



1. What is AESOP?

AESOP (Substitute Placement & Absence Management) is an automated system that allows teachers to schedule absences and place substitutes by phone or Internet.

2. As an Associate Teacher, where can I go to find new assignments?

There are two ways in which an Associate Teacher can locate new job openings from AESOP.

- By Telephone: 1-800-942-3767
- Online: www.frontlinek12.com/aesop

3. I am a new Associate Teacher and I do not have my login information.

Send us an email to SubAnswer@houstonisd.org from your HISD email account containing your name and employee id # to request AESOP information.

4. I do not know my HISD email address.

In order to get your HISD email address, please contact the help desk at 713-892-7378 and select option 3(technology); then option 2(Microsoft Outlook help).

5. How do I get access to my HISD email from home to request information about my AESOP Account?

In order to gain access to your HISD email:

- Logon to www.houstonisd.org
- Click the sign in button at the top right corner of your screen
- Select **Employee Portal**
- Type in User name and network password (Contact the Help desk if you are unaware of what it may be.)
- Click **Get My Email**
- Type in “AD\” then your “username” (ex. AD\dem44)

6. I do not see any jobs available?

A number of factors affect the amount of jobs you will see or will be called for:

- **The amount of absences reported:** Absence rates are higher at certain times of the year, lower in others. If absence rates are low, available assignments will be scarce.
- **Your preferred schools list:** If you have a very small list, or have configured your list incorrectly, you will see few or no assignments. Instructions on how to configure your preferred schools list is available by logging into your Aesop account, clicking the Help tab, and then watching the training video.
- **Teacher preferred sub lists:** Teachers can set up preferred substitute lists. Subs on teachers' preferred sub lists will be offered assignments before subs that are not. Associate Teachers that are not on a teacher preferred sub list will see fewer assignments than Associate Teachers that are on many preferred lists.

7. I need to change my telephone number in Aesop.

Any employee that wants to update their telephone number in AESOP must follow the instructions below:

- Logon to www.houstonisd.org
- Click the sign in button at the top right corner of your screen
- Select **Employee Portal**
- Type in user name and network password (Contact the help desk if you do not know it.)
- Click **Employee Services**
- Click **Personal Data Maintenance** under My Account
- Enter the password used to log into the employee portal
- Click **Edit Address and Phone**
- After updating your information click **Save Changes**

8. I am having technical issues with my AESOP account who do I contact?

Unfortunately, HISD does not offer AESOP support over the phone. In order to resolve any technical issue, email us at SubAnswer@houstonisd.org.

9. How far in advanced can an Associate Teacher be assigned an assignment?

Associate Teacher's cannot be assigned to an assignment no more than 120 days before the assignment start date

10. Where would a teacher leave notes regarding the classroom, lesson plans, etc?

You will find the information in the **Note** section when viewing the assignment online.

11. How do I stop getting automated calls?

- Logon to www.frontlinek12.com/aesop
- Click **Preference**
- Click **Call Times**
- In the upper right corner, locate **Accept phone calls for available jobs**
- Select **NO**
- Click **OK**

12. Will HISD assign me a specific school to substitute?

- HISD does not assign Associate Teachers to a specific school. In order to accept or find assignments you will need to log into AESOP and select assignments based on your availability.

13. How do I customize AESOP so that I only see schools that I am interested in working?

- Logon to www.frontlinek12.com/aesop
- Click **Preferences**
- Click **Schools**
- Select your preferred schools
- Click **Save**.

14. Where do I go if I want to know more information about the utilization of AESOP?

- https://help.frontlinek12.com/Sub/Help/Substitute_help_guide.htm