



KIOSK

AESOP Integration

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I. Things to Know About Integration

- Support for this integration will be delivered by your Information Technical Center (ITC) and/or Management Council. All support questions or concerns must be sent to ITC via their support process. Management Council will participate via the ITCs request.
- District will contact their ITC to begin the integration process, the ITC will ask the district to contact AESOP to begin the integration process. The initial process must begin with Frontline (AESOP software vendor).
- Frontline 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.
- District will need to determine how they want the integration to work. This will determine the options that would be setup in both products.
 - Used Both KIOSK and AESOP to enter leave
 - Use KIOSK only to enter leave
 - Use AESOP only to enter leave
- 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.
- Based on district procedures, employee could enter leave either in KIOSK or AESOP.
- Employee Type of **NEW to HR KIOSK** needs to be added into AESOP. This allows new employees to be mapped.
- The initial mapping of *Buildings*, *Employees*, and *Absence Types* will be done by the ITC/Management Council. Once the initial mapping is done the district will need to correct and maintain mappings.
- After the mappings you will need to sync the employees between KIOSK & AESOP. Not all employees would need to be synced – only the ones requiring substitutes unless all employees are entering absences through AESOP.
- **It is recommended that someone in the district reviews on a weekly basis that new employees are synced, or any mapping errors are corrected due to building changes, name changes, phone number, or email changes.**
- **Before starting the integration, it would be a good idea to clean up your data in KIOSK and/or AESOP** – if applicable. USPS (Finance System) is what feeds the data to KIOSK (Employee Positions, Employee Buildings, etc.). Email Addresses, Phone Numbers, Buildings, and Employee names must match to map properly between KIOSK and AESOP. Make sure they match for employees in both systems for those employees you want to sync. Same goes for Absence Reason in Both systems including Sub Leave Categories. **Discuss this with your ITC.**
- **Final Step to integration is Making it active.** This will not be done until district request and all mapping and sync issues are corrected.

II. Things to Do Before Setup

- 1. Contact your AESOP Representative and get an account setup in AESOP for Management Council for your district. AESOP will send log in information to the Management Council contact: Jeffrey Davis (jeff.davis@managementcouncil.org). This account will allow the Management Council support integration issues.
- 2. Contact your AESOP Representative (Frontline) and request the **API Key, Org ID and Data Templates** for integration setup for KIOSK by completing the Web Services Integration Agreement with Frontline. Once this information is received it will need to be forwarded to your ITC to be added to kiosk configuration, ITC will send to Management Council via helpdesk. Management Council will update AESOP Configuration and Enable Integration State. (Figure 1 & 2).

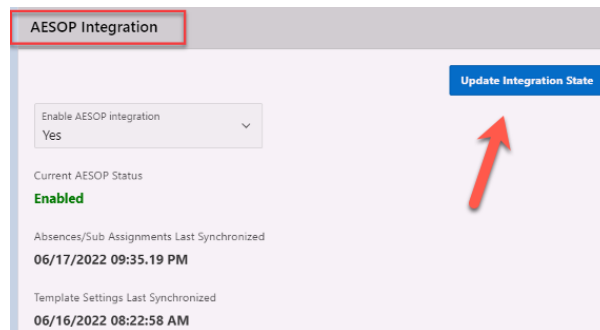


Figure 1: The screen above is where the Management Council will update integration state (located under District Configuration). Once enabled, the ITC/District will be able to get to AESOP Integration screen in KIOSK.

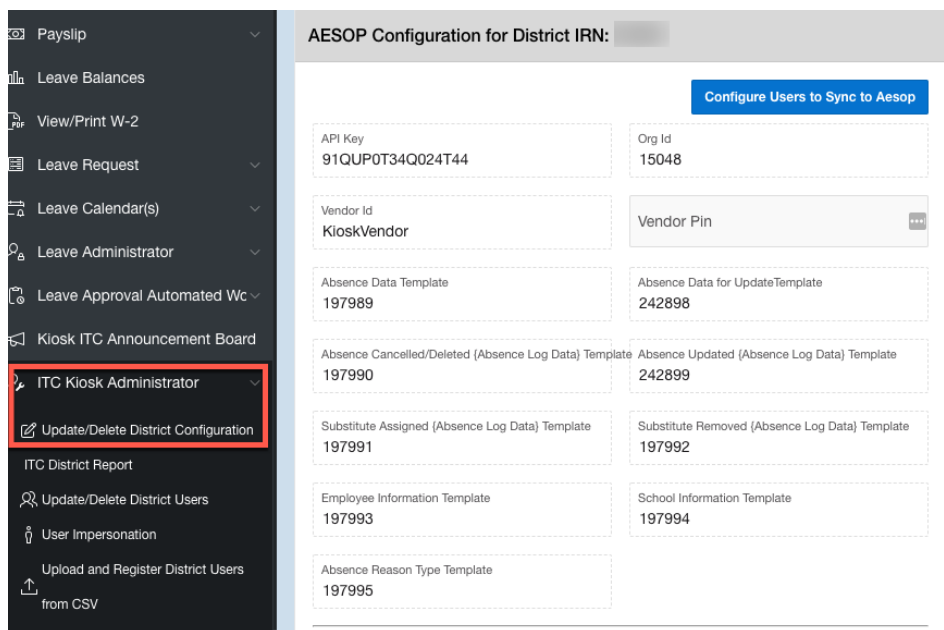


Figure 2: This screen above needs to be setup by the Management Council on the KIOSK Aesop Configuration screen in KIOSK.



The API Key can also be found in AESOP.

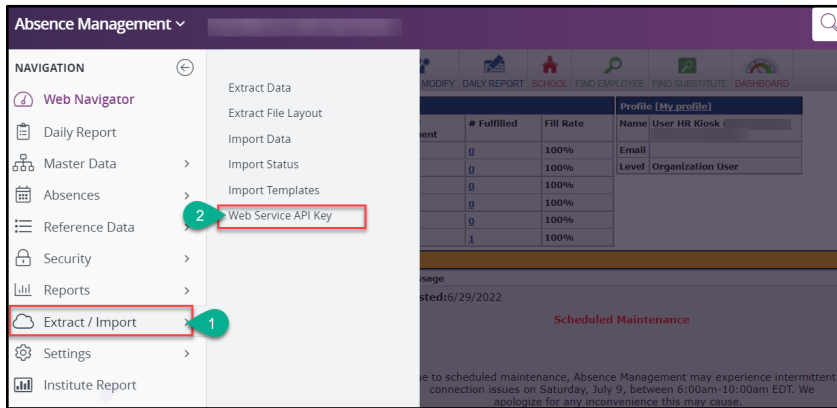


Figure 3: Screen showing location of API key in AESOP.



3. 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. To get a current list of employees in Kiosk to verify valid employees District staff will want to run an employee list to ensure that **USPS and KIOSK** employee data is accurate. **This must be done by a District Administrator or ITC Kiosk Administrator.**



Task: Go to Employee View and export employees to Excel.

Menu Path: District Administrator >> Update/Delete District Users

1. Click on the **Actions** dropdown and change the rows per page to **ALL**.
2. Click on **Actions** dropdown >> choose **Excel** >> Choose **Download** (Figure 5- next page).

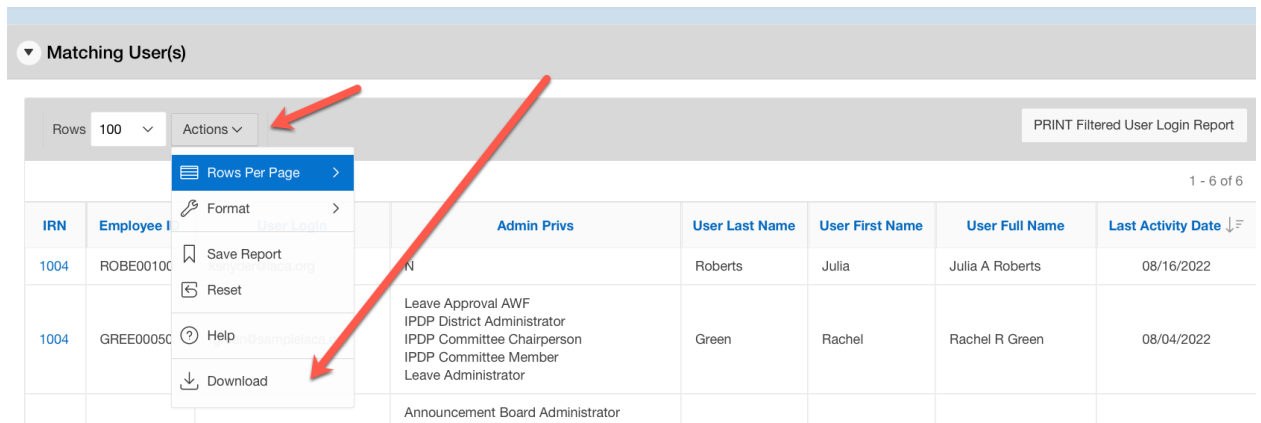


Figure 4: Screen showing Update/Delete District Users in KIOSK.

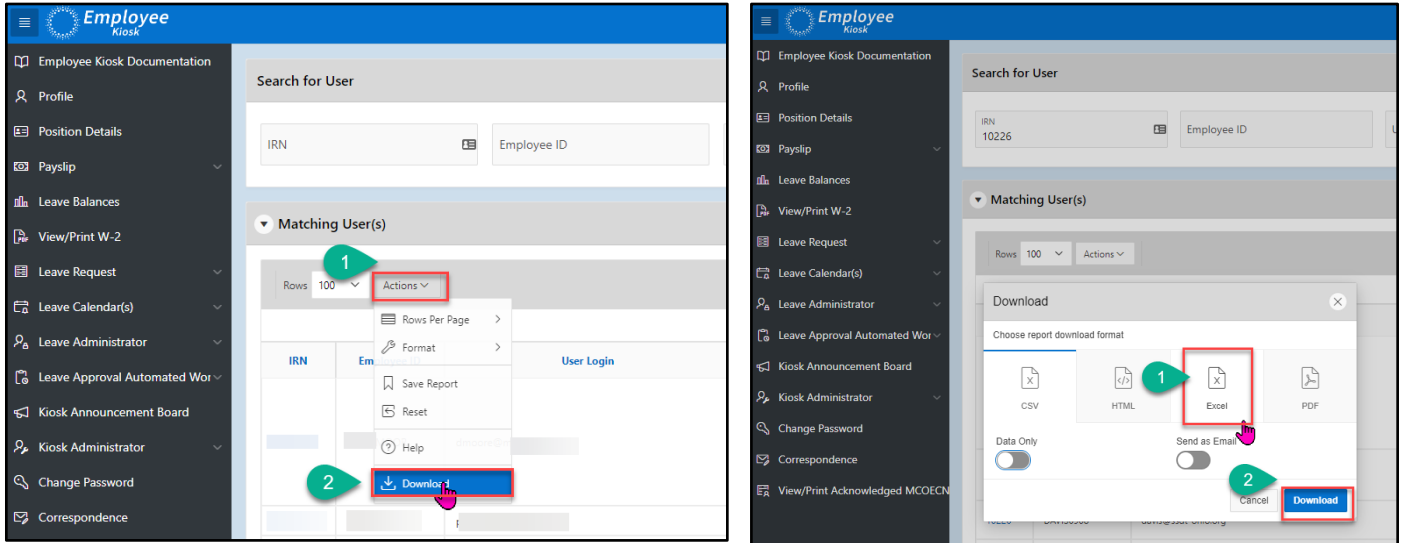


Figure 5: Screen showing download options for Update/Delete District Users in KIOSK.

