Aesop Kiosk Integration

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Aesop/Kiosk Integration Overview

Overview of Aesop/Kiosk Integration Process

1. If district contacts their ITC to begin the integration process, the ITC will ask the district to contact Aesop to begin the integration process. The ITC can share talking points with the district but the initial process must begin with Aesop.

   Talking Points:

   - Employees can create absences through the Kiosk web, Aesop web, or Aesop phone giving the employee a comprehensive entry offering.
   - Transfer leave data and sub time worked directly to USPS in one process, rather than from multiple sources.
   - Seamlessly transfer all demographic data from Kiosk to Aesop, eliminating double entry.
   - Eliminating the double entry requirement, this is dependent on an employee to accurately enter requests in both software packages.

2. Aesop will work with the district to configure the Aesop functionality and have the district complete the Web Services Integration Agreement, which allows data to be transferred between the two software packages.

3. Once configuration is complete for Aesop, Aesop will contact NCOCC with the district template configuration information.

4. NCOCC will configure templates within Kiosk for District and run initial sync.

5. The ITC that services the district will work with that district to help them with updating the Aesop information that was not matched in Kiosk. Once the information is updated in Aesop they will assist district in running the sync process again to determine what information still needs to be updated.

Initial Configuration

Once Aesop has the configuration completed a list of template ID numbers, district Org ID and API Key will be sent to NCOCC. The template numbers, Org ID and API Key will need to be entered into the Aesop Configuration screen.

NOTE: NCOCC will complete the template information in the Aesop Configuration screen within Kiosk for each district that wants to integrate Aesop and Kiosk.

AESOP Configuration for District IRN: 926

API Key	
Org Id	
Vendor Id	KioskVendor
Vendor Pin	
Absence Template	
Absence Cancelled/Deleted Template	
Absence Reason Template	
Employee Template	
School Template	
Substitute Assigned {Absence Log Data} Template	
Substitute Removed {Absence Log Data} Template	

In Kiosk:

1. Click on District Administrator
2. Click on Configure District Options

District Administrator

Configure District Options

Update/Delete District Users
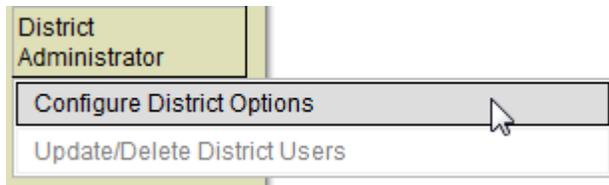
3. Under Aesop Integration click Configure Aesop Integration
4. Template information will already be updated

AESOP Integration

Enable AESOP integration	No
Current AESOP Status	Disabled
Absences/Sub Assignments Last Synchronized	Never
Template Settings Last Synchronized	Never
Template Initialization	Incomplete
Authentication Settings	Attention Required

Configure AESOP Integration

5. Click Synchronize Template Settings Now

AESOP Template Synchronization

Synchronize Template Settings Now

6. All Matches and Non-Matches will be displayed in the Mappings section.

Mappings

Absence Reasons Total: 7   Matched: 7   View

Employees Total: 152   Matched: 152   View   Active Employees not Sync'd

School Buildings Total: 4   Matched: 4   View

Use Selections below to Filter Results:

Matched   Active In Aesop
All   All

Updating Absence Reasons

Absence reasons must match between Aesop and Kiosk. Which means there can only be one absence type in Aesop assigned to one absence reason in Kiosk.   For Absence Reasons that have Sub Categories we work with the district to configure Kiosk and Aesop with the correct two-letter code used in USPS.

For non-matches in the absence reasons a district staff person with access will need to log into Aesop and Update Leave Types.

AESOP Absence Reason w/ Sub Category

Matched	Active {Public} In Aesop	Aesop Description {Leave Type}	Aesop Absence Reason Id {Absence Code}	Aesop Absence Reason Dbkey	Kiosk Status	Actual / Possible Kiosk Absence Code ▲	Kiosk Description {Leave Type}	Absence Reason Id2 {Sub Category}	Kiosk Sub Category Status	Kiosk Sub Category	Kiosk Sub Category Description
Yes	Yes	Dock	DO	77778	Enabled	DO	Dock	-	N/A	-	-
Yes	Yes	Jury Duty	JD	77777	Enabled	JD	Jury Duty	-	N/A	-	-
Yes	Yes	Military	MI	77780	Enabled	MI	Military	-	N/A	-	-
Yes	Yes	Personal Day	PL	77775	Enabled	PL	Personal Leave	-	N/A	-	-
Yes	Yes	Professional - Ath	PR	121805	Enabled	PR	Professional	P1	Active	P1	Athletic
Yes	Yes	Professional - Emp	PR	121806	Enabled	PR	Professional	P2	Active	P2	Requested by Employee
Yes	Yes	Professional - Sup	PR	121807	Enabled	PR	Professional	P3	Inactive	P3	Requested by Supervisor
Yes	Yes	Professional Leave	PR	77776	Enabled	PR	Professional	-	N/A	-	-
Yes	Yes	Sick Day	SI	77774	Enabled	SI	Sick Leave	-	N/A	-	-
Yes	Yes	Unknown	UN	77779	Enabled	UN	Unknown	-	N/A	-	-

