Questions about Aesop
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Questions about Aesop

How do I access Aesop?
You can login to www.AesopEducation.com or call 1-800-942-3767. Note: We recommend that you bookmark this website for easy access and save this number as a contact.

I'm having trouble logging in. What could be the problem?
Make sure you are using the correct ID and PIN number from your Welcome Letter.
    Note: If you have changed your phone number in Employee Self-Service, that becomes your new 10-digit login ID.

Who do I call if I have any problems with Aesop?
If you have any challenges using Aesop, call the Office of Human Capital at 410-396-8885 or send an email to substitutes@bcps.k12.md.us.

If I change my phone number or PIN, how long does it take for that to become effective?
The change is effective immediately. Remember – your 10-digit phone number is your login ID. If you change it, the new phone number becomes your new 10-digit login ID.

I'm getting calls from Aesop, but I am not a substitute. What do I need to do to stop these calls?
We apologize for the inconvenience. Please call the Office of Human Capital at 410-396-8885, and we will remove your phone number from the call list immediately.
Questions about Accepting Assignments

How do I accept a job?
To accept a job, you can go to the Aesop website (www.AesopEducation.com) or call 1-800-942-3767. When you accept an assignment, you will receive a Confirmation Number from Aesop. Make sure to save this information.

*Always double check* your calendar and use the “View My Schedule” option in Aesop. You can also review your schedule over the phone.

How many days in advance will Aesop call me?
Aesop will make calls two days in advance of the start date of the assignment.

When will Aesop make call me to fill an absence?
Aesop will make calls during the following time frames:
- Morning: 5:30am – 12:00pm
- Afternoon: 5:30pm – 10:00pm

What will show up on my caller ID when Aesop calls?
The Aesop phone number (1-800-942-3767) will display on your caller ID.

What if Aesop calls and I miss the phone call?
You can simply call Aesop back at 1-800-942-3767 or log onto the website (www.AesopEducation.com) to view available jobs.

Does Aesop call in alphabetical order or randomly?
Aesop will call in random order. Aesop will call substitutes who are on a school’s preferred list first.
What if I forget the details of an assignment that I have accepted?
You can retrieve information about an assignment on the Aesop website (www.AesopEducation.com) by going to “View My Schedule.” You can also review your schedule over the phone (1-800-942-3767).

What should I do if I can’t make it the day of an assignment that I have already accepted?
You may cancel accepted assignments on the Aesop website (www.AesopEducation.com) or over the phone (1-800-942-3767). On the website, look at your calendar and click on the date you wish to cancel. Then click the trashcan icon to cancel the job.

Note: For late cancellations, you must contact the school directly.

How soon after an absence is created is this information updated on Aesop?
Once an absence has been created, both the phone and website will be updated at the same time.

I cannot find any jobs – what could be the reason?
There may not be any jobs available at the time. Also, the preferences that you set may limit the assignments that you are eligible for. For example, you may have chosen to work at specific schools and must decide if you want to make yourself available to more schools. You also may have marked the day of an assignment as a non-work day, which means no jobs will show.

What if a teacher or educational assistant asks me to be a substitute for him/her – Can I accept that position?
Teachers and educational assistants will be able to prearrange their own subs if
- they have prior communication with you and
- they enter the absence into Aesop.

You DO NOT have a job unless you have a confirmation number through Aesop and the assignment shows up on your calendar when you use the “View My Schedule” option. If an employee asks you to work for them and you do not see the job on your calendar, you should contact the employee to verify if you will be working that day for them.
Questions about Setting Preferences

What if I do not want Aesop to call me on certain days?
On the website (www.AesopEducation.com), go to the link that says “Tell Aesop When to Call.”

What if there are schools that I do not want to go to?
You may list your preferred schools and block schools that you do not wish to substitute at by going to “Preferred Schools” on your homepage. Scroll to the bottom of the page for directions on how to use this feature.

What if there are subjects that I don’t want to teach?
You may reject any job offered to you. You are unable to list the subjects you do or do not want to substitute in.