- 4. Employees that are no longer active can be deleted from KIOSK.



Deleting the employee from KIOSK will take away that employee's access to see previous pay slips and W2s. MAKE SURE YOU ONLY DELETE FROM KIOSK EMPLOYEES NO LONGER ACTIVE.



Task: Go to Employee View Remove Inactive User (ONLY DO IF YOU HAVE ONE TO REMOVE).
Menu Path: District Administrator >> Update/Delete District Users

1. Select Employee by clicking on the IRN number next to the name.
2. scroll down to the bottom of the list to see the selected employee information. There is a delete button in top right corner. (Figure 6).

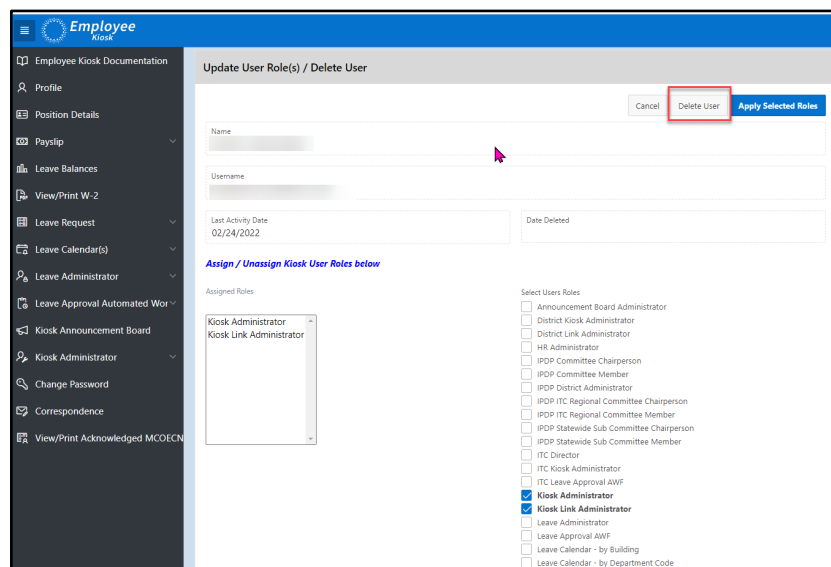


Figure 6: Screen showing Employee Record in KIOSK.



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.

- 5. 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 (Figure 7). To deactivate the employee, you would need to go to Employee Record in AESOP , Edit the Record, Uncheck the **Access Granted** checkbox on the Employee Record. Contact Frontline for more information on disabling an employee.

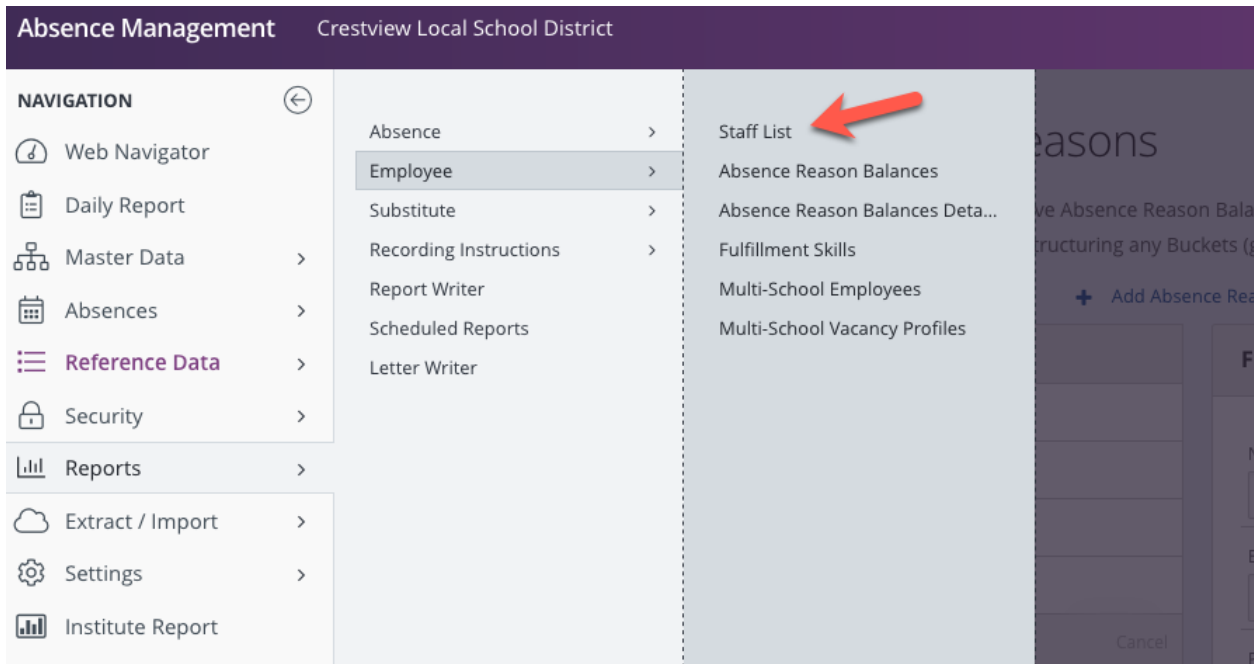


Figure 7: Screen showing how to run staff report in AESOP.

III. Initial Configuration

This initial configuration will be processed by your ITC. This part of the process cannot be done until **Things to Be Done** is completed. This process will do the initial mapping of *Buildings, Employees, and Absence Types between KIOSK and AESOP.*

Data Workflow

Before Doing any configuration it is important to understand how data flows between the 3 systems of configuration (USPS, KIOSK, AESOP). These 3 systems hold employee information in them and some of the data is the same and needs to be the same for successful synchronization of leave information. For this integration to work successfully there needs to be a primary source of data. The primary source is USPS (Districts Financial System). This system feeds data into KIOSK. AESOP is not being fed by USPS, but probably being entered by hand. If there are certain changes they need to be made in USPS first, then be done in AESOP next.

The important fields that can cause issues in the mapping or employee syncing process are below:

- Employee ID
- Employee Email Address (Login Information in KIOSK).
- Employee Buildings
- Phone Numbers
- Employee Names

During the process these are the fields that will most likely keep employees from syncing properly. Make sure those fields match in USPS & AESOP. One of the major issues is someone will make a change to one of those fields in AESOP, but forget to change in USPS, or vice versa. That can also break an existing integrated employee.

Adding Default Employee Type into AESOP

Before Mapping any employees between KIOSK and AESOP a default employee Type Record call New to HR KIOSK needs to be added to the employee types in KIOSK. **If this is not done it will not map any new employees and when they try to sync they will get this error: Aesop message:Specified ExtWorker Type not Found in Org or is Deleted. Once the employees are synced, the district it need to go into AESOP and change the employee type to the correct one that is associated to that employee.**

+		Use Default			Default	Track Balances By Day	No Rounding	
✓ x	New to HR Kiosk	Use Default	HR Kiosk	Other	<input checked="" type="checkbox"/>	Default	Track Balances By Day	No Rounding
🔗	Nurse	Use Default		Nursing Staff	<input type="checkbox"/>	Default	Track Balances By Day	No Rounding
🔗	Teacher	Use Default		Teacher Staff	<input type="checkbox"/>	Default	Track Balances By Day	No Rounding

Full Mapping

This process will map the Buildings, Employees and Absence Types for the first time between KIOSK and AESOP. **This will be done by your ITC or Management Council.**

Task: Run the first initial mapping process for KIOSK/AESOP integration.

Menu Path: ITC Kiosk Administrator >> Update/Delete District Configuration>> Choose District>>Configure AESOP Configuration (Bottom of Page on Left)

1. The Menu path will take you to the AESOP Configuration screen in KIOSK (Figure 8 – next page, shows path).

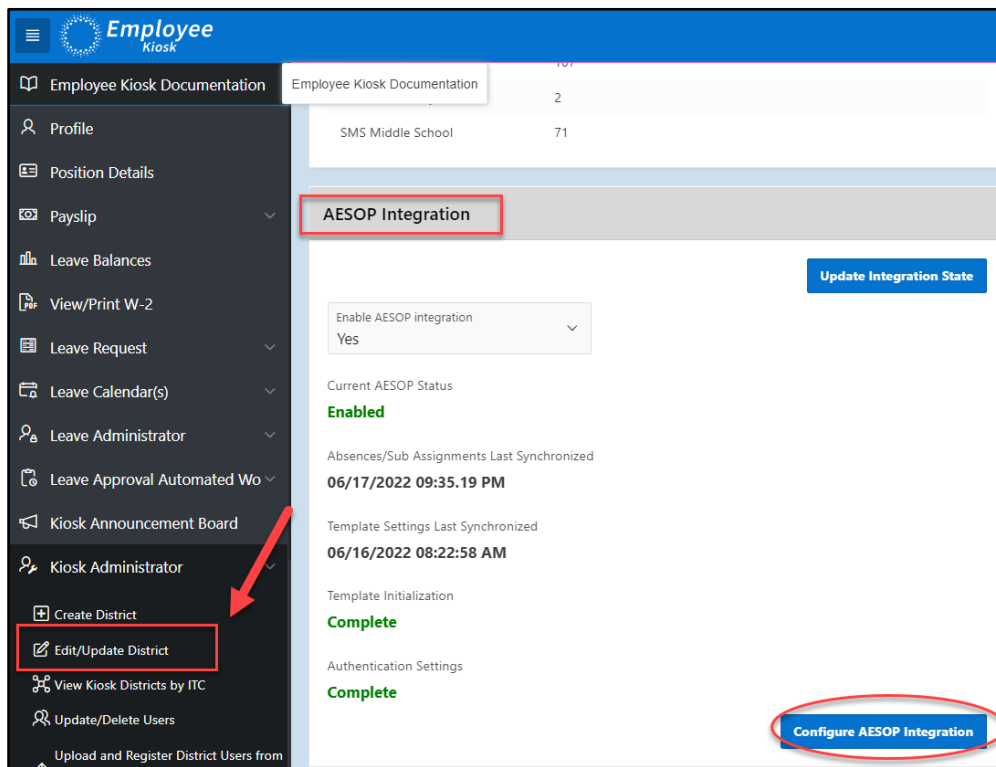


Figure 8: District Configuration screen for district

2. At the top of the *KIOSK Aesop Configuration* Screen there is a section called **AESOP Template Synchronization**. (Figure 9). Select **Synchronize Template Settings Now** button.

