Absence Management System: Aesop® Employee Guide
## Kelly Educational Staffing Contact Information

| Kelly Educational Staffing (KES) | 7535 E Hampden Ave, Suite 610  
| Local Branch                  | Denver, CO 80231  
|                              | Phone: 303.940.5673  
|                              | Email: 1627@kellyservices.com  
| **Office Hours:**            | Monday-Friday, 7:00 A.M. to 4:00 P.M.  
| Contact us to:               |  
| • Discuss performance-related topics  
| • Report any incidents and/or injuries  
| • Refer new substitute employee applicants to Kelly  
| • Ask about using Frontline system  
| • Request login information  
| • Long term substitute request  

| Kelly Educational Staffing (KES) | Phone: 866-535-5998  
| Scheduling Team                 | Hours: Monday-Friday, 3:00 A.M. to 6:00 P.M. MST  
|                                | Send all non-urgent requests to KESSCHEDULE@kellyservices.com. Contact us to:  
|                                | • Get help with creating absences in Frontline  
|                                | • Notify Kelly if you need to cancel a previously created absence, including same-day notifications  
|                                | • Notify Kelly if you are requesting a specific substitute to return for a future assignment  
|                                | • Notify Kelly about assignment changes  
|                                | • Notify Kelly if need the substitute to work beyond the scheduled time  
| **Note:** Any calls coming from the KES Scheduling Team will show up as "800 Service." The caller ID display will not have the Kelly Educational Staffing or Kelly Services name.  

## Important Reminders:

- Do not place absences on hold. You need to indicate on the system if you require a sub or not. Absences at an hour or less should be listed as **No Substitute Needed** and will be covered internally.
- Substitute Evaluation forms are very supported and accepted with KES. Please share with your school secretary so they can report to KES the feedback. Please be as detailed as possible.
- Provide as much lead time as possible, enter your request as soon as you make plans to be away from school. It is easier to redirect a substitute that is not needed for the day than to request one the day of.
- Add helpful information into the notes field for the Substitute. What are you doing today?? This will help them feel prepared when coming to the assignment.
- Extending the assignment if you need to be out longer than originally anticipated. Do not create new. This can cause serious payroll and reporting issues.
• Create your absence request based on the time the substitute is needed to support. This will report the correct arrival time for the substitute.

Aesop Reference Guide for School District Employees

Welcome!
Kelly Educational Staffing® is pleased to present Aesop. Aesop is available through the Internet or telephone (via Interactive Voice Response system - IVR) creating an easy-to-use system for absence management. Among several other available features, you can use the system to communicate and report on employee absences. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the functionality for both the Internet and telephone features in Aesop.

Guide Content
In this guide you will learn how to:
• Access the system via the Internet, telephone, and Mobile Web
• Record an absence
• View your schedule
• Change your profile and update personal information
• View your absence history
• Obtain assistance

Internet Feature of Aesop

Accessing Aesop

Step 1: Log on to the Kelly Educational Staffing Web site on the Internet at kellyeducationalstaffing.com.

Step 2: Click on the Aesop Login link.

Step 3: Enter your ID number and PIN in the appropriate fields. Your ID number and PIN have been provided to your school administrator.

Step 4: Click Sign In. This will log you on to Aesop and take you to your customized home page.

Home Page

Web Alerts
When logging in, important notifications may pop up. Notifications are used by your Kelly Educational Staffing office or KAST Center to notify you of important
information. This information can be re-visited by clicking **Notifications** on the Top Bar.

Once you have dismissed your Web Alerts you will be able to view your home page.

**Top Bar**

At the very top of your home page you will see a black bar with four different buttons you can click on.

- **Name:** Takes you to your Account tab where you can change things like your personal info, PIN, and your preference list.
• **Notifications:** View web alerts from your Kelly Educational Staffing office or KAST Center.

• **Questions:** Contains your Kelly Educational Staffing office or KAST Center contact information.

• **Logout:** To log out of Aesop and be taken back to the login page.

**Main Tabs**
The Main Tabs will help you navigate quickly to the different areas in Aesop.

![Main Tabs](image)

- **Home (house icon):** Takes you back to your home page.
- **Absence:** Takes you to the absence creation page.

- **Account:** Takes you to where you can change your personal info, change your PIN, and view your preference list.

- **Directory:** View your absence approvers (if applicable).

**Calendar**
Just below the main tabs is your calendar. The calendar is color coded to show the dates you are scheduled to be absent and the dates your school is closed.

