker **18** Available Jobs

Absence Management
Formerly Aesop

Find jobs by clicking any of these three tabs

Available Jobs History Preferences

April 2012

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May 2012

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	31		

June 2012

SUN	MON	TUE	WED	THU	FRI	SAT
3	4	5	6			
10	11	12	13			
17	18	19	20			
24	25	26	27			


Available Jobs (18) Scheduled Jobs (1) Past Jobs (4) No Jobs

Date	Time	Duration	Location
Gordon, Barbara			
Mon, 4/9/2012	8:00 AM - 3:00 PM	Full Day	Vanderbilt High School

Job Details

When you view your list of available jobs up you can see all the details of the job (Employer name/title, job date, job time, location, etc..) without having to go to another screen.

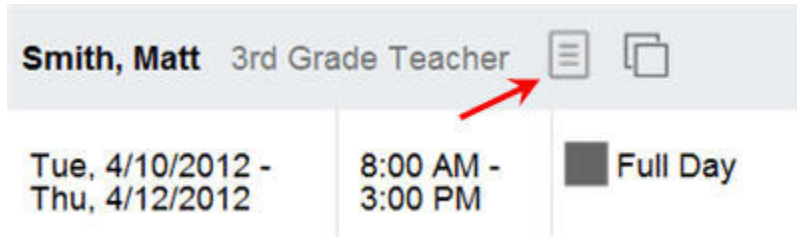
Smith, Matt 3rd Grade Teacher ✖ Reject ✓ Accept

Mon, 4/30/2012	8:00 AM - 3:00 PM	Full Day	Sawyer Elementary School	 
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Accepting or rejecting this job is as simple as clicking the Accept or Reject button, but there are other job details you can view as well.

Notes

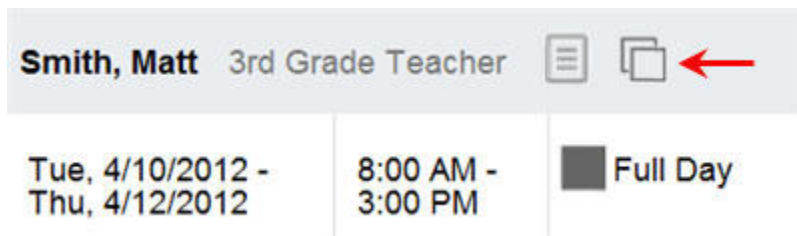
If you see the paper icon that means this job has notes. These could be important notes from the Employee letting you know information about the job.



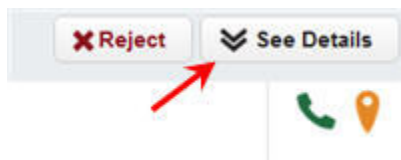
These notes can be viewed before accepting or rejecting the job. Just click the icon and the notes will pop up on your screen. To exit the notes click the X in the top right corner of the pop-up.

Multi Day Absence

Some absences in your available jobs list may be multi day absences. Multi day absences will be indicated with the icon you see below.



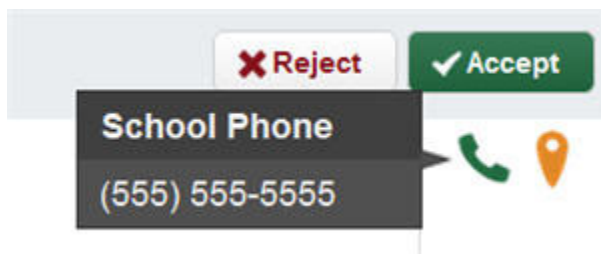
For these jobs instead of seeing an Accept button you will see a **See Details** button.



Phone Number and Map

In each job listing there will be an icon for the school's phone number as well as a map to the school.

Click on the green phone icon to have the school's phone number pop up. If the icon is grey that means the school's phone number is not available. Click on the map for Google Maps.



Accepting or Rejecting a Job

Now that you have seen the job details you are ready to accept or reject the job.