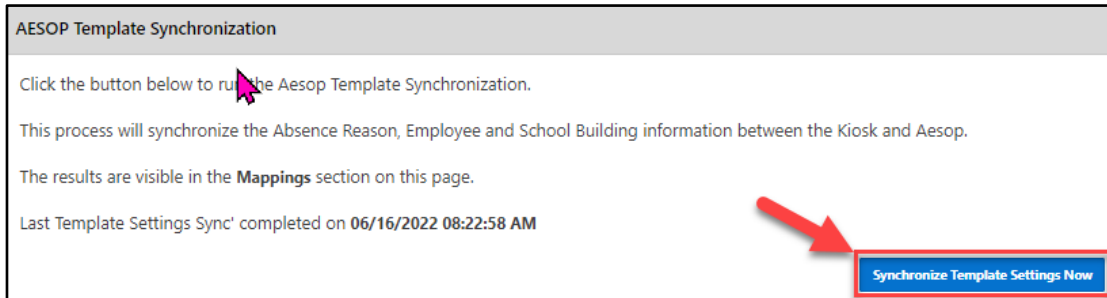


Figure 9: The AESOP Template Synchronization section is where you do the first initial mapping but can be used anytime you are having mapping issues or employee sync issues. This will map Absence Reasons, Employees, and Buildings every time. If you need to do those separate, you use the Mappings section instead (Figure 10 – next page).

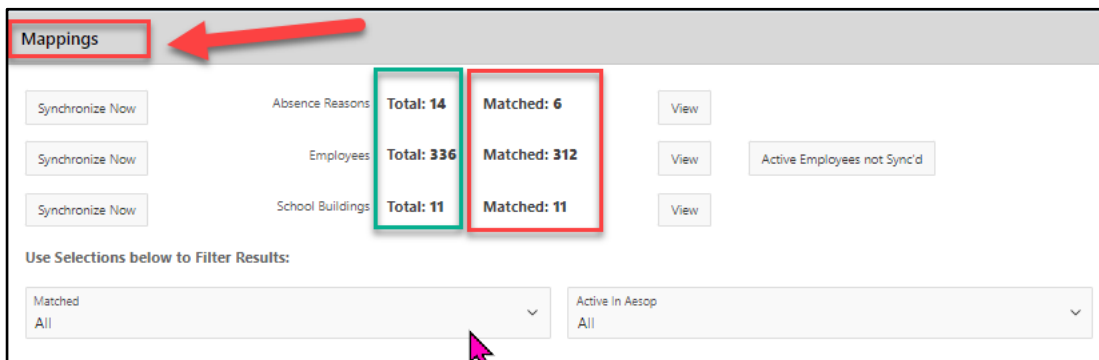


Figure 10: The Mappings section is located at the top of KIOSK Aesop Configuration screen. This is where you will try to correct any mapping issues between KIOSK and AESOP.

3. Once the first initial mapping is done, you may have a high number of non-matches. The next section will explain the process of fixing those items that do not match.



There are times where there are employees not showing up in the Mapping Section. If they do not show up there or in the Active Employees Not Sync List, but they appear in the Sync List, go ahead, and try syncing them. This sometimes adds them to Mapping and Syncs them correctly. If you get an error syncing, record the error, and contact your ITC.

IV. Mappings Corrections

This process will explain how to correct and/or maintain mappings for Buildings, Employees and Absence Types between KIOSK and AESOP. **This section can only be completed by ITC Kiosk Administrator or District KIOSK Administrator.**

Task: View Mapping Results After First Initial Run by ITC

Menu Path: Kiosk Administrator >> Configure AESOP Configuration (Bottom of Page – Figure 11)

1. The menu path will lead to the *KIOSK Aesop Configuration* Screen.

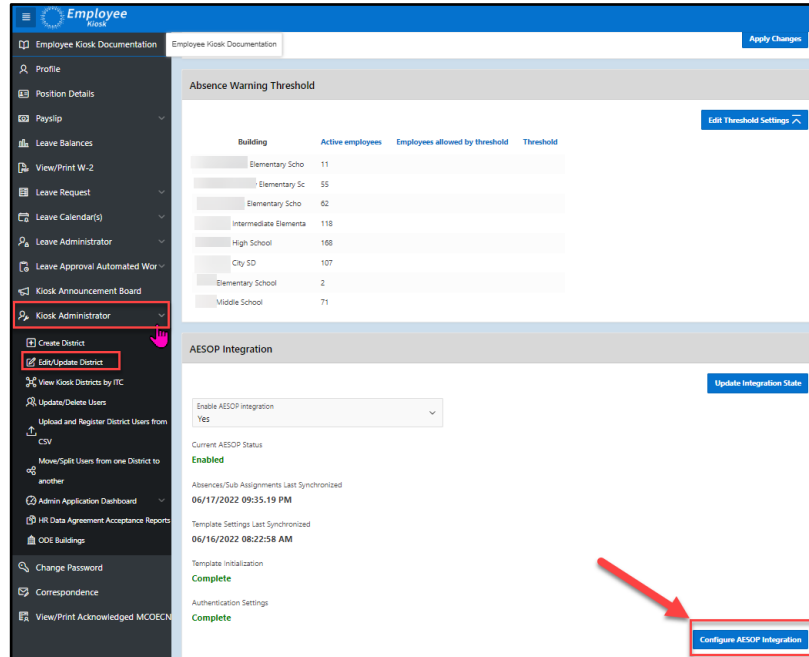


Figure 11: District Configuration screen for district. Screen make differ based on your role.

2. On the top right of the *KIOSK Aesop Configuration* Screen you will see the MAPPINGS section (Figure 12).

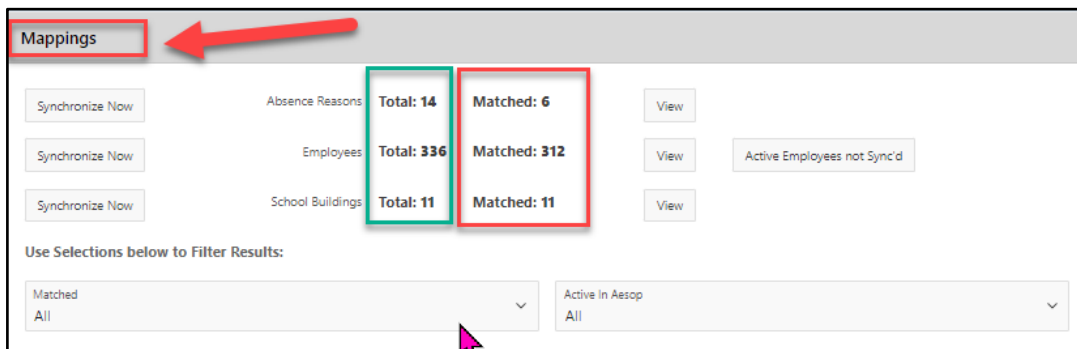


Figure 12: The Mappings section is located at the top of KIOSK Aesop Configuration screen. This is where you will try to correct any mapping issues between KIOSK and AESOP.

View Absence Reasons Mappings

This section will discuss how to view absence reason mappings between KIOSK and AESOP.



There are two types of Absence Reasons to correct. The primary reasons and the sub-categories(if district is using sub categories in KIOSK).

- 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. The primary absence reasons in KIOSK have a hard coded two-letter code assigned. AESOP needs to match that code:
 - **SI** – Sick
 - **PL** – Personal Leave
 - **PR** – Professional Leave
 - **OT** – Other
 - **VA** - Vacation
- For Absence Reasons that have **Sub-Categories** the district will need 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.

1. Click on **View** to see the absences that have been matched/not matched.

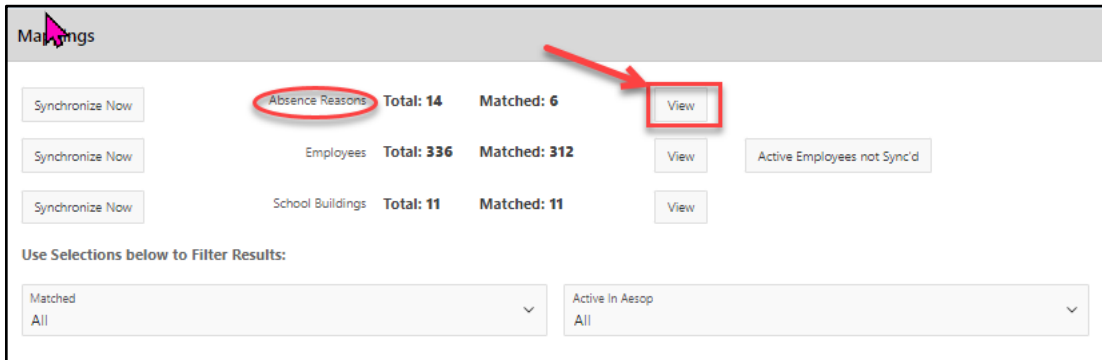


Figure 13: The Mappings section.

2. A Section below the **Mappings** Section called **AESOP Absence Reason w/ Sub Category** section will show up on the screen (Figure 14 – next page). Rows with a **Yes** in both the **matched** and **Active in AESOP** columns are the only valid codes. If necessary, to match all others, the code will need to be updated in one system or the other.

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
No	No	-	-	-	Enabled	OT	Other	-	Inactive	CT	Comp Time
No	No	-	-	-	Enabled	OT	Other	-	Inactive	QT	Quarantine
No	Yes	Unpaid - Personal	PL	10418	Enabled	PL	Personal Leave	UP	N/A	-	-
No	Yes	Court	OT	9221	Enabled	OT	Other	CO	N/A	-	-
No	Yes	Bereavment	SI	9220	Enabled	SI	Sick Leave	BE	N/A	-	-
No	Yes	Association	OT	9222	Enabled	OT	Other	AS	N/A	-	-
No	No	Other	SI	337389	Enabled	SI	Sick Leave	QT	N/A	-	-
No	No	-	-	-	Enabled	OT	Other	-	Active	BR	Bereavment
No	No	-	-	-	Enabled	OT	Other	-	Active	CL	Court Leave
No	No	-	-	-	Enabled	PR	Professional	-	Active	AL	Association Leave
No	No	-	-	-	Enabled	PR	Professional	-	Active	AP	Athletic/Club Purposes
No	No	Athletic Purposes	-	10306	N/A	N/A	-	-	N/A	-	-
Yes	Yes	Sick	SI	9223	Enabled	SI	Sick Leave	-	N/A	-	-
Yes	Yes	Professional	PR	9219	Enabled	PR	Professional	-	N/A	-	-
Yes	Yes	Personal	PL	9217	Enabled	PL	Personal Leave	-	N/A	-	-
Yes	Yes	Other	OT	10152	Enabled	OT	Other	-	N/A	-	-
Yes	Yes	FMLA	SI	102869	Enabled	SI	Sick Leave	FM	Active	FM	FMLA
Yes	Yes	Vacation	VA	9218	Enabled	VA	Vacation Leave	-	N/A	-	-

[Download CSV](#)

Figure 14: This section list matching or non-matching absence and sub-category absence reasons.

- Clicking the **View** button will also add a filter section in the **Mapping** sections to help you filter issues only (Figure 15).

Mappings

Absence
Reasons

Total: 38
Matched: 33

Employees

Total: 20
Matched: 14

Active Employees not Sync'd

School
Buildings

Total: 1
Matched: 1

Use Selections below to Filter Results:

All

All

Figure 15: Filter section for Absence Reason

Troubleshoot Absence Reasons Mappings

This section will discuss how to troubleshoot absence reason mappings between KIOSK and AESOP.

