

# Popular Questions for Substitutes

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## **Why am I not seeing any jobs?**

Jobs may not show up as "available" for a number of reasons, and you can check on a few things to identify the cause. First, make sure you do not limit yourself in your "[Schools](#)" preferences. If you still do not see anything, you can contact your district's administrator to make sure you have the correct setup. If you see jobs but are not receiving phone calls, check to make sure you have your [call times](#) set to allow for maximum job offers.

## **How can I better my chances of getting jobs?**

You can optimize job opportunities by following a few easy steps. [Search for jobs](#) via the application at [www.aesonline.com](http://www.aesonline.com) or [call the system](#) at 1-800-942-3767. Each of these methods generally allow you to find available jobs much further in advance than you would if you waited for a phone call!

## **What do I do if I miss a call from the absence management system?**

If you missed that phone call, you can always call back, toll-free, at **1-800-942-3767** to hear a list of current and available jobs. You can also log-in online to view those same jobs. You'll want to act quickly, though. The system may have already called the next substitute in line with that job offer.

## **How do I choose my preferred schools?**

You can define which locations you want to see jobs for and those you want to avoid. Access your "Schools" list within your Preferences to specify this setup. Here, you can click the checkbox beside the locations where you wish to see available jobs and the locations you wish to ignore. For help setting up that list, you can reference the [Preferred Schools](#) article. If you are unable to create that list, please check with your district about its school preference policy.

## **How can I view and manage my scheduled jobs?**

Click the **Scheduled Jobs** tab on your home page. Once selected, the system lists your scheduled jobs and the details for each. The information includes the name and title of the employee, the time of the absence, the duration, the job location, and your confirmation number. Based on permissions, you may have the option to email the employee and view attachments/notes. If necessary, you can also cancel a job from this tab.

## **As a new substitute, where should I start?**

Once you access your application, you can begin to set up your system preferences and find available jobs! Reference this [QuickStart Guide](#) to learn about searching for available jobs and accessing absence management on the phone. You can also review the [Getting Started](#) page to learn more about choosing your system preferences. These options allow you to define your