![Calendar](image)

You can view the details for a specific day by clicking on the date. You can scroll to another month by clicking the right/left arrows on either side of the calendar.
Absence Tabs
Below the calendar are the Absence Tabs. These tabs allow you to create a new absence, view scheduled and past absences and view denied absences (if applicable).

- **Create Absence**: Create a basic absence right from the Home Page.
- **Scheduled Absences**: View a list of upcoming absences that you have already scheduled.
- **Past Absences**: View your past absences for the past 30 days.
- **Denied Absences**: View any absence requests that were denied by your approver (if applicable).

**Recording An Absence**

To record an absence, you will need the absence date(s), absence reason(s), and the absence start and end times. Your default start and end times were provided by your school administrator.

**Note**: If you are attempting to create an absence for today after your school’s cutoff time (typically within one hour of the school’s scheduled start time), the system will not allow you to record the absence. Please contact your Kelly Educational Staffing office or KAST Center to enter the absence.

**Step 1**: Scroll down to the **Create Absence** tab on your home page.
Step 2: Update the following absence information:

- **Dates:** Using the calendar, select the day(s) you will be absent.
  - If the absence is longer than five consecutive days, please contact your Kelly Educational Staffing office or KAST Center directly to record the absence.
- **Substitute Required:** Toggle the **Sub Required** slider to No if you do not require a substitute.
- **Absence Reason:** Select the appropriate Absence Reason from the drop-down list.
- **Time:** Select the type of absence from the drop-down list (Full Day, Half Day AM, Half Day PM, or Custom).
- **Notes:** You have the ability to leave notes for the sub, such as the location of the lesson plan.
- **File Attachments:** To attach a Word, Excel, or PDF file to the absence, click the Browse button and locate the file you want to attach. Once you select your file, click the Open button. If you would like to include a description, type the name of the file in the Description field.

Step 3: Save the absence by selecting one of the following options:

- **Create Absence:** Click the Create Absence button to save the absence and allow Aesop to find a substitute for you (if one is required).
- **Create Absence and Assign Sub (if applicable):** Click the Create Absence and Assign Sub button to save the absence and assign a pre-agreed upon substitute. Use the search box to search for subs that are qualified and available to fill your absence. Once you start typing in a last name into the search box, matches will drop down below the box.
  - When assigning a specific substitute, you must first contact the substitute directly to verify their availability. When a substitute is manually assigned, they are not notified by the system, so it is imperative they are directly contacted.

Once the absence is saved you will see a message at the top of your screen which will include the confirmation number. The confirmation number ensures that you completed the process correctly, and can be used later to retrieve the absence details.

![Viewing Your Absence History](#)

**Viewing Your Absence History**

Aesop will keep a list of your absences from the past 30 days under the **Past Absences** tab on your home page.
Step 1: Click the Past Absences tab on your home page.

Step 2: Click on the Confirmation # or the View Details button to view the absence.

If you need to see your absence history from more than 30 days ago you can click the View More link at the top of the list.

Preferred Substitutes

The Preferred Substitutes feature is an optional feature that gives you a measure of control over which substitutes are offered the opportunity to fill in for you when you are absent. Substitutes who are included on your Preferred Substitutes list are given preferential treatment by Kelly Educational Staffing when attempting to find a substitute for an absence that you register.

Your ability to view and edit the Preferred Substitutes list is determined by your school district. Please contact your school district or Kelly Educational Staffing office if you have questions regarding your ability to view or edit the Preferred Substitutes list.

Viewing Your Preferred Substitutes List

Step 1: Click Account>Preferred Substitutes from your home page to display your preferred substitutes.
**Note:** Including a substitute on this list does not guarantee that the substitute will be assigned to your absence, only that they will be the first substitutes to be contacted by the automated IVR system and the KAST Center.

### Adding a Substitute to the Preferred Substitutes List

**Step 1:** To add a new substitute to your preferred list, start typing the name of the sub in the search box.

**Step 2:** Once the desired substitute is found, click **Add Substitute to List**.

![Add Substitute to List](image)

**Step 3:** Click the **Save Changes** button to add the substitute to your list.

### Removing a Substitute from the Preferred Substitutes List

**Step 1:** Click on the **Trash Can** icon to the left of the substitute you would like to remove.

**Step 2:** Click on the **Save Changes** button to remove the substitute from your list.

![Preferred Substitutes List](image)

### IVR Telephone Feature of Aesop

Aesop is also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Educational Staffing office or KAST Center for assistance.