- If column Active {Public} in AESOP is **NO** (Figure 14), make sure that option is checked in AESOP. The option is called **Public to Employee** (below). **If this option is not checked the reason will not map.**
- In the example in below, the district has several Sick Day absence reasons. One is **Sick Day** (Primary Reason) and there is another one called **FMLA – Sick** which is a subcategory of **Sick Day**.
- **External ID** is used as the Primary two-letter code. The way to know that this is a primary is the two-letter code of **SI** is in the **External ID**.

The screenshot shows the 'Absence Reasons' configuration page in AESOP. On the left is a list of absence reason categories, with 'Sick Day' selected and highlighted with a red box. The main area displays the configuration for the 'Sick Day' reason. The 'Name' field is 'Sick Day', and the 'School' is 'Crestview Local School Dist'. The 'External ID' field contains 'SI' and is highlighted with a red box. The 'Data Analysis Category' is 'Illness'. In the 'Settings' section, the 'Public to Employee' checkbox is checked and highlighted with a red arrow. Other settings include 'Needs Approval' (checked), 'Enforce Balances' (unchecked), 'Enforce Notes to Administrator' (unchecked), and 'Hold Until Approved' (unchecked). The 'Time Usage' section has 'Minimum Duration' and 'Minimum Balance' fields, both currently empty.

Figure 16: Absence Reason setup in AESOP. Click on Reference Data >> Click on Absence Reason>> Click on Absence Reason name to edit. This screen shows an example of a primary absence reason.

- If there are non-matches for Absence Reason Sub-Categories verify that sub-categories are set correctly in AESOP & KIOSK (Figure 17 & 18). **External ID 2** is used for subcategory two-letter codes.

Absence Reasons

NOTE: If you **already** have Absence Reason Balances entered into Aesop - be **very cautious** making changes to these Absence Reasons or restructuring any Buckets (groups). We suggest contacting Aesop Client Services **first!**

Balance Year Start: July 1st

+ Add Absence Reason + Add Absence Reason Bucket

Name

- Court
- COVID
- Dock
- FMLA - Personal
- FMLA - Sick** (highlighted)
- FMLA - Vacation
- FMLA -Dock
- Jury Duty
- Military
- Personal Day
- Professional - Ath
- Professional - Emp
- Professional - Sup
- Professional Leave
- Sick Day
- Vacation
- Workers Compensation

FMLA - Sick

Name: FMLA - Sick School: Crestview Local School Dist

External ID: S1 External ID 2: S1 (highlighted) Data Analysis Category: Illness

Phone Menu#: Employee Types: All

Time Usage

Minimum Duration: Hours Minimum Balance: Hours

Settings

Public to Employee Enforce Balances Needs Approval
 Enforce Notes to Administrator Hold Until Approved

Figure 17: Absence Reason setup in AESOP. Click on Reference Data >> Click on Absence Reason>> Click on Absence Reason name to edit. This screen shows an example of a sub-category absence reason in AESOP.

			<input type="checkbox"/> Vacation Leave		
<input type="checkbox"/>	CV	COVID	<input type="checkbox"/> Dock <input type="checkbox"/> Military <input checked="" type="checkbox"/> Other <input type="checkbox"/> Personal Leave <input type="checkbox"/> Professional <input type="checkbox"/> Sick Leave <input type="checkbox"/> Vacation Leave	Inactive	Yes
<input type="checkbox"/>	P4	FMLA	<input type="checkbox"/> Dock <input type="checkbox"/> Military <input type="checkbox"/> Other <input checked="" type="checkbox"/> Personal Leave <input type="checkbox"/> Professional <input type="checkbox"/> Sick Leave <input type="checkbox"/> Vacation Leave	Inactive	Yes
<input type="checkbox"/>	S1	FMLA	<input type="checkbox"/> Dock <input type="checkbox"/> Military <input type="checkbox"/> Other <input type="checkbox"/> Personal Leave <input type="checkbox"/> Professional <input checked="" type="checkbox"/> Sick Leave <input type="checkbox"/> Vacation Leave	Inactive	Yes

Insert Row

Figure 18: Sub-Category Setup in KIOSK under District Configuration. This screen shows an example of a sub-category absence reason in KIOSK – notice the S1 matches what was placed in AESOP (Figure12).

View Employee Mappings

This section will discuss how to view Employee mappings between KIOSK and AESOP.



Task: View Mapping Results for Employees

Menu Path: Kiosk Administrator >> Configure AESOP Configuration

1. Click **View** to see all KIOSK→AESOP matched/unmatched employees (Figure 19).

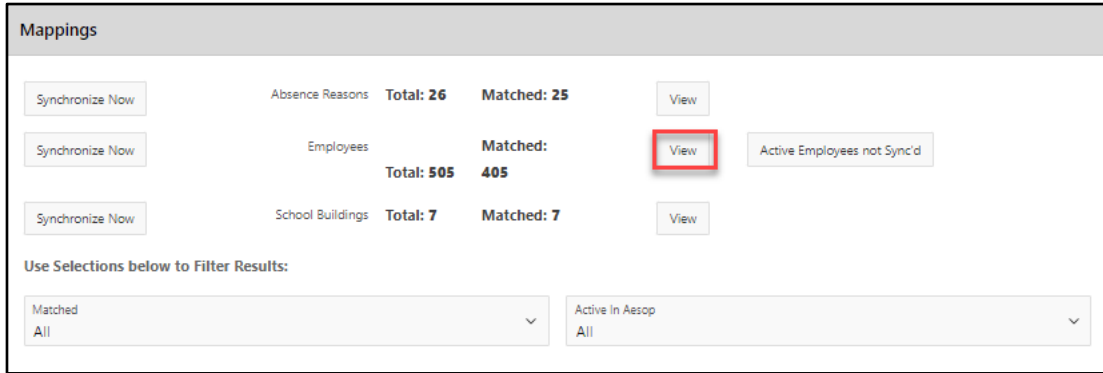


Figure 19: The Mappings section.

2. Once View is selected the employees matched/unmatched will be listed under AESOP Employees below the Mappings Section(Figure 20).

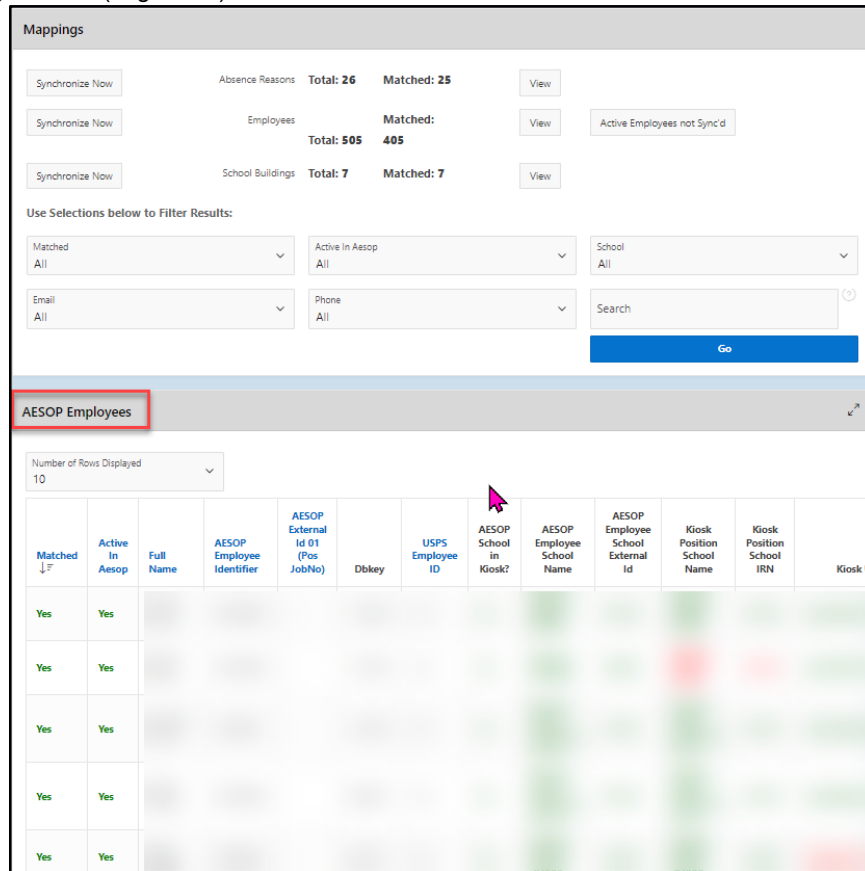


Figure 20: Screen shot of Employees that are match/unmatched between KIOSK and AESOP.



This list can be downloaded. First change number of rows to ALL. Scroll to bottom of list and select **Download Link**.

- 3. Clicking the **View** button will also add a filter section in the **Mapping** sections to help you filter issues only (Figure 21). Use the filter options to isolate the data which needs updated.

The screenshot shows a 'Mappings' interface with three categories: Absence Reasons, Employees, and School Buildings. Each category has a 'Synchronize Now' button, a 'Total' and 'Matched' count, and a 'View' button. The 'Employees' section is expanded, showing a 'View' button and a link for 'Active Employees not Sync'd'. Below this is a 'Use Selections below to Filter Results:' section with several dropdown menus: 'Matched' (set to 'All'), 'Active In Aesop' (set to 'All'), 'School' (set to 'All'), and 'Email' (set to 'All'). A 'Phone' dropdown menu is open, showing options 'All', 'Matched', and 'Not Matched', with 'Not Matched' highlighted in blue. A search box and a 'Go' button are also present.

Figure 21: Screen shot of filter options for Employee Mappings.

Troubleshoot Employee Mappings

This section will discuss how to troubleshoot Employee mappings between KIOSK and AESOP.

USPS (District financial package) will be the source for data for KIOSK and AESOP. Any necessary changes need to map will need to be made in USPS first. KIOSK will be updated with those changes when the employee logs in KIOSK or the **Load for All Registered Users** has been clicked on the District Configuration screen. Any AESOP data needing corrected will be done by hand usually by the district.

- Employees will not map if the **Phone Number, Email Address, Employee ID, and Building** does not match between KIOSK & AESOP. Below is a list of how to correct non-matching issues.
 1. Phone Number Does Not match
 - a. Verify Correct Phone Number.
 - b. Update Phone Number in USPS (**Load Positions** button from District Configuration page afterward).
 - c. Update Phone Number in AESOP.
 - d. Synchronize Employees from Mapping Section.
 - e. Verify that it corrected.

A phone number, position, or supervisor in USPS cannot be blank or the employee will be unable to enter leave into KIOSK. The employee will also not show up in the Mapping Employee List.

2. Email Address Does Not Match
 - a. The email address has to be what the user logs in with to KIOSK.
 - b. Update AESOP with that email address.
 - c. Synchronize Employees from Mapping Section.
 - d. Verify that it corrected.
3. Buildings Don't Match
 - a. Verify the building is in USPS.
 - b. AESOP allows multiple buildings to be attached to Employee record. Verify the building is listed.
 - c. Verify the employee record is set to **Access Granted** in on Employee Record in AESOP.
 - d. Synchronize Employees from Mapping Section.
 - e. Verify that it corrected.
4. Employee ID Does Not Match
 - a. The **Identifier** field on the AESOP employee record needs to match the Employee ID in KIOSK.
 - b. Synchronize Employees from Mapping Section.
 - c. Verify that it corrected.