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In Aesop:

1. Click on Reference Data
2. Click on Absence Reason
3. Click on Absence Reason name to Edit
4. Change External ID to be the correct 2-letter absence code from USPS/Kiosk
5. Click Save

If the leave type in Kiosk has a sub category you need to enter the 2-digit value from Kiosk into the External ID 2 field.


If an absence type is set to not public in Aesop when a leave request is done in Kiosk for that absence reason the request will not be sent to Aesop.

Whatever absences types that you see for the Aesop web interface is available for calling functionality also.

Staff Clean Up

District staff will want to run an employee list to ensure that USPS and Kiosk employee data is accurate and matches. Only active employees should be in Kiosk. Employees that are no longer active can be deleted from Kiosk.

1. Click on District Administrators
2. Click Update/Delete Users
3. Locate employee
4. Click delete
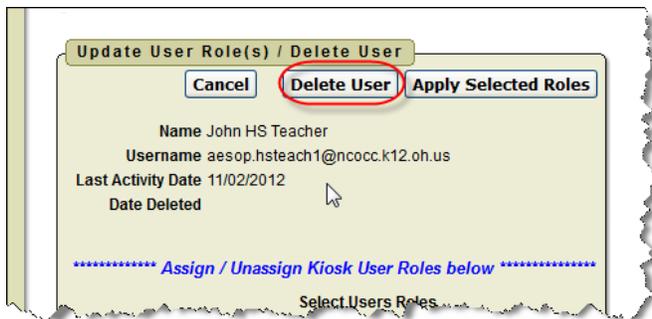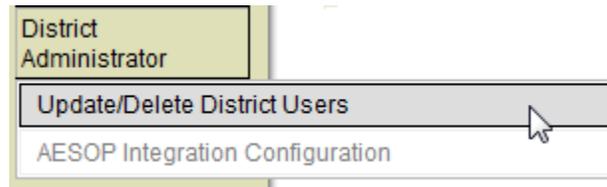
Deleting the employee from Kiosk will take away that employee's access to see previous pay slips and W2s.

If a district is currently using Aesop the district staff will also need to run an employee list from Aesop to verify that only active employees are listed.

NOTE: The phone number that the employee will be using to access the call functionality of Aesop needs to be entered into the phone number field into USPS. When the initial load of staff is done from Kiosk to Aesop that information is passed to Aesop. If the phone number field is blank in USPS it will be blank in Kiosk, which will result in the not being able to enter leave requests.

When the Enable Aesop Integration is set to Yes, when a user is deleted in Kiosk they will automatically be de-activated in Aesop. When a deleted employee is activated again in Kiosk they will automatically be made active in Aesop.

In Kiosk click on View on the Employee row to see employee matches/non-matches.

Data in green is a match, data in red is not a match.

USPS will be the source for data for Kiosk and Aesop. Any changes to phone or email addresses need to be made within USPS. Kiosk will be updated with those changes when the employee logs into Kiosk or the Load Positions for All Registered Users has been clicked on the district configuration screen. Any Aesop data that is not correct will need to be changed in Aesop.

The USPS employee ID must be the Aesop Employee ID. If the ID does not match the employee will not sync.

To isolate the data that needs to be cleaned up you have Filter options of phone, email and building information.

For non-matches in the employees' information, a district staff person with access will need to log into Aesop and update incorrect information.

In Aesop:

1. Click on Master Data
2. Click on Employee
3. Click on General Information
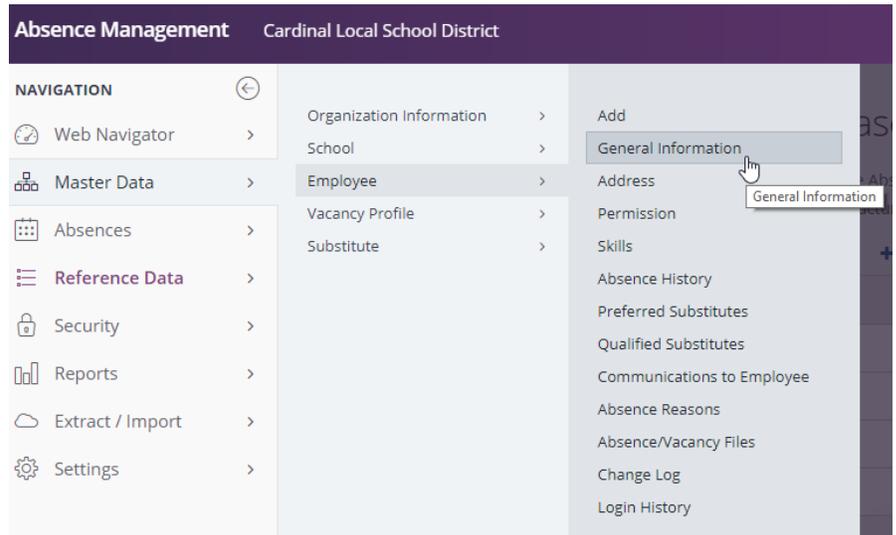
4. Search for Employee by last name or click on a letter of the alphabet.
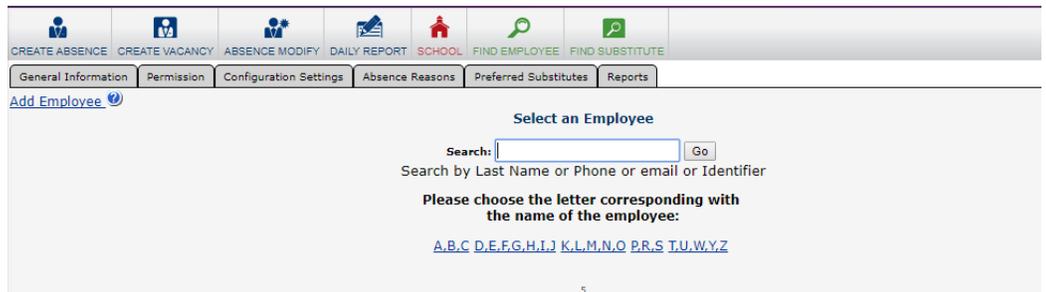
5. Click on the employee's name to view their information.

Add Employee

Select an Employee

Search: [   ] [Go]
Search by Last Name or Phone or email or Identifier

Employee	School	Identifier	Email
Cook, Annie Hs	Bloomfield Elementary School	BUR000100	aesop.hscook@ncocc.k12.oh.us
Cook, Jane Ms	Buchanan Elementary School	TUR000100	aesop.mscook@ncocc.k12.oh.us
Custodian, Larry Ms	Buchanan Elementary School	KEL000100	aesop.mscustodian@ncocc.k12.oh.us
Director, Andy Transporta	Adams Elementary School	ASH000100	aesop.transdir@ncocc.k12.oh.us
Director, Pamela Fs	Buchanan Elementary School	SIM000100	aesop.fsdirector@ncocc.k12.oh.us
Driver, Annie Bus	Buchanan Elementary School	GIB000100	aesop.busdriver1@ncocc.k12.oh.us
Driver, Bea Bus	Adams Elementary School	HOR000100	aesop.busdriver2@ncocc.k12.oh.us
Payroll, Grace C.	Cherokee Elementary School	HED000100	aesop.payroll@ncocc.k12.oh.us
Principal, Dale Ms	Buchanan Elementary School	ROG000100	aesop.msprin@ncocc.k12.oh.us
Principal, Marcia Es	Adams Elementary School	ABL000100	aesop.esprin@ncocc.k12.oh.us
Principal, Martha Hs	Bloomfield Elementary School	SMI000100	aesop.hsprin@ncocc.k12.oh.us
Secretary, Debbie Superinten	Cherokee Elementary School	WAR000100	aesop.suptsec@ncocc.k12.oh.us
Secretary, Mary Ms	Buchanan Elementary School	CHA000100	aesop.mssec@ncocc.k12.oh.us
Secretary, Penney Hs	Bloomfield Elementary School	NIX000100	aesop.hssec@ncocc.k12.oh.us
Secretary, Samantha Es	Adams Elementary School	DOW000100	aesop.essec@ncocc.k12.oh.us
Superintendent, Adam K	Cherokee Elementary School	YOU000100	aesop.supt@ncocc.k12.oh.us
Supervisor, Michael M.	Bloomfield Elementary School	WHI000100	aesop.maintsup@ncocc.k12.oh.us
Teacher, David Ms	Buchanan Elementary School	DAV000100	aesop.msteach1@ncocc.k12.oh.us
Teacher, Ginger Ms	Buchanan Elementary School	COL000100	aesop.msteach2@ncocc.k12.oh.us
Teacher, John Hs	Bloomfield Elementary School	FOS000100	aesop.hsteach1@ncocc.k12.oh.us
Teacher, Kathleen Hs	Bloomfield Elementary (Aide)	SCH000100	aesop.hsteach2@ncocc.k12.oh.us
	Buchanan Elementary (Bus Driver)	SCH000100	aesop.hsteach2@ncocc.k12.oh.us
Treasurer, Kevin	Cherokee Elementary School	MAR000100	aesop.treasurer@ncocc.k12.oh.us
Treasurer, Mandy Assistant	Cherokee Elementary School	KEN000100	aesop.assttreas@ncocc.k12.oh.us

6. Click on Edit to modify information

7. Click Apply Changes

Important to note that if an employee id changes in USPS it will not only affect Kiosk but will affect Aesop and cause the employee not to be able to login to Kiosk or pass leave requests to and from Aesop.