- **Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection. Pressing the * key will take you back one menu level at any point.
Accessing Aesop

Step 1: Call 1-800-942-3767.
Step 2: Enter your ID number followed by # sign.
Step 3: Enter your PIN followed by the # sign.
   Note: Your ID number and PIN have been provided to your school administrator.
Step 4: Once you are logged on to the system, you will hear the following options:
   • Press 1 to record an absence (see Section J).
   • Press 2 to check entitlement balances (see Section K).
   • Press 3 to review upcoming absences (see Section L).
   • Press 4 to review a specific absence (see Section M).
   • Press 5 to review or change personal information (see Section N).
   For all other functions, please contact your Kelly Educational Staffing office, log on to Aesop via the Internet, or contact the KAST Center for assistance.

Recording an Absence

Step 1: Press 1 from the Main Menu to record an absence.
   • Press 1 to record an absence for today.
     o This option is only available before your school’s cutoff time (typically one hour before school starts). The system will not allow you to record an absence for today after the cutoff time. Please contact your Kelly Educational Staffing office or KAST Center to record the absence.
   • Press 2 to record an absence for tomorrow.
   • Press 3 to record an absence for another day. The system will prompt you to enter the day of the month on which your absence begins.
     o This option will only allow you to record absences for the next 30 days.
   • Press 4 to record an absence for Monday.
     o This option is only available when you are logged in on Fridays and Saturdays.
Step 2: Enter the number of days for the absence.
   • If the absence is longer than five days, please contact your local Kelly Educational Staffing office or KAST Center.
Step 3: Enter a start and end time for the absence by selecting one of the following:
   • Press 1 for a full day absence (your default start and end times were provided by your school administrator).
   • Press 2 for a half day AM.
   • Press 3 for a half day PM.
   • Press 4 to enter specific start and end times.
Step 4: Select the reason for the absence.
Step 5: The system will confirm the details of the absence and provide the following options:

- Press 1 if correct.
- Press 2 to erase and re-enter.
- Press 3 to cancel.

If the absence is a multi-day absence, the system will prompt you to enter a date for the next day of the absence, or you may accept the default date.

- Press 1 if the details are the same as the previous date.
- Press 2 to change some of the details.
- Press 3 to change all of the details.

Step 6: (If this step does not apply, you will be automatically forwarded to Step 8). Before saving the absence, the system will confirm the details of the absence and provide the following options:

- Press 1 to assign a specific substitute.
- Press 2 to allow the system to locate a substitute.

Note: In order to assign a specific substitute, you must first contact the substitute directly to verify their availability and to request their 10-digit phone number.

Step 7: Enter the substitute’s 10-digit telephone number including area code and press #. Confirm the telephone number you entered by pressing 1. Select the appropriate substitute name by pressing the appropriate number.

Step 8: The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly, and can later be used to retrieve the absence details.

**Reviewing Upcoming Absences**

**Step 1:** Press 3 from the Main Menu to review upcoming absences.

**Step 2:** You will hear the following options if you have absences scheduled:

- Press 1 for absences scheduled for today.
- Press 2 for absences scheduled for tomorrow.
- Press 3 for absences scheduled for the next 30 days.

**Step 3:** After the system has played the details of your absence, you will have the following options:

- Press 1 to hear more about the absence if it is a multi-day absence.
- Press 2 to hear the information again.
- Press 4 to listen to the next absence, if applicable.
- Press 4 to return to the Main Menu.

**Reviewing a Specific Absence**

**Step 1:** Press 4 from the Main Menu to review a specific absence.

**Step 2:** Enter the confirmation number of the absence you wish to review.

**Step 3:** The system will repeat the confirmation number you entered and provide the following options:

- Press 1 if the confirmation number is correct. The system will read the absence details.
• Press 2 to re-enter the confirmation number.

**Step 4:** After you hear the information, the system will provide the following options:
  • Press 1 to hear more about the absence if it is a multi-day absence.
  • Press 2 to hear the information again.
  • Press 5 to return to the previous menu.

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**N: Reviewing or Changing Personal Information**

Please work directly with your school administrators on updating information in AESOP. AESOP will not be updated until ORACLE is updated first. Administrator will work directly with KES to update both ORACLE and AESOP.

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**Mobile Web Feature of Aesop**

**O: Accessing Aesop Mobile Web**

**Step 1:** To open Aesop Mobile Web site type mkelly.aesoponline.com in your mobile device browser.

**Note:** Some images in this document may vary from your mobile device depending on the device and web browser being used.

**Step 2:** Enter your Login ID and PIN in the appropriate fields. **Your Login ID and PIN are provided by your local Kelly Educational Staffing Office.**

If you want Aesop to remember your login information, check the **Remember Me** box.