If an **Employee ID** changes in USPS it will not only affect KIOSK but will affect AESOP and can prevent the employee from logging into KIOSK or pass leave requests to and from AESOP. If the **Email Address** or **Employee ID** changes due to Name changes or corrections in KIOSK please follow Change Email Address or Name Changes in Appendix A.

Correct Employee Data in AESOP

This section will discuss how to correct employee data in AESOP.



Task: Open Employee Record in AESOP

Menu Path: Master Data >> Employee >> General Information Tab

1. To find an employee, type last name, first name, phone number, or email in the search box . Click on the employee's name to view their information.

Figure 22: Screen shot of finding employees in AESOP.

2. To edit the employee record, click on **Edit** to modify information.. Change appropriate information click Apply Changes.

Figure 23: Screen shot of employee record in AESOP. Notice on the top right where the Access Granted box is located.



The IDENTIFIER needs to be Employee ID from KIOSK.

Active Employee not Sync'd

This section will discuss what is the purpose of this button in the Mapping section.

PLEASE!!
NOTE

This button gives a list of employees that cannot be verified and corrected either in KIOSK or AESOP.

Task: View data in the **Active Employees not Sync'd** button in Mapping Section.

Menu Path: Kiosk Administrator >> Configure AESOP Configuration >> Mapping Section

Mappings

Synchronize Now Absence Reasons Total: 26 Matched: 25 View

Synchronize Now Employees Total: 505 Matched: 405 View Active Employees not Sync'd

Synchronize Now School Buildings Total: 7 Matched: 7 View

Use Selections below to Filter Results:

Matched All Active In Aesop All School All

Email All Phone All Search

Go

Figure 23: Screen shot of Mappings Section where **Active Employees Not Sync'd** button is located.

1. click on the **Active Employees Not Sync'd** button; this will give you a list of employees that will need to be corrected in either KIOSK or AESOP

PLEASE!!
NOTE

This list can be downloaded by going to bottom of list and selecting the Download CSV link.

AESOP Configuration Reports

Employees Active in Kiosk not Sync'd

Employee ID	Last Name	First Name	Middle Name	Email	Phone	Position Count	Aesop Count	Building Count
0						0	1	0
0						0	1	0
0						0	0	0
0						0	1	0
0						0	1	0
0						0	1	0
0						0	0	0
0						0	0	0
0						0	1	0
0						0	0	0
0						0	1	0
0						0	0	0
0						0	1	0
0						0	0	0
0						0	1	0
0						0	0	0
0						0	0	0

Figure 24: Screen shot of **Active Employees Not Sync'd** screen.

2. Click on the Employee ID to see the information that is missing for the sync between KIOSK and AESOP.
3. Some missing items could be one of the following:
 - a. missing phone
 - b. missing email
 - c. missing supervisor
 - d. missing positions
 - e. missing building information

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
BLE00		Garrett			-	1	ACTIVE		-
BLE00		Garrett			-	2	INACTIVE		
BLE00		Garrett			-	60	INACTIVE		-

1 - 3

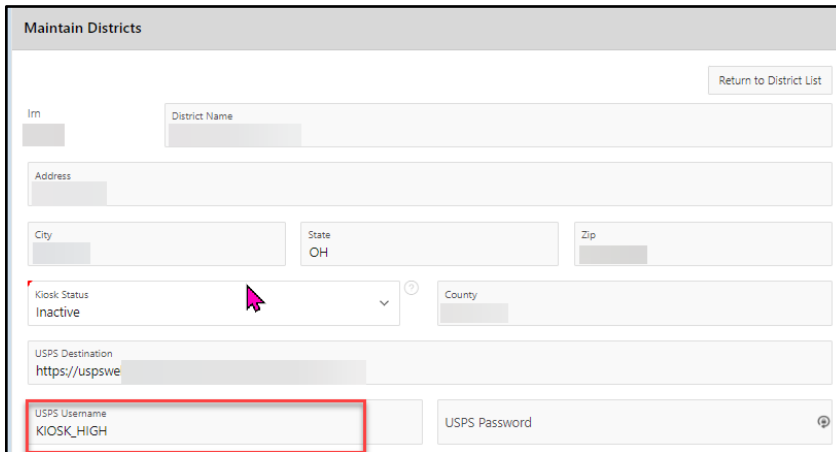
Figure 25: Screen shot of **Active Employees Not Sync'd** screen.

4. Only concentrate on the employees you want to Map.
 - a. Make sure they have a position count greater than Zero (0)
 - b. Verify the other data item on the report
 - c. Make fixes in USPS

Security Rights for KIOSK from USPS

This section will discuss security issues that could cause data not to sync between KIOSK and USPS.

One of the issues that will keep the Mapping of employees in the **Active Employees Not Sync'd** report screen could be because of permissions. **This usually happens during the transition between Classic USPS to Redesign USPS.** One item to check is to make sure that the user that is on the configuration screen has the following permissions in the USPS Re-Design system.



The screenshot shows a web form titled "Maintain Districts" with a "Return to District List" button in the top right. The form contains several input fields: "District Name", "Address", "City", "State" (with "OH" selected), "Zip", "County", "USPS Destination" (with "https://uspswe" entered), and "USPS Username" (with "KIOSK_HIGH" entered). A red rectangular box highlights the "USPS Username" field. A mouse cursor is visible over the "Kiosk Status" dropdown menu, which is currently set to "Inactive".

Figure 26: Screen shot of **Maintain Districts** section in District Configuration.

Make Sure these rights are Set:

USPS_STANDARD_PAYROLLITEM_VIEW
USPS_STANDARD_ATTENDANCE_VIEW
USPS_STANDARD_EMPLOYEE_VIEW
USPS_STANDARD_FEDERAL_REPORT
USPS_STANDARD_POSITION_VIEW
USPS_STANDARD_PAYMENT_VIEW
USPS_STANDARD_LEAVES_VIEW
USPS_STANDARD_PAYMENTTRANSACTION_VIEW

SCHOOL BUILDING CLEANUP

This section will discuss how to view School Buildings from the Mapping Section.



Task: View Mapping Results for Buildings

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration

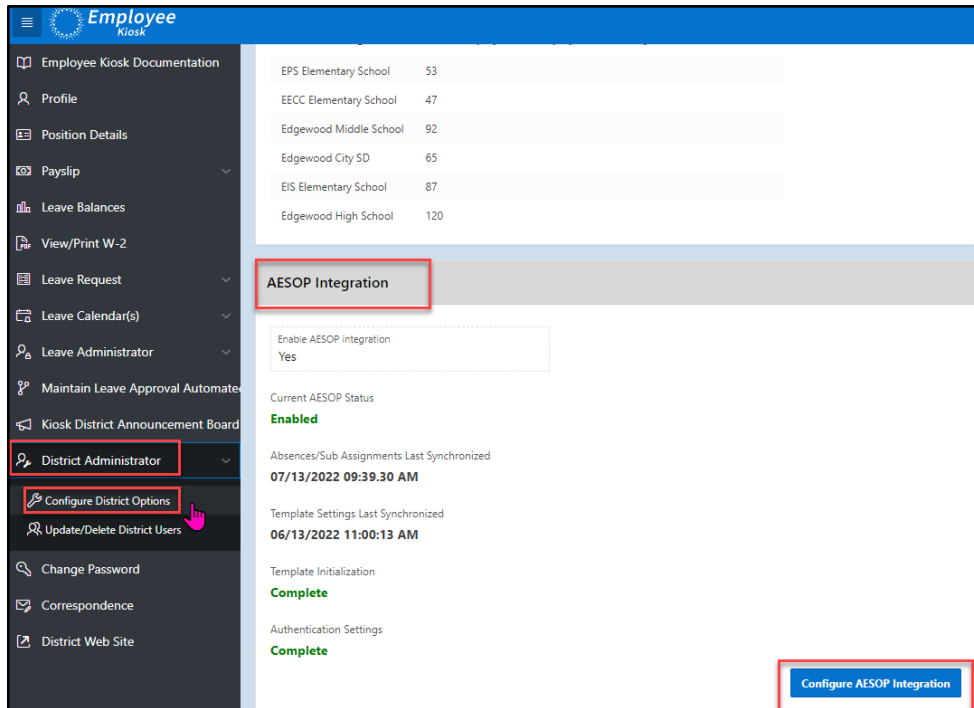


Figure 27: Screen shot of District Configuration showing tab to get to KIOSK AESOP Integration screen.

1. In the **Mappings** section, click on view next to the School Buildings

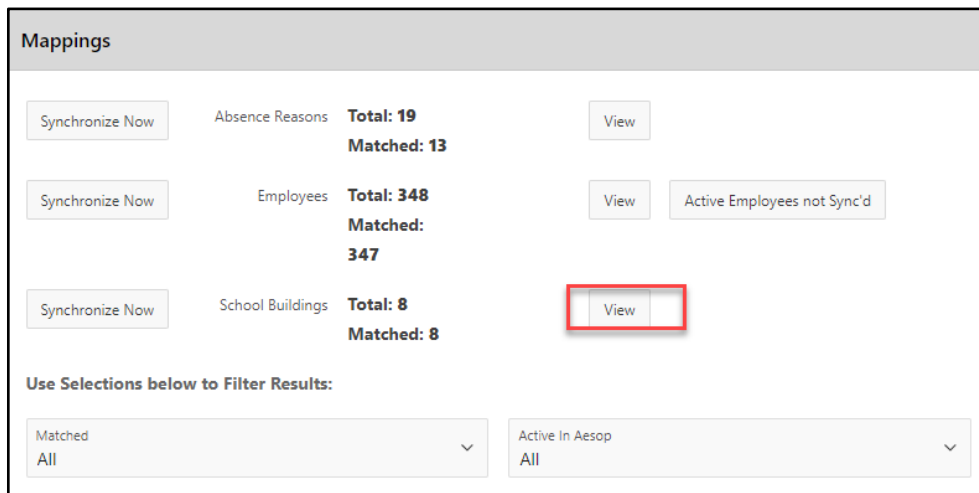


Figure 28: Mapping Section from KIOSK AESOP Integration Screen.

- Buildings are matched between AESOP and KIOSK based on the building IRN. The information in red indicates buildings that do NOT match. Some districts like to use Bus Garage, Transportation, and 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 the District Administrator and ITC KIOSK Support staff.