Reject

To reject a job all you have to do is click the Reject button on the right side of the job listing. Rejecting a job will make it disappear from your available jobs and you will not see it again. Only click the reject button if you are absolutely sure that you will not want to come back to this job later.



Accept

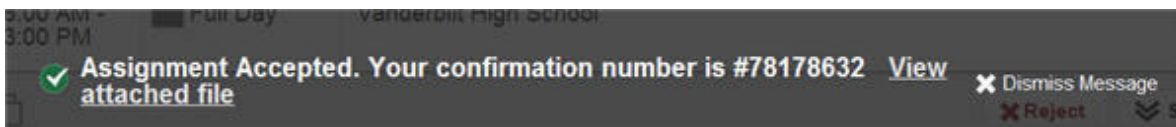
To accept a job click the green Accept button on the right side of the job listing.



Once you have accepted the job you will receive a pop-up at the top of your screen showing you the confirmation number. If there is a file attached to the absence you will also see a link to view the attached file. This pop-up will stay on your screen until you dismiss it. Dismiss it by clicking the x next to Dismiss Message.

Absence Management

Formerly Aesop



Once you have a confirmation number you know that the job is yours and no other sub will be able to accept this job.

Schedule

Scheduled Jobs

To view a list of your currently scheduled jobs click the Scheduled Jobs tab on your home page. The tab will have a number in it indicating how many currently scheduled jobs you have at this time.

Absence Management
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Available Jobs **History** **Preferences**

April 2012

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					

May 2012

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	31		

June 2012

SUN	MON	TUE
3	4	5
10	11	12
17	18	19
24	25	26

Available Jobs (14) **Scheduled Jobs (3)** **Past Jobs (4)**

Date	Time	Duration	Location
Gordon, Barbara			

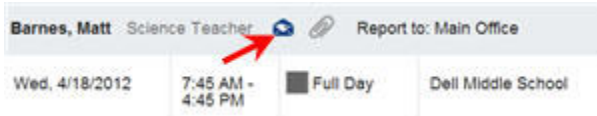
When you click this tab your scheduled job will be listed in the main window. The details of each job will be displayed including the name/title of the employee, the time of the absence, the duration, and the location. Your confirmation number will also be listed here. The phone and map icons can be accessed on this page as well.

Available Jobs (14) **Scheduled Jobs (3)** **Past Jobs (4)** **Non Work Days (2)**

Date	Time	Duration	Location
Hartline, Jordan Report to: Main Office Conf #78177003			
Fri, 4/6/2012	8:00 AM - 3:00 PM	Full Day	Jaspers Elementary School
Barnes, Matt Science Teacher Report to: Main Office Conf #78178632			
Wed, 4/18/2012	7:45 AM - 4:45 PM	Full Day	Dell Middle School
Smith, Matt 3rd Grade Teacher Report to: Main Office Conf #78176969			
Mon, 4/30/2012	8:00 AM - 3:00 PM	Full Day	Sawyer Elementary School

Email the Employee

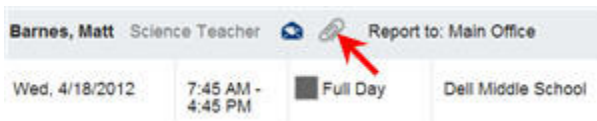
If you see a blue envelope icon in the job info.



Clicking this icon will open up the email client on your computer with the employee's email address populated.

Attachments

If you see a paperclip icon in the job info that means there is an attachment, like a Word or Excel document, with this absence.



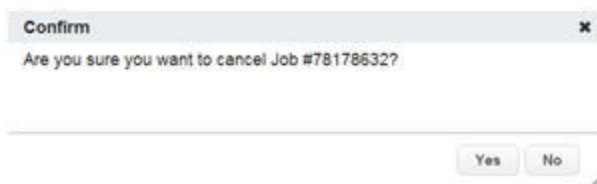
To view the attachment click the paperclip icon. This will open a pop-up on your screen with the attachment or attachments listed. Click the attachment you want to view to open it up.

Cancelling a job

Not all absences will have the option to cancel. An example of this would be if a job is too close to its start time AMS will not allow you to cancel it without generating a non-work day. If you do have the ability to cancel a job you will see a red Cancel button.



