

## AESOP FAQ's

- How do I access AESOP?
  - There are 2 ways to access the automated AESOP system:
    - Using your telephone: 1-800-94-AESOP (1-800-942-3767)
    - Using the internet: [www.aesoponline.com](http://www.aesoponline.com)
- What is my AESOP log-in ID or username?
  - Your AESOP log-in ID or username is your 10 digit home phone number that the Coop has on file. For example 6305535833.
- I forgot my PIN?
  - If you have lost your PIN number or cannot remember what it is please go to [www.aesoponline.com](http://www.aesoponline.com) there is a “NEED HELP?” option next to the log-in boxes. Please fill in the information and AESOP will e-mail you your PIN.
- How do I review my information?
  - Please log-in and select the option to “Change Personal Information”. This option will allow you to view your information and make changes if they are needed.
- My start time is listed incorrectly.
  - Please call Jeanne Leifheit or Carly Rowe at the Coop (630-553-5833) to have the time corrected.
- My school location is listed incorrectly.
  - Please call Jeanne Leifheit or Carly Rowe at the Coop (630-553-5833) to have the location corrected.
- How can I request a specific substitute?
  - Please log-in and set up your “preferred substitute” list. This feature will allow a specific sub to see your absence if they are not already booked in another position. Likewise, if there is a sub you would not prefer please add them to your exclude list.
- Can I leave notes about a sub that filled in my position?
  - Yes you can. If you have any feedback regarding your absence please log-in and select the “Leave Feedback” option.
- Can I put my lesson plans in AESOP?
  - Yes you can. There is an option for “absence files” it will allow you to upload any lesson plans you have. You can set them to show up for a specific absence or to attach to any absence you would enter.