Any employees that were not loaded automatically into Aesop can be view by clicking on the Active Employees not Sync'd.

This will give you a list of
employees that can be verified
and corrected either in Kiosk or
Aesop.

Employees Active in Kiosk not Sync'd

Employee ID ▲	Last Name	First Name	Middle Name	Email
BIR000100	Teacher	Tammy	Es	aesop.esteach2@ncocc.k12.oh.us
EVA000100	Custodian	James	Es	aesop.escustodian@ncocc.k12.oh.us
GRA000100	Teacher	Emily	Es	aesop.esteach1@ncocc.k12.oh.us
GRA000200	Teacher	Ken	Ms	aesop.msteach3@ncocc.k12.oh.us
LEM000100	Substitute	Stanley	H	aesop.substitute@ncocc.k12.oh.us

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Close Window

Clicking the the employee ID next
to an employee will display the
data that is being synced between Aesop and Kiosk. This will allow you to see which data is missing like
a phone number or supervisor ID.

Employees Active in Kiosk not Sync'd Detail

Employee ID	Last Name	First Name	Middle Name	Email	Phone	Job No	Job Status	Building IRN	Supervisor ID
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	1	INACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	2	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	3	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	5	ACTIVE	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	9	DELETED	049452	-
ADA000005	Adams	James	K	jdoga007@aol.com	4195648369	17	ACTIVE	049452	-

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School Building Clean Up

Buildings are matched between Aesop and Kiosk based on the building IRN. Some districts like
to use Bus Garage, Transportation, Maintenance in Aesop. These are more of a position type
instead of a building but they can still be used in Aesop. The building would need to be
assigned to a building IRN. For
example, transportation would
be assigned the district IRN in
Aesop so it matches Kiosk.
This is part of the
configuration process done by
Aesop and NCOCC.

AESOP School Buildings

| Matched ▼	Active In Aesop	Aesop Name	Aesop Web Id	Aesop External Id	Building Name	Building District Irn	Building District Name
Yes	Yes	Buchanan Elementary School	87891	4069	Buchanan Elementary School	44107	Hamilton City SD
Yes	Yes	Adams Elementary School	107228	91	Adams Elementary School	44107	Hamilton City SD
Yes	Yes	Bloomfield Elementary School	87890	2923	Bloomfield Elementary School	46094	Edgewood City SD
Yes	Yes	Cherokee Elementary School	87892	119768	Cherokee Elementary School	46110	Lakota Local SD
No	Yes	Aesop Elementary School	107225	-	N/A	N/A	N/A

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Number of Rows Displayed   10   ▼

Additional Configuration Options

Configure Users to Sync to Aesop

For those who have staff that will not be needing substitute replacement, districts have the option to decide which staff need to be synced with Kiosk and Aesop.

1. Click on Configure Users to Sync to Aesop.

AESOP Configuration for District IRN: 49452

Configure Users to Sync to Aesop
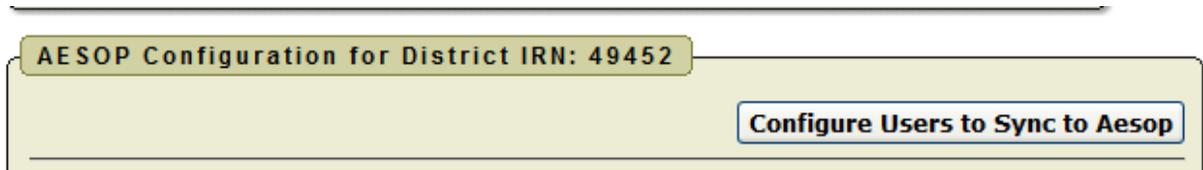
2. The first list will display staff who are currently not syncing and need to be synced with Aesop. Click on the checkbox next to the staff person's name and click Set Selected Users to Sync.

