



School
Login ID:
PIN:

STAFF QUICK START SHEET

Garfield Heights City Schools

THREE WAYS TO REGISTER AN ABSENCE WITH RENHILL

1. AESOP AUTOMATED PHONE SYSTEM

1. Dial **1-800-942-3767**
2. Enter your ID number followed by the # sign
3. Enter your Pin number followed by the # sign
4. Follow prompts to create an absence

2. REGISTER YOUR ABSENCE VIA AESOP ON-LINE

1. Open the internet to www.renhillgroup.com
 - a. Click on the '**education login**' button
 - b. Enter you **ID/Pin** (*listed above*)
2. You can create an absence right from the home page under the Create Absence tab.
3. Enter your absence information
 - a. **Date:** When selecting your absence date simply click on the single day and it will be highlighted in blue.
You can also click on multiple days to create a multi-day absence. The days do not have to be consecutive.
 - b. **Substitute Required:** This option may already be predetermined for you but you may have the option to choose if a sub is needed for this absence. To change the option from "Yes" to "No" just click to move the slider.
 - c. **Time:** Choose what type of absence this is. Is it a Full Day Absence? Is it a Half Day Absence? Depending on your district's setup you may have the option to choose a custom absence as well.
 - d. **Notes:** You have the ability to leave notes for your administrator and for the sub who will be filling in for you. The notes you leave for the administrator will not be visible by the sub. The notes you leave for the sub will be visible to the administrator. This is not a place to put lesson plans as **there is no guarantee** that the sub will be reading these.
4. Once you have filled in all the required fields click the Create Absence button at the bottom right corner.

3. PHONE RENHILL DIRECT

1. Phone **1-800-776-8722 ext. 2819**
 - a. Speak directly with a representative (or)
 - b. Leave a voicemail

2. Provide required information to Renhill
 - a. Your name
 - b. Date of absence
 - c. Time of absence
 - d. Type of day you are using (sick, personal, etc.)
 - e. Name of requested substitute (**optional**)
 - f. If you have secured a substitute on your own, advise Renhill that you have done so and report the substitute name (**optional**)

Service Representatives – When you phone in an absence, you may speak to any representative in our Education Division. Our receptionist will ask you what district you work with and will then direct your call to an account representative. We do have several account representatives so at times you will be talking with Tammy, Laura, Sarah, Bryan, Lynn, Susan, Sharon, Kristin, Kelli or others. All of our team members are prepared to assist you as needed.

Important Note: Regardless of which method you choose to report an absence, should you need to cancel or modify any absence or absence information, please contact Renhill directly at 800-776-8722.

PREFERRED SUBSTITUTE LISTS

To build your personalized preferred substitute list:

1. To access the Preferred Substitutes page, click the Account tab on the home page. Click on '**Add New Substitutes**'
2. To add a substitute, click the **Add Substitute(s)** button.
 - a. This will open up the substitute selection page. Here you can find the subs you want by searching by the substitute's last name, filtering by the first letter of the sub's last name, or just browsing the list of subs.
3. Select the substitute(s) that you would like to add to your Preferred Substitutes list by checking the box next to their names. Once you have finished selecting the substitutes, click the **Add to Preferred Substitutes** List button.

To choose your top five from your preferred list:

1. To mark someone as a favorite, simply click the heart icon on their row in the preferred list. The heart will turn red, indicating that this sub has been added to your Favorite Five list.
2. Once you have marked your favorites you can order them by dragging them up or down in the order by grabbing the drag icon and dragging them into the position you want them.
3. When you've finished re-ordering the substitutes to your liking, click the check mark button to save the changes.

Primary Account Manager:

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