Frequently Asked Questions

AESOP and VeriTime – For Employees and Substitutes

Q: I have recently been hired by Fauquier County Public Schools, how do I set up my AESOP account?

A: You should have received an email from noreply@fauquiercounty. This email had a link in it that you can create your account. You should use your email as your username and then create a password of your choice.

If you did not receive the email, please contact the Human Resources department at either 540-422-8300 or at askhr@fauquiercounty.gov. Please let us know your email address to ensure we have the most up to date information in our records.

If you have the email, but received an error message that it has expired, please contact the Human Resources department at either 540-422-8300 or at askhr@fauquiercounty.gov. We will be able to resend the email for you to complete process.

Q: I forgot my username or password, what do I do?

A: From the login screen (www.aesoponline.com) you can select the option *I forgot my username* or *I forgot my password.* The system will then send you an email to the address we have on file. You will then follow the steps to retrieve your username or reset your password.

Q: I forgot to clock in or out, how do I get my timesheet corrected?

A: You will need to enter a comment on your timesheet stating when you arrived to work or when you left work. After you submit your timesheet, your approver will make the corrections on your timesheet prior to approving it.

Q: My email address has changed, how can I update AESOP?

A: You can look up your email address in your AESOP account. Once logged in, click on *Account.* On that screen you will see the email address on file. If you have a new email that you need to update, log onto your Fauquier ePortal and update your email address. AESOP will then be updated within 2-3 business days.

Q: My barcode will not scan, how do I get a new one?

A: You can contact the Human Resources department at either 540-422-8300 or at askhr@fauquiercounty.gov. A new barcode can be printed for you and you will be able to pick up the replacement between the hours of 8:00am – 4:30pm.

You can still clock in and/or out using your phone number on file and your 4 or 5 digit PIN number. On the kiosk, you will see the option to use ID/PIN, click on that and enter in your information.

Q: I tried to clock in with my phone number and PIN at a kiosk and it did not work, what do I do?

A: You can look up your phone number and PIN in your AESOP account. Once logged in, click on *Account.* On that screen you will see the phone number on file. If you have a new phone number that you need to update, log onto your Fauquier ePortal and update your phone number. AESOP will then be updated within 2-3 business days.

Your PIN is typically your employee number or the last four of your social security number. If neither of these work, you can contact the Human Resources department at 540-422-8300 for assistance.

Q: My schedule is wrong in AESOP/VeriTime how do I get that corrected?

A: You can contact the Human Resources department at either 540-422-8300 or at askhr@fauquiercounty.gov.

Q: I transferred schools and my AESOP/VeriTime location is wrong, how do I get that corrected?

A: Your supervisor should contact the Human Resources department at 540-422-8300.

Q: I am not available to work on a specific day of the week, but I keep getting phone calls. How can I update the system?

A: You can add a Non Work Day to your schedule in AESOP. From the home screen, you will see a tab labeled *Non Work Day*. From that screen you can add specific days you are not available. The system will not contact you on those days.

More details about how to set up your schedule can be found by clicking the link below and reading the AESOP User Guide for Substitutes.

http://www.fauquiercounty.gov/government/departments-h-z/human-resources/employment/veritime

Q: I do not want to be called by the system, I look and accept jobs through the website. How can I update my account to stop the phone calls?

A: You can turn off the option of phone calls on your AESOP account. Click on *Preferences* and on the following screen you will see the option to *Turn Off Calling.*

More details about how to set up your preferences can be found by clicking the link below and reading the AESOP User Guide for Substitutes.

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Q: I only want to work at specific schools, how can I put that in the system so I won't receive phone calls from schools I prefer not to work at?

A: You can update your preferences while logged into your AESOP account. Click on *Preferences* and then click on *Schools.* On the following screen you will see all the different school locations. To update the schools you would like to work at, simply click the box next to the school name.

More details about how to set up your preferences can be found by clicking the link below and reading the AESOP User Guide for Substitutes.

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