

## New Brunswick Board of Education AESOP Frequently Asked Questions

- How do I access the system?
  - By calling 800 942-3767 or by visiting [www.aesoponline.com](http://www.aesoponline.com). There is also a link from the New Brunswick Public Schools website
- I need more information on AESOP?
  - Please visit the New Brunswick Public Schools website [www.nbps.k12.nj.us](http://www.nbps.k12.nj.us)
  - The following AESOP materials are available:
    - NBPS AESOP Procedures for Employees
      - Advance Approval of days
      - Procedures for using sick, personal, vacation, leave, school business, professional, funeral, worker's compensation, military leave, et
      - Teachers requiring substitutes for over 29 school days
    - NBPS AESOP Procedures for Administrators, Principals, Supervisors and Secretaries
    - Phone System Instructions for Employees
    - Phone System Instructions for Substitutes
    - Quick Start Guide for Employees
      - Log on to the AESOP System
      - Enter your absence, change your absence, add additional days
      - Attach a file to an absence
      - Remove your absence – *once an absence has been approved it can no longer be deleted. Please use the Change Form on the website*
      - Assign a substitute to your absence – *see special instructions for absences over 20 days under the NBPS procedures and instructions*
      - View your schedule
      - View Substitute Phone Numbers
      - Manage your preference list
      - Change your PIN/Profile, address– *you must also email Personnel and Payroll when changing address or phone number.*
      - *Changes to title and school location is not permitted- please email Personnel and Payroll for this changes.*
      - Instructions for Itinerant Employees – employees that work at more than one location
    - Quick Start Guide for Substitutes
      - Log on to AESOP
      - Find and accept available jobs
      - Remove yourself from an accepted job
- I lost or forgot my pin number?
  - Please try to contact your school first. As a second option you may email [myriam\\_heredia@nbps.k12.nj.us](mailto:myriam_heredia@nbps.k12.nj.us) for a new letter.

- Can I make changes to my personal information on AESOP?
  - Yes, you can change your pin, your phone number
  - Substitutes can change their address – but please keep in mind to notify:
    - Email Human Resources. HR will notify the Payroll Department
- My title and/or location and/or my name are incorrect on AESOP?
  - Please send an email to Human Resources
  - They will verify the information and change the HR and AESOP system
  - They will inform the Payroll Department about the change.
- My absences have not been approved? Who do I contact?
  - Please contact your school or department.
  - Starting 10/17/08 you will receive an email regarding the approval status of your absence
- I am a substitute and need to cancel an accepted job, what do I do?
  - Visit the AESOP website [www.aesoponline.com](http://www.aesoponline.com)
  - Sign in using your ID and pin
  - Using the Interactive Calendar, find the day you wish to cancel
  - Click on that day, and then click on the trashcan icon, this will now cancel the assignment
  - Please cancel a job as soon as you can so the assignment can be made available to another substitute. Thank you.
- I am an employee and need to cancel an absence, what do I do?
  - Same as above
  - Using the Interactive Calendar, find the day you wish to cancel
  - Click on the day, then click on the trashcan icon and the absence will be deleted
    - If a substitute was assigned, they will receive an email that the absence has been removed.