AESOP School Buildings

Number of Rows Displayed: 10

Matched	Active In Aesop	Aesop Name	Aesop Web Id	Aesop External Id	Building IRN	Building Name	Building District IRN	Building District Name	Start Time	Half Day Break 1	Half Day Break 2	End Time
Yes	Yes	District Office	234565	46094	46094	Edgewood City SD	50765	Dept Of Education	8:00:00 AM	12:00:00 PM	12:01:00 PM	3:00:00 PM
Yes	Yes	Edgewood Administration Building	69903	46094	46094	Edgewood City SD	50765	Dept Of Education	8:00:00 AM	12:00:00 PM	12:00:00 PM	4:00:00 PM
Yes	Yes	Edgewood Early Childhood Center	69899	001438	1438	ECC Elementary School	46094	Edgewood City SD	7:55:00 AM	11:35:00 AM	11:36:00 AM	3:30:00 PM
Yes	Yes	Edgewood Intermediate School	69898	002923	2923	EIS Elementary School	46094	Edgewood City SD	8:20:00 AM	12:05:00 PM	12:06:00 PM	3:55:00 PM
Yes	Yes	Edgewood Primary School	69897	061697	61697	EPS Elementary School	46094	Edgewood City SD	8:25:00 AM	12:10:00 PM	12:11:00 PM	4:00:00 PM
Yes	Yes	Edgewood Transportation Building	69905	46094	46094	Edgewood City SD	50765	Dept Of Education	7:00:00 AM	11:00:00 AM	11:00:00 AM	5:00:00 PM
Yes	Yes	Edgewood High School	69901	037481	37481	Edgewood High School	46094	Edgewood City SD	7:30:00 AM	11:05:00 AM	11:06:00 AM	3:05:00 PM
Yes	Yes	Edgewood Middle School	69900	117382	117382	Edgewood Middle School	46094	Edgewood City SD	6:50:00 AM	11:00:00 AM	11:01:00 AM	2:25:00 PM

Download CSV

Figure 29: Screen shot of AESOP School Building Mapping Report in KIOSK

- Make sure the External Number (Figure 30) in the building screen in AESOP is the Building IRN. If not, this will keep buildings from matching in Figure 29.

Navigation: CREATE ABSENCE, CREATE VACANCY, ABSENCE MODIFY, DAILY REPORT, SCHOOL, FIND EMPLOYEE, FIND SUBSTITUTE

General Information | Configuration Settings | Absence Reasons | Preferred Substitutes | Reports

School General | Address

Select Another School | Add School

School: [Redacted]

Phone #: [Redacted]

General Information
Last Update: 9/13/2022 9:31:47 PM

[Remove] [Edit] [Apply Changes] [Cancel]

Fields marked with an asterisk * are required.

School Name *	Active <input checked="" type="checkbox"/>	Internal Data Analysis *
External Number *	School Name Recorded YES	Web ID 143200
Under Control Of *	Time Zone Eastern Daylight Time	
Absence Notification Email Address	Default Distribution List Email	Permission Profile
Distribution Lists		
Absence Times		
Absence Start Time * 07:15	Absence Half Day Break (1st Half End/2nd Half Start) * 11:00 - 11:01	Absence End Time * 14:45
Substitute Report Times		
Substitute Report Start Time	Substitute Report Half Day Break (1st Half End/2nd Half Start)	Substitute Report End Time
Custom Absences Only		
	Relative Substitute Start	Relative Substitute End

Figure 30: Building Screen in AESOP. There is a screen for each building.

Configure Users to Sync to AESOP

For those who have staff that will not be needing a substitute replacement, districts have the option to decide which staff need to be synced between KIOSK and AESOP. *Before this step is done, Employees must exist in the Employee Mapping Section and be MATCHED.*



Task: Synchronize Users to AESOP

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration

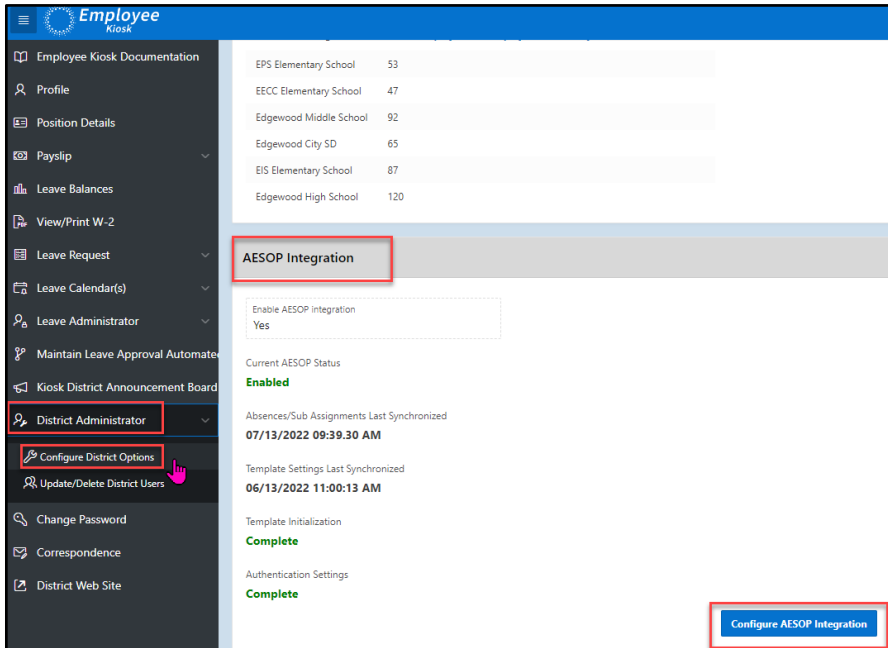


Figure 31: Screen shot of District Configuration showing tab to get to KIOSK AESOP Integration screen.

1. Under the **AESOP Configuration for District IRN** section click on the **Configure Users to Sync to AESOP** button

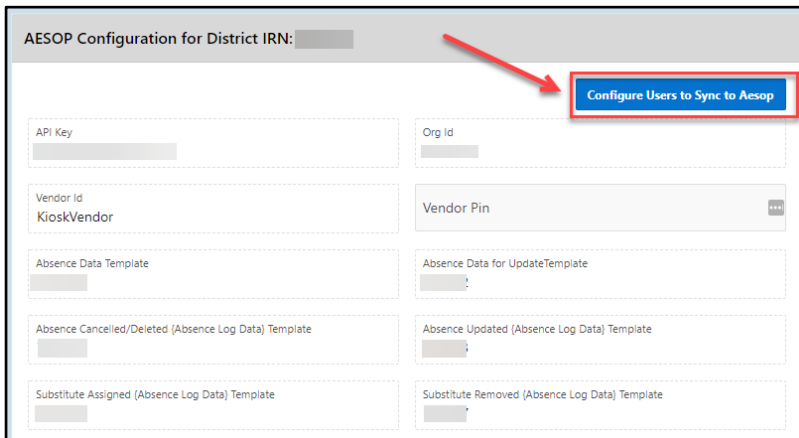


Figure 32: Screen shot of AESOP Configuration for District IRN Section.

2. There are 2 lists that will appear (**Select User(s) to Sync to AESOP** and **Select User to Desync from AESOP**).

- **Select User(s) to sync to AESOP.** 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** button (Figure 33).

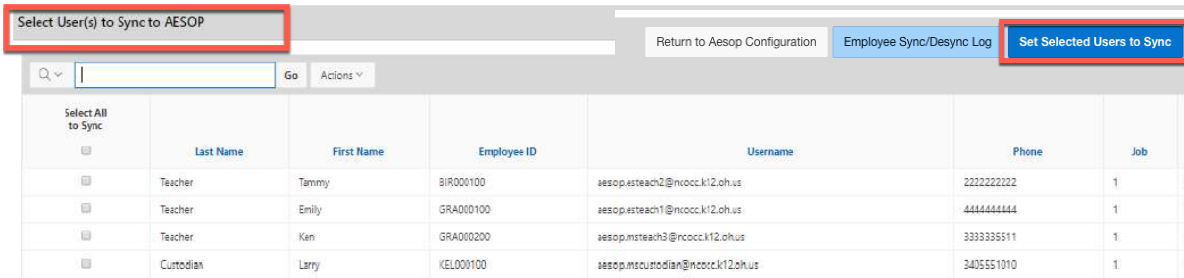


Figure 33: Screen shot of AESOP syncing screen that allows a selection of employee to sync. There is a search box that can help in finding specific employee.

- If Mappings are successful the employees selected to sync should be successful. If you notice any errors, verify the employee is a Match in the employee mapping area.



Not all employees would need to be synced – only the ones requiring substitutes unless all employees are entering absences through AESOP.

- **Select User to Desync from AESOP.** This list which is located under the other list will display staff who are currently syncing. If there are staff that longer need to be synced with AESOP, they can be desync'd.
- Click the **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.)
- After you click on the **X** you will receive the confirmation that this employee will no longer be sync'd.

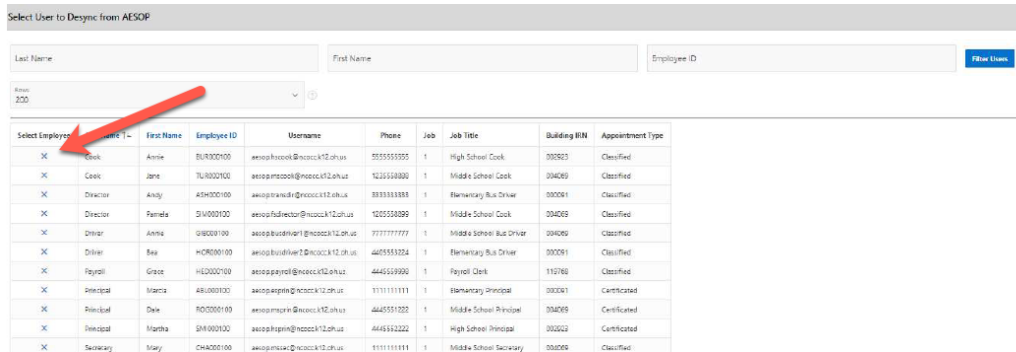


Figure 34: Screen shot of AESOP Desyncing screen that allows a selection of employee to desync. There are several search criteria that can help in finding specific employee.



If an employee was synced, but for some reason leave is not flowing to AESOP anymore, try desyncing the employee, then sync them again. This will usually correct this issue. Some reasons why this might happen is if one of the key fields required for mapping has been changed. If this does not work also check the employee mappings again to make sure there are no issues. It is highly recommended whenever any key fields are changed in both AESOP and KIOSK that the **Load Positions** from District Configuration screen & Run **AESOP Template Synchronization** from KIOSK Aesop Configuration screen.

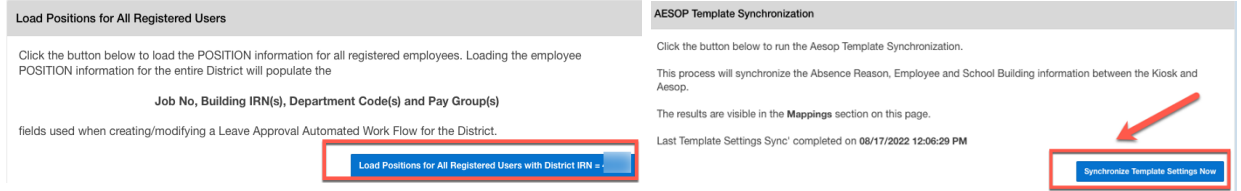


Figure 35: If any key fields are changed run each of these buttons in the order you see above.

- When the employee logs into KIOSK they will see a message that they are not integrated with AESOP. This message will appear after the employee hits the submit button(CREATE REQUEST). This can happen if AESOP integration is down or the employee that was synced has mapping issue. Verify mappings and try to desync, resync. If this does not solve, contact your ITC for more information.



Figure 36: Message you may receive if connect to AESOP is not from KIOSK.



If you select a staff person to sync or de-sync in KIOSK, the information 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.