Select User(s) to Sync to AESOP

| Go | Actions | **Return to Aesop Configuration** | **Set Selected Users to Sync** |
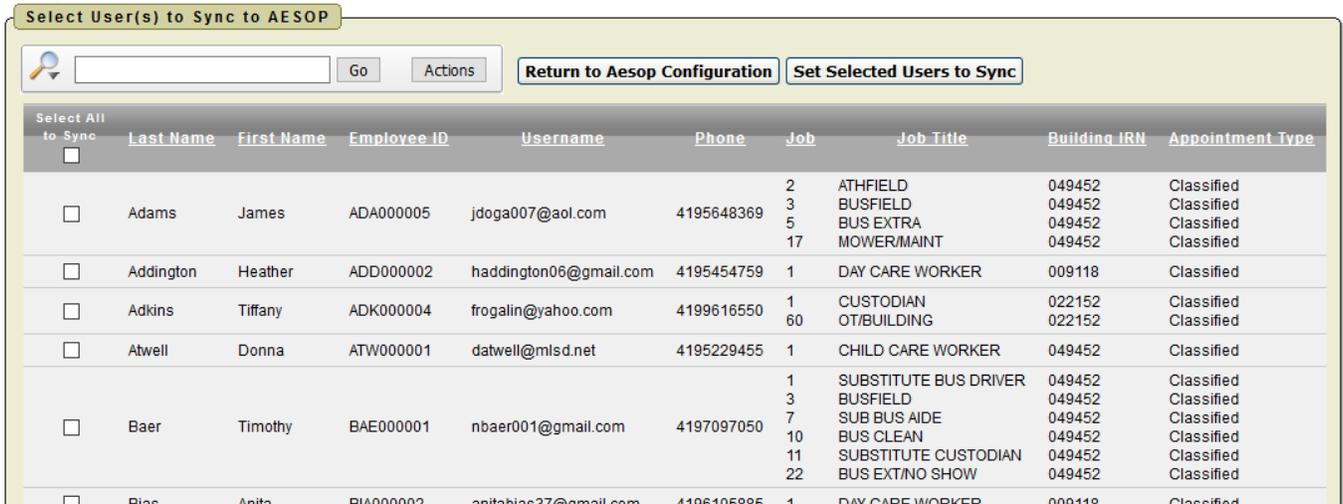
Select All to Sync ☐	Last Name	First Name	Employee ID	Username	Phone	Job	Job Title	Building IRN	Appointment Type
☐	Adams	James	ADA000005	jdoga007@aol.com	4195648369	2 3 5 17	ATHFIELD BUSFIELD BUS EXTRA MOWER/MAINT	049452 049452 049452 049452	Classified Classified Classified Classified
☐	Addington	Heather	ADD000002	haddington06@gmail.com	4195454759	1	DAY CARE WORKER	009118	Classified
☐	Adkins	Tiffany	ADK000004	frogalin@yahoo.com	4199616550	1 60	CUSTODIAN OT/BUILDING	022152 022152	Classified Classified
☐	Atwell	Donna	ATW000001	datwell@mlsd.net	4195229455	1	CHILD CARE WORKER	049452	Classified
☐	Baer	Timothy	BAE000001	nbaer001@gmail.com	4197097050	1 3 7 10 11 22	SUBSTITUTE BUS DRIVER BUSFIELD SUB BUS AIDE BUS CLEAN SUBSTITUTE CUSTODIAN BUS EXT/NO SHOW	049452 049452 049452 049452 049452 049452	Classified Classified Classified Classified Classified Classified
☐	Bias	Anita	BIA000002	anitabias37@gmail.com	4196105885	1	DAY CARE WORKER	009118	Classified

3. The second list will display staff who are currently syncing. If the district has staff that they no longer need to have synced with Aesop they can click the red X next to the employee's name under the Select User to Desync from Aesop. This will allow the employee to create leave requests in Kiosk but the leave request will not flow to Aesop.

4. When you click on the red X you will receive the confirmation that this employee will no longer be sync'd.

When the employee logs into Kiosk they will see the message that they are not integrated with Aesop.

If you select a staff person to sync or they are de-sync'd, Kiosk will be updated immediately. The process will try to update Aesop too, but if there is an issue and it fails to update Aesop the nightly job that runs will try to update the employee again.

Substitute Assignments by Appointment Type

All leave requests will flow from Kiosk to Aesop but a district can configure Kiosk so that Aesop will find replacements based on Appointment Type. If a district chooses to have Aesop find replacements for just Certificated staff, they can check the box and then any leave request created by a Certificated staff will be sent to Aesop that a replacement is needed. If a district wants to still use the Sub Coordinator functionality within Kiosk for their Classified staff if they uncheck the box leave requests will still flow to Aesop but no replacement will be found.
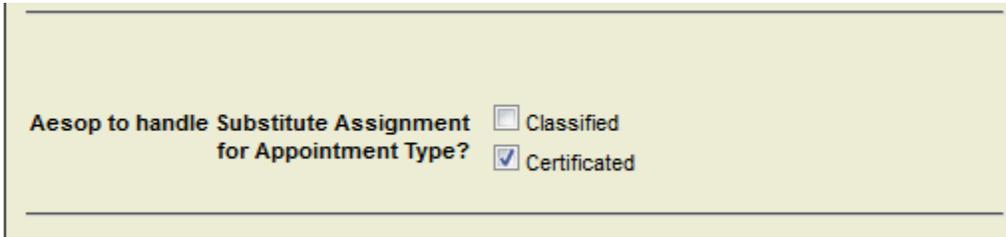
Determining when Leave Requests will be sent to Aesop

Once everything is verified for staff and sync is working correctly the district can configure how often leave requests are sent and received from Kiosk to Aesop.