You can also create a shortcut icon to Aesop Mobile Web on your device’s Home Screen. For instructions on how to do this refer to your Mobile Device’s manual.
Step 3: Click Login. This will log you on to Aesop and take you to the customized home page.

There are two links below the login button:
- **Go to Full Site** – If you would like to bypass the Mobile website and use the full Aesop website, click the “Go to Full Site” link.
- **Mobile Tips** – View some tips on how to set up your device to work correctly with Aesop Mobile Web.

**P: Home Page**

Once you are logged into Aesop Mobile Web, you will be directed to the Home Page.

At the top of the page there will always be the following options:

- **A** Kelly Educational Staffing logo – selecting this will always take you to the Home Page
- **B** Menu – selecting this will open a menu giving you options to go to the Home Page, Full Site, or Logout
- **C** Logout – selecting this will log you out of Aesop

The following options will be available on the Home Page:
- **D** Upcoming Assignments
- **E** Absence Balances (This option will display regardless if your district is using Absence Balance Tracking or not. For more information, see section D below.)
- **F** Create an Absence
- **G** Notifications
- **H** Web Alerts

**Q: Upcoming Assignments**

Selecting **Upcoming Absences** displays a page showing absences from the past 7 days through the next 90 days.

To view a specific absence in more detail, select the **Details** button.

The details page will display the absence details, including the status of the absence & the name of the sub. If there are notes for the absence, they will be visible at the bottom of the page.
Selecting **Absence Balances** displays a page showing your balances for absence reasons being tracked in Aesop by your district.

If this feature is not being used, a message will display when selecting **Absence Balances**: “No Absence Reason Balances Found”.

To see more details for a specific reason, select the **More** option. This will display Initial Balance, Time Used, & Pending Absences.

**Initial Balance** – The allowed number of days or hours that the district has given you for the absence reason

**Time Used** – The amount of time you have used since the balance “as of” date

**Pending Absences** – The number of days or hours that are used from future absences and have not been subtracted from your balance yet.

**S: Create an Absence**

Selecting **Create an Absence** will display the absence creation page. At the top of the page your name and site will be listed. (If you are an itinerant teacher you will have the option to select the location in a drop down menu below the absence date.)

**Step 1:** Enter the **Absence Date** by selecting the calendar icon to choose the date or the forward/back arrow to move forward or back a day.

*Note: Only one day assignments can be created using Aesop Mobile Web.*
Step 2: Choose the Absence Reason by selecting the menu arrow to see the full list of Absence Reasons available.

Step 3: If Substitute Requirement is optional – select if a sub is needed under Substitute Required. (This section will not display if your substitute requirement is set to Sub Needed or No Sub Needed.)

Step 4: Select the Absence Type – if selecting Custom, select the time boxes to change the times.

Step 5: Enter Notes on the absence (if needed) by selecting the More arrow. This will expand the screen to display the Notes area. Select the Notes box to open your mobile device’s keyboard and type in the notes.

Step 6: Save the absence by selecting the Save button. (You may have the permission to Save the absence & Assign a prearranged sub. If so, the next section will cover assigning a substitute to your absence.)

After saving the absence, a new page will display showing the absence details and the associated confirmation number.

Notifications

On the Home Page the next option is Notifications. On this button you will see how many notifications there are to be confirmed. Select Notifications to display the page of notifications.

Notifications will be broken into various categories including: Filled Absences & Unfilled Absences.

Selecting the confirmation number link will display the absence details page.

Web Alerts
On the Home Page the last option is Web Alerts. On this button you will see how many Web Alerts are posted.

Select Web Alerts to display the page of Web Alerts.

Frequently Asked Questions (FAQ)

- **Is it an app?** No, it is not a mobile app. It is a mobile-optimized website. That means you can access it from your internet browser, and you don’t need to download anything from the Apple or Google Play store. Any customer with a mobile-optimized device (smartphone, iPad, tablet, etc.) can get to it.

- **Is the mobile site the same as the full site?** Not completely. The mobile site includes critical features, including creating absences, viewing your schedule, viewing absence reason balances, and viewing notifications.

- **How do I get to it?** You go to mkelly.aesoponline.com in the browser on your mobile device. Do not put www before the URL. You do not need to download anything and it doesn’t live as an app on your device’s home screen.

- **Can substitutes use it?** Currently, Aesop Mobile is only for Administrator Users and Employees. Aesop Mobile for subs is coming in the future.