When you click the Cancel button you will receive a pop-up asking you if you are sure you want to cancel the absence. Click Yes to confirm the cancel.



After you have cancelled the absence you will see a pop-up letting you know the absence has been successfully cancelled. Dismiss the pop-up by clicking the x.

Non Work Days

If you have days or partial days that you are not able to substitute you can create Non Work Days so AMS will not offer you jobs on those days. Click the Non Work Days tab to view your non work days and to create new ones. The tab will have a number on it indicating how many non work days you have scheduled.

This list shows non-work days for the past 30 days. View more by clicking the History tab

Date	Time	Reason
Thu, 3/29/2012	All Day	
Thu, 4/19/2012	All Day	

[Add Non-Work Day](#) [Remove](#)

To create a new non work day click the Add Non-Work Day button. This will bring up a window where you can enter your non work day info.

Single Non Work Day

Add Non-Work Day ✕

Date

Repeat ☐

from ☒ All Day

to

Reason

To create a single work day...

Date - Type the date into the box or use the calendar icon to select the date.

From/to - Enter the start and end times for when you can't work. You must uncheck the "All Day" box to edit the times.

Reason - Enter the reason for your non work day. This info is not required.

Click the **Save** button when you are ready to save the non work day.

Repeating Non Work Day

You can also create a non work day that will repeat. For example, maybe you can't work on Tuesdays for the entire month.

Add Non-Work Day

Date
4/10/2012

Repeat
☒ every
☐ day

☒ Tuesday

Until
5/1/2012

from
8:00 am
☒ All Day

to
4:00 pm

Reason
Not available

Cancel
Save

When creating the non work day, click the check box for Repeat. Then mark the circle for Tuesday. Put in the end date.

Click the Save button to save the repeating non work day.

Removing a Non Work Day

In your Non Work Days tab you will see a Remove button for any non work days that are still in the future. Click the remove button for the specific non work day you want to remove.

Available Jobs (15)

Scheduled Jobs (2)

Past Jobs (4)

Non Work Days (6)

This list shows non-work days for the past 30 days. View more by clicking the History tab

+

Add Non-Work Day

Date	Time	Reason	
Thu, 3/29/2012	All Day		
Thu, 4/5/2012	All Day	Doctors Appointment	
Tue, 4/10/2012	All Day	Not available	<div>➔</div> <div>✕ Remove</div>
Tue, 4/17/2012	All Day	Not available	<div>✕ Remove</div>
Tue, 4/24/2012	All Day	Not available	<div>✕ Remove</div>
Tue, 5/1/2012	All Day	Not available	<div>✕ Remove</div>

You will receive a confirmation pop-up. Click Yes to confirm.

System Generated Non-Work Day

LRSD has opted to not allow a sub to cancel a job too close to the start time and then accept another job on the same day. A substitute cannot cancel without a system generated non-work day 24 hours from the start time.

When this is the case, if you cancel a job too close to the job's start time, AMS will automatically generate a Non-Work Day. This will prevent you from accepting other jobs for an amount of time.

This Non-Work Day cannot be deleted.

Add Non-Work Day					
	Monday, Feb 22	Tuesday, Feb 23	Wednesday, Feb 24	Thursday, Feb 25	Friday, Feb 26
7:00 AM					
8:00 AM		Non-Work Day: System Generated 8:00 AM-3:00 PM			
9:00 AM					
10:00 AM					

AMS will give you a warning when you cancel an absence detailing when you will not be able to accept other jobs.

Cancel Job		
Warning: By cancelling this job, you will be precluded from accepting other jobs on the following dates during the time of this job:		
Date	Start Time	End Time
2/23/2010	8:00 AM	3:00 PM
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>		

History

Past Jobs

If you want a quick view of the jobs you have worked in the past 30 days, you can access the Past Jobs tab. On the tab there will be a number in parenthesis which indicates how many jobs you have had in the past 30 days.