V. Adding New Employees Using AESOP for Sub Placement

This process will explain how a new employee(s) should be added when being used for sub replacement in AESOP.

- When a district hires a new employee, and that employee will be using AESOP for sub replacement the district will need to follow these steps
 1. Enter the employee in **USPS** making sure the employee has
 - a. correct email address
 - b. phone number
 - c. active job
 - d. supervisor assigned to the active job
 - e. assigned to a building IRN
 2. After the Employee has been entered into **USPS** the district can register the employee in KIOSK.
 3. After the employee is registered in KIOSK, the district can follow the steps to **Configure Users to Sync with AESOP** as outlined above. This will allow leave requests flow back and forth between KIOSK and AESOP.
 4. When the employee is selected to synced with AESOP, the employee will be sent to AESOP with an Employee Type of **New to HR KIOSK**. **The district will need to update the employee type on the AESOP side** (Figure 37). Also correct all other information as needed.

The screenshot shows the AESOP employee file form. At the top, there are buttons for 'Remove', 'Edit', 'Apply Changes', and 'Cancel'. Below these are fields for 'First Name', 'Middle Name', and 'Last Name', with an 'Access Granted' checkbox. The 'Identifier' field is marked with an asterisk. The 'Employee Types' dropdown menu is open, showing 'New to HR KIOSK' selected with a checkmark, and 'Teacher' and 'none selected' as other options. A red box highlights the dropdown, and a red arrow points to it. Below this are fields for 'Title' (with 'Cook-Class I' entered) and 'School(s)'. The 'Gender' dropdown is set to 'none selected', and the 'Room' field contains 'Main Office'. There are date pickers for 'Start Date', 'End Date', and 'Birth Date'. The form is divided into sections: 'User Access' with a link to 'Manage User's Access', 'Phone Login Information' with a note and fields for 'Phone Number', 'Phone Pin', and 'Alternate Phone Login ID', and 'Absence Times' with fields for 'Absence Start Time', 'Absence Half Day Break', 'Absence End Time', and 'Absence Hours Per Day'.

Figure 37: this screen is the employee file in AESOP. Make sure to change the employee type above. It should not be New to HR Kiosk or you may have sync issues.

The New to HR KIOSK employee type code must remain as a valid employee type on the AESOP side or new staff will not sync correctly. Also, make sure the **Access Granted** box is checked for each employee, or they will not sync.



VI. Kiosk AESOP Configuration

This process will explain configuration sections that need to be setup prior or after integration goes to live.

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, they will need to uncheck the box next to Classified and the leave requests will still flow to AESOP, but no replacement will be assigned through AESOP.



Task: Set Substitute Assignment for Appointment Type

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration

1. Navigate to the **AESOP Configuration for District IRN** section:
2. Use the checkboxes in the Substitute Assignment area

A screenshot of a web form titled "Aesop to handle Substitute Assignment for Appointment Type?". The form contains two rows of checkboxes. The first row is labeled "Certificated" and has a checked checkbox. The second row is labeled "Classified" and has an unchecked checkbox. Below these are two more rows with checkboxes and the numbers "2" and "1" respectively, which are currently unchecked.

Figure 38: This screen shows Appointment Type options on KIOSK AESOP Configuration screen.

Determining when Leave Requests will be sent 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 for that leave type will be sent **immediately** when the employee clicks on the **submit** button when they create the leave request.
- If you do not check the box next to the leave requests any leave requests for that leave type will be sent to AESOP **on final approval**.



Task: Set Substitute Assignment for Appointment Type

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration

1. Navigate to the **AESOP Configuration for District IRN** section
2. In the leave request area, select how you would like the leave types to be processed, then click on the **Apply Changes** button

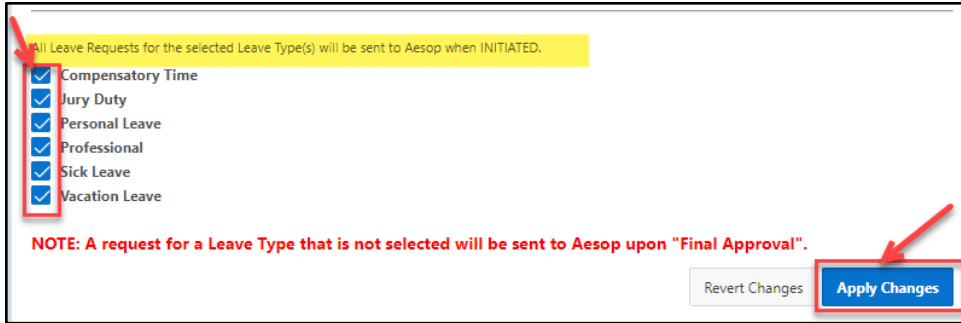


Figure 39: This screen shows the determining factor when leaves goes to AESOP.

AESOP Absence/Sub Assignments

This will set the interval for how often leave requests are sent from AESOP to KIOSK.

- **This job is created by the Management Council**, but the district can determine how often KIOSK checks AESOP for new leave requests. The minimum amount is every 5 minutes.

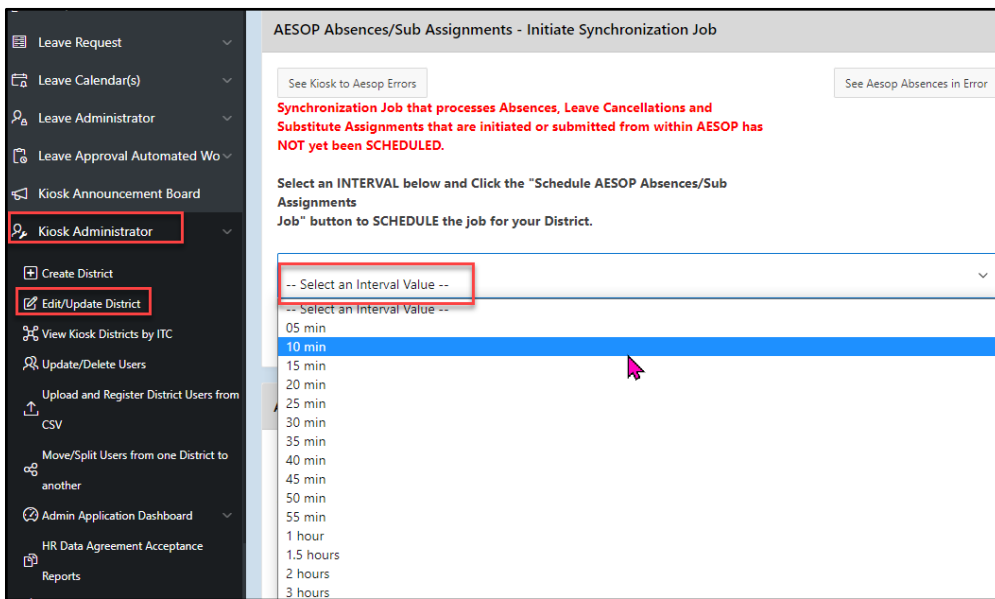


Figure 40: This screen shows the section where the interval for how often leave requests are sent from KIOSK to AESOP.

AESOP Employee Leave Balances

This will set the interval for how often leave balances are sent from KIOSK to AESOP

- **This job is created by the Management Council**, but the district can determine how often leave balances are sent from KIOSK to AESOP. Weekly Interval (either Weekly or Biweekly)--Best practice is to set up this job to run once-a week

AESOP Employee Leave Balances - Initiate Synchronization Job

Synchronization Job that updates Employee Leave Balances to AESOP has NOT yet been SCHEDULED.

Select CRITERIA below and Click the "Schedule AESOP Employee Leave Balances Job" button to SCHEDULE the job for your District.

Weekly Interval
-- Select Weekly Interval --

Day Of Week
-- Select Day of Week --

-- Select Day of Week --

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

Figure 41: This screen shows the section where the interval for how often leave balances are sent from KIOSK to AESOP.

AESOP Employee – Initiate Synchronization Job

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

- 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. **This job is created by the Management Council**, but district can determine the daily time frame when it runs.

AESOP Employee - Initiate Synchronization Job

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

Repeat Interval: Runs Daily @08:15 AM
Scheduled Date: 08/27/2019 08:13:01 AM
Last Run Date: 07/14/2022 08:15:11 AM - **Succeeded**
Next Run Date: 07/15/2022 08:15:01 AM

See Employee Job details

Cancel AESOP Employee Job

Figure 42: This screen shows the section where the interval for how often employees are sent from Kiosk to AESOP.



All jobs can be cancelled and rescheduled if districts are experiencing issues or want to change timeframes.

VII. Kiosk AESOP Configuration Logs

This process will explain configuration sections that have logging. This logging can be used to troubleshoot if leave request error out or leave request do not move from KIOSK to AESOP or vice versa.



Task: Go to AESOP Absence/Sub Assignments Logs

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration >> AESOP/SUB Assignments section

- **AESOP Absence/Sub Assignments Logs.** This is the job that processes absences, leave cancellations, and substitute assignments. There are 4 areas which can be viewed to determine if there are issues:

1. If the Last Run Date States **Failed** instead of **Succeeded** contact your ITC (Figure 43).

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 is now SCHEDULED.

Repeat Interval: Runs every 5 minutes
 Scheduled Date: 05/19/2021 01:59:40 PM
 Last Run Date: 07/14/2022 04:04:00 PM - **Succeeded**
 Next Run Date: 07/14/2022 04:09:00 PM

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

Figure 43: This screen shows the section where the interval for how often leave requests are sent from KIOSK to AESOP.

2. Select **See Kiosk to AESOP Errors**. These are errors of Kiosk leave request(s) did not sync over to AESOP. Most of these have a reason in the processed message.

Processed Date	Processed Message	Emp ID	Name	Kiosk Leave Request No.	Start Date Time	End Date Time	Leave Type	Sub Category	Total Leave	Leave Unit	Date Leave Initiated	Last Transaction Date	Job No	Job Desc	Aesop Web ID	Substitute Needed	Leave Flow Id	Leave Flow Current Level	Aesop Conf	Split From Aesop Conf
07/13/2022 11:54:29 AM	AESOP-999 - Error creating your AESOP request. SQLERRM: ORA-20013: Additional information: No matching information between Aesop School external_ids and Aesop Employee external_ids, please review.			7404517	07/13/2022 06:30:00 AM	07/13/2022 03:30:00 PM	Sick Leave	PI	1.00	Day(s)	07/13/2022 11:50:33 AM	07/13/2022 11:50:33 AM	1	EHS CUSTODIAN	-	N	1F5234A1140D43C8B053040A60A80A91E5	1	-	-
07/12/2022 03:19:25 PM	AESOP-999 - Error creating your AESOP request. SQLERRM: ORA-20013: Additional information: No matching information between Aesop School external_ids and Aesop Employee external_ids, please review.			7404010	07/16/2022 06:30:00 AM	07/19/2022 02:30:00 PM	Compensatory Time	-	2.00	Day(s)	07/12/2022 03:16:59 PM	07/12/2022 03:16:59 PM	1	EMS CUSTODIAN	-	N	1F5234A1140D43C8B053040A60A80A91E5	1	-	-
07/12/2022 01:19:27 PM	AESOP-999 - Error creating your AESOP request. SQLERRM: ORA-20013: Additional information: No matching information between Aesop School external_ids and Aesop Employee external_ids, please review.			7403890	07/07/2022 06:00:00 AM	07/08/2022 02:00:00 PM	Sick Leave	PI	1.75	Day(s)	07/12/2022 01:16:02 PM	07/12/2022 02:21:39 PM	1	EMS CUSTODIAN	-	N	1F5234A1140D43C8B053040A60A80A91E5	1	-	-

Figure 44: This screen shows the Kiosk to Aesop Error Log.