All leave requests will flow from Kiosk to Aesop but a district can configure at what point the leave request will flow to Aesop. If a district puts a check in the box next to the leave type any leave requests done for that leave type will be sent when the employee clicks on the submit when creating the leave request. If you do not check the box next to the leave requests any leave requests done for that leave type will be sent to Aesop on final approval.
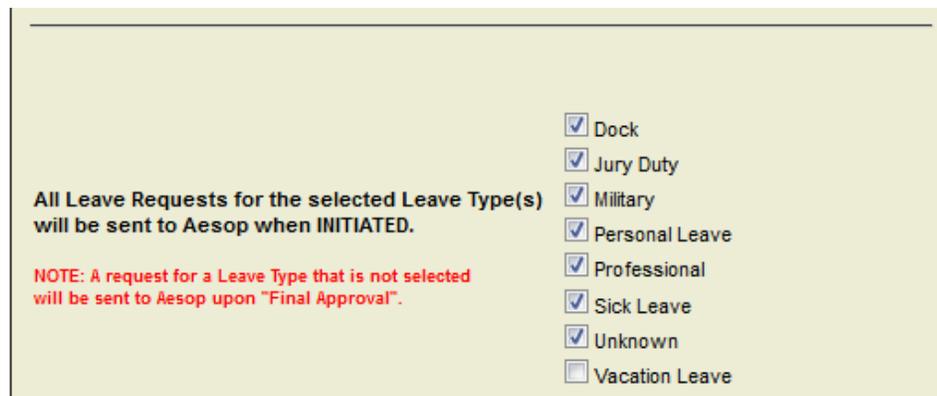
Go Live With Integration Reminders

Before going live with the integration review the final topics below with your district.

- Aesop and Kiosk must match with employee phone numbers, email addresses, and building IRNs. If Aesop has the most current information, then USPS must be updated with the current information. Once USPS is updated then Kiosk will be updated as well. For the integration process to work correctly they need to match because Aesop uses the phone number as the employee pin so USPS/Kiosk needs to have that same number to match on to verify the correct employee.

- USPS will be the source for data for Kiosk and Aesop. Any changes to phone or email addresses need to be made within USPS and Aesop. Kiosk will be updated with those when the employee logs into Kiosk.

- When adding a new staff, you will want to create them in USPS. Verify that the employee has building IRN, email address, phone number supervisor id and active job in USPS. Once this has been verified the employee can be registered in Kiosk. Once added in Kiosk, a nightly job will run and the staff information will be sent to Aesop with an employee type of New to HR Kiosk. The district will need to go into Aesop to update the employee type information.

- Districts will want to verify that they have breaks added in Aesop for their staff.

- Districts can select when leave requests will be sent to Aesop when the request is created in Kiosk. Leave requests can be sent to Aesop at the time the request is initiated or upon final approval of the request.

- A leave request done in Kiosk needs to be done for one leave type; you cannot select multiple leave types on a request. When entering a leave request in Aesop an employee must only select one leave type at a time. This will allow for the information to be sent correctly to Kiosk.

- If you have secured a sub and do not need Aesop to contact a substitute for a leave request, when creating the leave request in Kiosk uncheck the Sub Needed box.

- Districts can determine how often Kiosk checks Aesop for new leave requests. The minimum amount is every 5 minutes.

- Once the integration is live leave approval will only be done within Kiosk. The approval process will be turned off in Aesop.

- When a district has a calamity day, they can close the day in Aesop. Aesop will ask for confirmation that requests for that day need to be cancelled. Once it is confirmed to cancel requests those requests will be cancelled in Kiosk.

- Districts need to be careful when creating closed days on their Aesop calendar. They will want to close the days based on employee leave types.

- Staff can update a request in Aesop to cancel one day in a multiple day request. That updated information will be sent to Kiosk and the request will be updated.

- Cancellations or rejections that are done in Kiosk are sent to Aesop to cancel the substitute once the request has been approved in Kiosk.

- Any notes that are put into the notes to substitute field on a request within Aesop will be put in the comments field in the leave request in Kiosk. Notes put into the administrator field in Aesop are put into the reason field on the leave request in Kiosk.

- Attachments that are added to a leave request in Kiosk will not be sent to Aesop.

- Default start and end times must be set in Aesop. Kiosk will look to Aesop to verify what the start and end times when a leave request is created. Staff will not be able to edit start and end times in Kiosk.