Available Jobs (15)

Scheduled Jobs (2)

Past Jobs (4)

Non Work Days (6)

This list shows jobs for the past 30 days. View more by clicking the History tab

Date



Time

Duration

Location

Barnes, Matt

Science Teacher




Report to: Main Office



Conf #78177581

Mon, 3/12/2012

7:45 AM - 4:45 PM



 Full Day

Dell Middle School



Smith, Matt

3rd Grade Teacher




Report to: Main Office



Conf #78177578

Tue, 3/20/2012

8:00 AM - 3:00 PM





 Full Day

Sawyer Elementary School



Smith, Matt

3rd Grade Teacher




Report to: Main Office

Conf #78176966



See Details

Mon, 3/26/2012 - Tue, 3/27/2012

11:31 AM - 3:00 PM





 Half Day PM

Sawyer Elementary School



Barnes, Matt

Science Teacher




Report to: Main Office

Conf #78176971



See Details

Mon, 4/2/2012 - Tue, 4/3/2012

7:45 AM - 4:45 PM

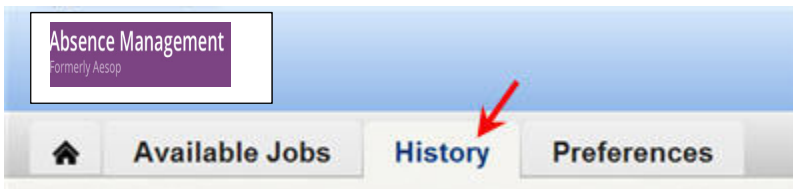
 Full Day

Dell Middle School



History Tab

If you would like to go further than 30 days into your job history you can click the History tab in the main tabs.



The History tab will allow you to look at the history of your absences and non work days for various time periods. Just click the predefined time period to see the info for that date range.

Select a date range:

Last 60 days

Last 90 days

Last 120 days

This School Year

Last School Year

Custom

Jobs (7)

Non Work Days (2)

Date	Time	Duration	Location	
<div> <div>Barnes, Matt</div> <div>Science Teacher</div> <div> <div></div> <div></div> <div></div> </div> <div>Report to: Main Office</div> <div>Conf #78177579</div> <div>See Details</div> </div>				
Mon, 2/20/2012 - Fri, 2/24/2012	7:45 AM - 4:45 PM	Full Day	Dell Middle School	<div></div> <div></div>
<div> <div>Hartline, Jordan</div> <div></div> <div></div> <div>Report to: Main Office</div> <div>Conf #78177582</div> <div>See Details</div> </div>				
Mon, 2/27/2012 - Tue, 2/28/2012	8:00 AM - 3:00 PM	Full Day	Jaspers Elementary School	<div></div> <div></div>

Preferences

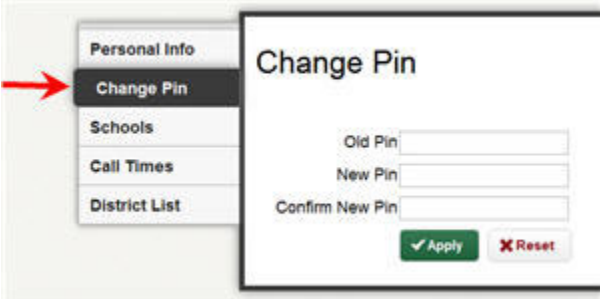
AMS allows you to customize some of your settings which can be achieved in this section.

Personal Info

In the Personal Info Tab you can edit your email address and language preference. All other personal information must be changed by the District Manager.

Change Pin

The next option in the preferences menu is to change your pin. This is the pin you use to login to AMS.

