

Dear Employee,

We have the pleasure of notifying you that Natrona County School District has implemented a new automated service that will greatly simplify and streamline the process of recording Absences and finding Substitutes.

The service will be available to you 24 hours a day, seven days a week. You may interact with the system either on the Internet at <https://www.aesoponline.com>, or by way of a Toll Free automated Phone line.

**How do I register with the system?**

1. Simply dial 1-800-942-3767 (1-800-94-AESOP).
2. Enter your Identification (ID) and Pin numbers. The information is as follows  
(Please notify the central office if your identification number listed below is not correct.)
  - ID number - phone number including the area code (e.g. 3078675309)
  - Pin number - last four numbers of employee id
  -
3. Once you are logged in the system, you will be given prompts for the various menu choices.  
*When you access the system over the phone for the first time, it is very important that you record your name and assignment for substitutes to hear. Please keep in mind that only your name and assignment should be recorded, (e.g. John Doe, 3rd Grade) as the system will play this recording to potential substitutes for all future absences you register. You will not be asked to record this information each time you register an absence.*

\* When entering an absence, please wait until you receive a confirmation number before you terminate the phone call. Your transaction is not complete until you receive a confirmation number.

\*Though you may not always require a substitute, you will be required to enter all absences into Absence Management.

*You may also access the system on the Internet at <https://www.aesoponline.com> using your website login information. Here you will be able to enter absences, check your Absence schedule, update personal information, and exercise other features. If you have any questions, concerns, or comments; please feel free to contact the central office at (307) 253-5232 or at [support@aesoponline.com](mailto:support@aesoponline.com).*

Thank you,

Kelli Patik  
Program Facilitator HR  
[kelli\\_patik@natronaschools.org](mailto:kelli_patik@natronaschools.org)  
(307) 253-5232



# Absence Management

## SIGNING IN

To log in to the absence management application, type [aesoponline.com](http://aesoponline.com) in your web browser's address bar.

The Sign In page will appear. Enter your ID/username and PIN/password and click **Sign In**.

## RECOVERING CREDENTIALS

If you cannot recall your credentials, use the recovery options or click the "Having trouble signing in?" link for more details.

## CREATING AN ABSENCE

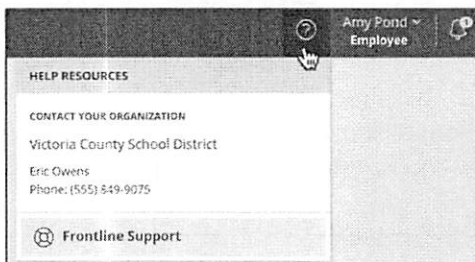
You can enter a new absence from your absence management home page under the **Create Absence** tab.

Enter the absence details including the date of the absence, the absence reason, notes to the administrator or substitute, etc. and attach any files, if needed. You can then click **Create Absence**.

## MANAGING YOUR PIN AND PERSONAL INFORMATION

Using the “Account” option, you can manage your personal information, change your PIN number, upload shared attachments (lesson plans, classroom rules, etc.), manage your preferred substitutes, and more.

Personal Info	Personal Info
Change Phone Pin	<b>General Information</b>
Shared Attachments	<b>Name:</b> Amy Pond
Preferred Substitutes	<b>Phone:</b> 6105553747
Excluded Substitutes	<b>Email Address:</b> Apond@education.com
Absence Reason Balances	<b>Title:</b>
	<b>Room Number:</b> Main Office
	<b>Language:</b> English Your language preference can be changed in your Account Settings.
	<b>Address</b>



## GETTING HELP AND TRAINING

If you have questions, want to learn more about a certain feature, or need more information about a specific topic, click **Help Resources** and select **Frontline Support**. This opens a knowledge base of help of training materials.

## ACCESSING ABSENCE MANAGEMENT ON THE PHONE

In addition to web-based, system accessibility, you can also create absences, manage personal information, check absence reason balances, and more, all over the phone.

To call the absence management system, dial **1-800-942-3767**. You'll be prompted to enter your ID number (followed by the # sign), then your PIN number (followed by the # sign).

Over the phone you can:

- Create an absence (within the next 30 days) – **Press 1**
- Review upcoming absences – **Press 3**
- Review a specific absence – **Press 4**
- Review or change your personal information – **Press 5**

If you create an absence over the phone, please note the confirmation number that the system assigns the new absence, for future reference.