- With the integration enabled, staff will no longer can update their sick leave requests in Kiosk prior to first level approval. Once the leave request is sent to Aesop a confirmation number is generated and sent to Kiosk. Once the confirmation number is received the request cannot be updated. The staff member will need to cancel the request in Kiosk and create a new leave request.

- The maximum number of days on a leave request is 9 days. The Aesop web service can only transmit a maximum of 9 days on a request.

- Make sure all supervisors have current leave requests approved. Only new requests that are created after the integration is live will flow to Aesop.

Turn On Integration

1. Set the Enable Aesop Integration to Yes
2. Click on Update Integration State

AESOP Absences/Sub Assignments - Initiate Synchronization Job

See Kiosk to Aesop Errors   See Aesop Absences in Error

Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP has NOT yet been SCHEDULED.

"AESOP Integration" must be ENABLED to Schedule the Job.

Enable AESOP integration [No ▼] [Update Integration State]
                           Yes
                           No

Aesop Absence/Sub Assignments

This will set the interval for how often leave requests are sent from Aesop to Kiosk.

1. Click on the drop-down arrow to select how often requests are sent.
2. Click Schedule AESOP/Absences/Sub Assignments Job

AESOP Absences/Sub Assignments - Initiate Synchronization Job

Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP has NOT yet been SCHEDULED.

Select an INTERVAL below and Click the "Schedule AESOP Absences/Sub Assignments Job" button to SCHEDULE the job for your District.

[-- Select an Interval Value -- ▼] [Schedule AESOP Absences/Sub Assignments Job]
-- Select an Interval Value --
05 min
10 min
15 min
20 min
25 min
30 min
35 min
40 min
45 min
50 min
55 min
1 hour
1.5 hours
2 hours
3 hours

Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of leave requests and the sync can be rescheduled to a different interval.

AESOP Absences/Sub Assignments - Initiate Synchronization Job

Synchronization Job that processes Absences, Leave Cancellations and Substitute Assignments that are initiated or submitted from within AESOP is now SCHEDULED.

    Repeat Interval: Runs every 5 minutes
    Scheduled Date: 10/12/2012 04:28:08 PM
     Last Run Date: 12/13/2012 11:18:00 AM - Succeeded
     Next Run Date: 12/13/2012 11:23:00 AM

[See Absences/Sub Assignments Job details] [Cancel AESOP Absences/Sub Assignments Job]

The See Absences/Sub Assignments Job Details shows a list of dates and times the sync was run and if there were any errors.

Aesop Employee Leave Balances

This will set the interval for how often leave balances are sent from Kiosk to Aesop.

1. Select Weekly Interval (either Weekly or Biweekly)

   It is helpful to run this job once a week.

2. Select Day of Week

3. Select Start Time

4. Click Apply Changes

Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of leave balances and allow you to reschedule the sync.

The See Employee Leave Balances Job Details shows a list of dates and times the sync was run and if there were any errors.

Log ID	Requested Start Date	Actual Start Date	Date Logged ▼	Run Duration	Status	Error #	Additional Info
593128	2012-12-10 11:00:18 PM	2012-12-10 11:00:18 PM	2012-12-10 10:00:22 PM	+000 00:00:04	SUCCEEDED	0	
583838	2012-12-03 11:00:18 PM	2012-12-03 11:00:18 PM	2012-12-03 10:00:24 PM	+000 00:00:06	SUCCEEDED	0	
577015	2012-11-26 11:00:18 PM	2012-11-26 11:00:18 PM	2012-11-26 10:00:23 PM	+000 00:00:05	SUCCEEDED	0	
574137	2012-11-19 11:00:18 PM	2012-11-19 11:00:18 PM	2012-11-19 10:00:22 PM	+000 00:00:04	SUCCEEDED	0	

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Close Window

Aesop Employee – Initiate Synchronization Job

This will set the interval for how often employee job information is sent from Kiosk to Aesop.

1. Set Weekly Interval
    to Every Day.

2. Select Day of Week

3. Select Start Time

4. Click Schedule AESOP Employee Job

The Aesop Employee Integration Sync Job can be used to load staff that is registered in Kiosk but not loaded into AESOP. When this job runs, it will load the new staff into AESOP as well as any users that have not been caught by de-activating them in Kiosk.

Once set Kiosk will display the Repeat Interval, Last and Next Run dates. Cancel will cancel sync of employee job information and allow you to reschedule the sync.

AESOP Employee - Initiate Synchronization Job

Synchronization Job for Employees between the Kiosk and AESOP is now SCHEDULED.

      Repeat Interval: Runs every Monday at 11:00 PM
      Scheduled Date: 10/09/2012 11:38:51 PM
      Last Run Date: 12/10/2012 11:00:51 PM - Succeeded
      Next Run Date: 12/17/2012 11:00:51 PM

[See Employee Job details]   [Cancel AESOP Employee Job]

The See Employee Job Details shows a list of dates and times the sync was run and if there were any errors.