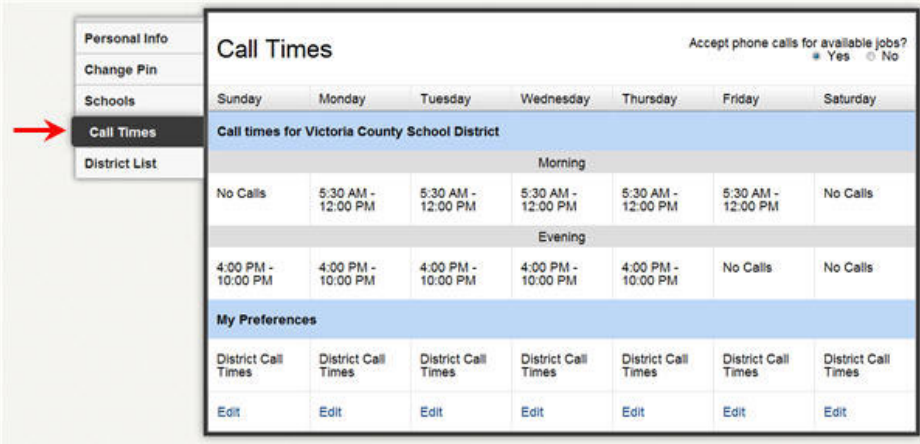


- To change your pin:
- 1. Enter you old pin.
 - 2. Enter your new pin.
 - 3. Confirm by entering your new pin again.
 - 4. Click the Apply button to save.

Note: Pins must be 4 or 5 digits long and can only be numerical.

Call Times

By default you will be called for jobs during the time period set up by your school district, but you can customize these times or turn off calling all together if you wish. To edit your call times click the Call Times



option in the Preferences Menu.

You district's default morning and evening call times will be displayed. You can edit your call times by clicking the Edit button at the bottom of the screen for any day.

My Preferences						
District Call Times	District Call Times	District Call Times	District Call Times	District Call Times	District Call Times	District Call Times
Edit	Edit	Edit	Edit	Edit	Edit	Edit

This will bring up a window where you can select the time you want to get called for that day of the

Your call time preferences Monday

District Call Times

Morning: 5:30 AM to 12:00 PM

Evening: 4:00 PM to 10:00 PM

My Preferences

☐ Don't Call Me

☒ Call me during the district call times

☐ Call me between and

Cancel

✓ Apply To All

✓ Apply only to Monday

week.

- Dont Call Me** - Choosing this options will set AMS to not call you at all on this day of the week.
- Call me during the district call times** - This will set your call times to the district default.
- Call me between** - Here you can set the earliest and latest time you are willing to be called for this day of the week.

Once you have picked your settings you have two options:
Apply to All - This will apply these settings to every day of the week.
Apply only to - This will only apply these setting to the day of the week you are editing.

Turning Calling Off

In the top right corner of the calling times area you will see the following option.

Accept phone calls for available jobs?

☒ Yes ☐ No

To turn your calling from AMS completely off choose the **No** option. You will then receive a warning pop-up from AMS.



Click OK to confirm. This will mean AMS will not call you with job offers but you will still be able to search for jobs online.

Phone Services

Answering an AMS Call

When AMS calls, your Caller ID will probably show 1-877-264-6562. Occasionally, it may display a school Division name, depending on how the phone company handles the 877 number. The important factor is the number. If the phone number is AMS's 1-877 number, it is a call about a job in a Division you work in.

Answer the phone with a "hello". You must speak into the phone. AMS is voice activated and will hang up if it does not detect your response.

If you hang up on AMS, or if AMS gets your answering machine/voice mail, the system will wait at least an hour before calling you back.



NOTE: AMS will not leave details of jobs or notifications it was calling you about on an answering machine/voicemail. If you miss a call, you can always call right back into AMS and hear that same information if it is still available at the time you call back in.

Listening to the notifications and available assignments

After you answer the phone, AMS will say: "Hello, I am calling for (your name). If you are interested in a job today, please press 1. To prevent further calls today, please press 2. If the substitute that I'm trying to reach is unavailable, please press 3. To prevent AMS from ever calling you again, please press 9."

Press the appropriate key in response, in this case, press 1 to hear about the job(s).

AMS will then say: "I'm calling on behalf of Louis Riel School Division for an assignment at (school). Please enter your PIN Number, followed by the # key."

After you enter your PIN and press the # key, AMS will play any Substitute Notifications, such as canceled absences and changed start and end times.