Employees Synchronization Job Details

Log ID	Requested Start Date	Actual Start Date	Date Logged ▼	Run Duration	Status	Error #	Additional Info
593129	2012-12-10 11:00:51 PM	2012-12-10 11:00:51 PM	2012-12-10 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
583839	2012-12-03 11:00:51 PM	2012-12-03 11:00:51 PM	2012-12-03 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
577018	2012-11-26 11:00:51 PM	2012-11-26 11:00:51 PM	2012-11-26 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	
574140	2012-11-19 11:00:51 PM	2012-11-19 11:00:51 PM	2012-11-19 10:00:52 PM	+000 00:00:00	SUCCEEDED	0	

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[Close Window]

Troubleshooting

An employee entered a request and when they clicked submit they received a User Defined Error.

The first step in troubleshooting this is to determine what the real error is.

1. Click on ITC Kiosk Administrator

2. Click on Create Absence Error Report
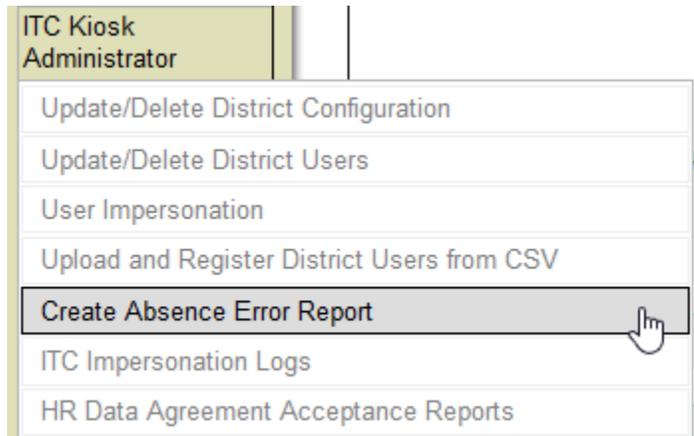
3. Click on the calendar icon to select a date and time for the report. You can only view 1 day at a time in this log file.

4. Click submit when from and to dates have been entered.
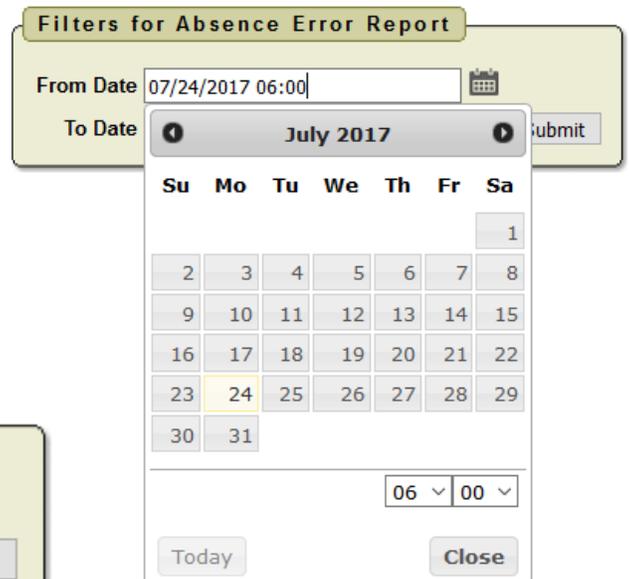
The log will show the date, time username and error.

To find the error look for the username of the employee who is receiving the error. The actual error will be in the Extra column.

Common things to look for:

Error creating your AESOP request. Employee configured to NOT need substitutes in AESOP. Please un-check Substitute Needed checkbox and try again.   The error is saying the employee has been flagged on the Aesop side as not needing a sub

How to fix – Login to Aesop and under Master Data > Employee> General Information > Permissions make sure the employee is marked as either Always requires a Substitute or Can Decide if a Substitute is Required.

The following absence days in this absence conflict with already existing absence days

How to fix – This error is saying there is already a request in Aesop for this employee for the date(s) entered. The employee or Aesop administrator needs to cancel the request on the Aesop side and it needs to be entered again.

*** Parameters *** p_request_number: 3663691 p_default_starttime: 08:00 AM p_default_endtime: 04:00 PM p_hoursinworkday: 7.25 p_sub_comments: p_validate_only: N message: Error creating your AESOP request. Unknown technical error.

How to fix – Verify the start and end times on the request are accurate especially if the request is a half day request. When an employee puts in a request for a half day it will display in Kiosk what the accurate times are for a half day according to what has been entered in Aesop. The error above has displayed when the correct times where not entered.

Also, check the hours in the work day for the employee if the request is a full day request to make sure total hours match with the hours in the work day from Aesop.