For each available assignment, AMS will provide the details, including the number of days of the assignment, the school name, the name and title of the absent teacher, the start and end times and the room or office to report to.

Responding to the Offer

After you have heard the details of the assignment, you will be prompted to choose **1** to accept the job, **2** to hear it again, **3** to reject it but allow further phone calls, or **4** to reject the job and prevent more calls that day.

If you accept the job and no other substitute has accepted the job in the meantime, AMS will read the Confirmation Number. If you reject a job, AMS will still call you back, even within 15 minutes, if other jobs need to be filled.

Receiving Notifications

You may receive notifications by phone, web and/or e-mail for the following:

- A single-day absence is canceled or modified
- Any or all days of a multiple-day absence are canceled
- You are completely removed from a job
- The times of any day in an absence is modified

Web Notification

Notifications for all of the above reasons will appear on your home page when you login to AMS. You will need to click the **Confirm Notifications** button to confirm you have read the notice before you can do anything else within the site. **Web notifications will be posted for all of the reasons listed above.**

Substitute Notification Page

You must click the CONFIRM button at the bottom of the page to indicate you have read the following notifications.

Hide Details

Notifications for Massanuttten School District

REMOVAL NOTIFICATIONS: Your services are no longer needed for the following Jobs.

Confirmation #	Removed Date/Time	Employee Name
43481014	12/30/2009 8:07 AM	Dobler, Lloyd
Date	Start	End
2009-12-31T00:00:00	8:00:00 AM	4:00:00 PM
	Catastrophe Canyon	

>Job Modified notifications: The Following Jobs have been Modified.

Job#	Assigned Date/Time	
43480936	12/30/2009 8:07 AM	
Date	Start	
2009-12-30T00:00:00	8:30:00 AM	
	3:00:00 PM	
	Kingdom of Nye	

You must click the CONFIRM button to indicate you have read the preceding notifications.

Confirm Notifications

Substitute Notification Page

2 entries were confirmed.

No notifications found.

Click Home (on the navigation line) or the Back button or [here](#) to continue.

AMS will show you a confirmation page indicating you have successfully confirmed the Web notification.

E-Mail Notification

If AMS has your e-mail address on file, you may receive notifications through e-mail. **Email notifications are sent for all of the reasons listed above.**

Phone Notification

AMS can call you when you are completely removed from an absence. These calls are typically placed in the evening up to 2 nights in advance, but these calls can take place in the morning if you are removed from an absence that starts that same morning. **Phone notifications are ONLY placed when you are completely removed from an absence. Phone notifications are not made if the job is modified.**

A following job that you are assigned to starting on 01/27/2010 has been modified.

The following are the details of the job:

 Job Summary

Starting on : 01/27/2010
 School District : Eagle Trace High
 Title : Middle English
 Teacher : Romanov, Nicolai
 Substitute : Derby, Brown
 Confirmation # : 43224525

 Job Days

School	Date	From	To
Eagle Trace High	01/27/2010	9:00AM	4:00PM

Click the following link to CONFIRM you have received this email.
 Clicking will also stop future notification attempts (emails and/or phone calls)
<http://www.aesoponline.com/confirmNotification.asp?JOBID=117946&UID=4119853&T=4&SID=556620&OK=43224525&W=20>

Please do not reply to this system generated message. If you need help or have additional questions, please send an email to <mailto:lcappellini@frontlineplacement.com>.

Thank you for using the substitute assignment system. Powered by Aesop.

Notification Confirmation



NOTE: No phone notifications are sent if a day is "closed" within a multiple-day absence (even if it's the first day). This most commonly happens when school is closed due to weather (i.e. Snow Day). If school could possibly be closed due to weather, it is your responsibility to check your local news sources for information on whether or not you should report for your job that day. AMS will not necessarily be up-to-date with this crucial information.

View User Guides and Help

Under the Help Tab you will find a User Guide for further information as well as your District Contact No.

Available Jobs
History
Preferences

Help Resources

User Guide

District Contact Information

Susan Mistelbacher (Louis Riel School Division)

(204) 254-7030

susan.mistelbacher@lrsd.net