3. Select **See Aesop Absences in Error**. There are two types of reports in this log: Aesop Leave Requests not Sync'd and Aesop Leave Requests Sync'd. This report would help district troubleshoot if a request synced or not.

Sync of AESOP Leave Requests

Aesop Leave Requests not Sync'd

Q Go Rows: 15 Actions

1 - 15 of 577

Processed Date	Created Date	Reason	Processed Message	Employee Identifier	Aesop Conf #	Employee Email	Leave Type Code	Leave Date	Absence Start Time	Absence End Time	Hour(s)	Day(s)	Assigned Requests
05/18/2022 01:54:29 PM	5/18/2022	DATE_CONFLICT	Aesop Conf# 51762260 conflicts w/ Kiask Request(s) Request# 7327138 Personal Leave for 05/12/2022 - 05/12/2022 for 1 Day(s). Status: Exported & Aesop Conf# 515176618		51762260		SI	05/12/2022	11:01:00 AM	2:25:00 PM	3.40	0.50	7327138
05/18/2022 01:49:42 PM	5/18/2022	DATE_CONFLICT	Aesop Conf# 517622725 conflicts w/ Kiask Request(s) Request# 7327138 Personal Leave for 05/12/2022 - 05/12/2022 for 1 Day(s). Status: Exported & Aesop Conf# 515176618		517622725		PL	05/12/2022	6:50:00 AM	11:00:00 AM	4.17	0.50	7327138
05/12/2022 04:09:39 PM	5/12/2022	REQUESTNO	Unable to obtain original Request for Split from Aesop Conf# 516353115 for EmployeeID: [REDACTED]		516353115		SI	05/13/2022	7:30:00 AM	3:30:00 PM	8.00	1	-
05/12/2022 03:04:33 PM	5/12/2022	REQUESTNO	Unable to obtain original Request for Split from Aesop Conf# 516376357 for EmployeeID: [REDACTED]		516325115		SI	05/12/2022	7:30:00 AM	3:30:00 PM	8.00	1	-
05/12/2022 03:04:33 PM	5/12/2022	REQUESTNO	Unable to obtain original Request for Split from Aesop Conf# 516376357 for EmployeeID: [REDACTED]		516325115		SI	05/13/2022	7:30:00 AM	3:30:00 PM	8.00	1	-
05/12/2022 02:09:49 PM	5/12/2022	DATE_CONFLICT	Aesop Conf# 516316357 conflicts w/ Kiask Request(s) Request# 7334037 Sick Leave for 05/11/2022 - 05/13/2022 for 2 Day(s). Status: Flow Initiated		516316357		SI	05/11/2022	7:30:00 AM	3:30:00 PM	8.00	1	7334037
05/12/2022 02:09:49 PM	5/12/2022	DATE_CONFLICT	Aesop Conf# 516316357 conflicts w/ Kiask Request(s) Request# 7334037 Sick Leave for 05/11/2022 - 05/13/2022 for 2 Day(s). Status: Flow Initiated		516316357		SI	05/13/2022	7:30:00 AM	3:30:00 PM	8.00	1	7334037
05/12/2022 02:09:49 PM	5/12/2022	DATE_CONFLICT	Aesop Conf# 516316357 conflicts w/ Kiask Request(s) Request# 7334037 Sick Leave for 05/11/2022 - 05/13/2022 for 2 Day(s). Status: Flow Initiated		516316357		SI	05/12/2022	7:30:00 AM	3:30:00 PM	8.00	1	7334037
05/12/2022 10:59:40 AM	5/12/2022	REQUESTNO	Unable to obtain original Request for Split from Aesop Conf# 515220489 for EmployeeID: [REDACTED]		51623195		SI	05/13/2022	8:25:00 AM	4:00:00 PM	7.58	1	-

Figure 45: This screen shows the Aesop Absence in Error report.

4. Select **See Absences/Sub Assignments Job Details**. This report produces a list of dates and times the sync was run and if there were any errors.

AESOP Configuration Reports

Leave Requests - Sub Assignments Synchronization Job Details

Requested Start Date Actual Start Date Date Logged Status -- Select Status --

Log ID	Requested Start Date	Actual Start Date	Date Logged	Run Duration	Status	Error #	Additional Info
65288442	2022-06-24 02:29:00 AM	2022-06-24 02:29:00 AM	2022-06-24 02:29:25 AM	+000000000 00:00:25.000000000	SUCCEEDED	0	
65287030	2022-06-24 01:54:00 AM	2022-06-24 01:54:01 AM	2022-06-24 01:54:21 AM	+000000000 00:00:21.000000000	SUCCEEDED	0	
65286624	2022-06-24 01:44:00 AM	2022-06-24 01:44:00 AM	2022-06-24 01:44:24 AM	+000000000 00:00:24.000000000	SUCCEEDED	0	
65285616	2022-06-24 01:19:00 AM	2022-06-24 01:19:01 AM	2022-06-24 01:19:25 AM	+000000000 00:00:25.000000000	SUCCEEDED	0	
65285412	2022-06-24 01:14:00 AM	2022-06-24 01:14:01 AM	2022-06-24 01:14:24 AM	+000000000 00:00:23.000000000	SUCCEEDED	0	
65285206	2022-06-24 01:09:00 AM	2022-06-24 01:09:01 AM	2022-06-24 01:09:32 AM	+000000000 00:00:31.000000000	SUCCEEDED	0	
65283964	2022-06-24 12:39:00 AM	2022-06-24 12:39:01 AM	2022-06-24 12:39:19 AM	+000000000 00:00:18.000000000	SUCCEEDED	0	
65283162	2022-06-24 12:19:00 AM	2022-06-24 12:19:01 AM	2022-06-24 12:19:22 AM	+000000000 00:00:21.000000000	SUCCEEDED	0	
65282956	2022-06-24 12:14:00 AM	2022-06-24 12:14:01 AM	2022-06-24 12:14:23 AM	+000000000 00:00:23.000000000	SUCCEEDED	0	
65282280	2022-06-23 11:59:00 PM	2022-06-23 11:59:00 PM	2022-06-23 11:59:28 PM	+000000000 00:00:27.000000000	SUCCEEDED	0	
65280668	2022-06-23 11:19:00 PM	2022-06-23 11:19:01 PM	2022-06-23 11:19:19 PM	+000000000 00:00:18.000000000	SUCCEEDED	0	
65280444	2022-06-23 11:14:00 PM	2022-06-23 11:14:01 PM	2022-06-23 11:14:24 PM	+000000000 00:00:24.000000000	SUCCEEDED	0	
65251758	2022-06-23 12:09:00 PM	2022-06-23 12:09:01 PM	2022-06-23 12:09:29 PM	+000000000 00:00:28.000000000	SUCCEEDED	0	
65251080	2022-06-23 11:54:00 AM	2022-06-23 11:54:01 AM	2022-06-23 11:54:24 AM	+000000000 00:00:23.000000000	SUCCEEDED	0	
65250410	2022-06-23 11:39:00 AM	2022-06-23 11:39:06 AM	2022-06-23 11:39:25 AM	+000000000 00:00:19.000000000	SUCCEEDED	0	

row(s) 1 - 15 of more than 500 Next

Figure 46: This screen shows the Absences/Sub Assignments Job Details report.



Task: Go to AESOP Employee Leave Balances Logs
Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration>> AESOP Employee Leave Balances section

- **AESOP Employee Leave Balances Log.** This is the job that updates employees between KIOSK and AESOP. There are 2 areas which can viewed to determine if there are issues. This job should also show succeeded.

Figure 47: This screen shows the Employee Leave Balances job.

1. **See Employee Leave Balances Job Errors.** This will list any employees that may have received leave balance errors to AESOP.

Employee Identifier	XML URL	Code	Return Message	Processed Date	Processed Message
000001006	https://www.aesoponline.com/web/services/GetImportItems/ASOP/UpdateData=+absenceBalance+<LeaveBalanceValues EmployeeIdentifier= ReasonDMKey=63654 ReasonExternalID=CTI Balances=0.00* AsOfDates=2019-09-02* Delete=0* <LeaveBalanceValues <absenceBalance=&WebServiceKey=8040D67619744C3	0	Insert Successful. Entitlement ID = 14773111	08/02/2019 10:02:04 PM	Employee Identifier: 000001006 Absence Code: CT - Leave Balance of 0.00 sent to Aesop => 0-Insert Successful. Entitlement ID = 14773111
000001006	https://www.aesoponline.com/web/services/GetImportItems/ASOP/UpdateData=+absenceBalance+<LeaveBalanceValues EmployeeIdentifier= ReasonDMKey=60255 ReasonExternalID=VA Balances=0.00* AsOfDates=2019-09-02* Delete=0* <LeaveBalanceValues <absenceBalance=&WebServiceKey=8040D67619744C3	-4	Specified Entitlement Type not Found in Org or is Deleted	08/02/2019 10:02:04 PM	Employee Identifier: 000001006 Absence Code: VA => -4- Specified Entitlement Type not Found in Org or is Deleted
000001011	https://www.aesoponline.com/web/services/GetImportItems/ASOP/UpdateData=+absenceBalance+<LeaveBalanceValues EmployeeIdentifier= ReasonDMKey=63654 ReasonExternalID=CTI Balances=0.00* AsOfDates=2019-09-02* Delete=0* <LeaveBalanceValues <absenceBalance=&WebServiceKey=8040D67619744C3	0	Insert Successful. Entitlement ID = 14773112	08/02/2019 10:02:05 PM	Employee Identifier: 000001011 Absence Code: CT - Leave Balance of 0.00 sent to Aesop => 0-Insert Successful. Entitlement ID = 14773112
000001011	https://www.aesoponline.com/web/services/GetImportItems/ASOP/UpdateData=+absenceBalance+<LeaveBalanceValues EmployeeIdentifier= ReasonDMKey=60255 ReasonExternalID=VA Balances=0.00* AsOfDates=2019-09-02* Delete=0* <LeaveBalanceValues <absenceBalance=&WebServiceKey=8040D67619744C3	-4	Specified Entitlement Type not Found in Org or is Deleted	08/02/2019 10:02:05 PM	Employee Identifier: 000001011 Absence Code: VA => -4- Specified Entitlement Type not Found in Org or is Deleted
000001015	https://www.aesoponline.com/web/services/GetImportItems/ASOP/UpdateData=+absenceBalance+<LeaveBalanceValues EmployeeIdentifier= ReasonDMKey=63654 ReasonExternalID=CTI Balances=0.00* AsOfDates=2019-09-02* Delete=0* <LeaveBalanceValues <absenceBalance=&WebServiceKey=8040D67619744C3	0	Insert Successful. Entitlement ID = 14773113	08/02/2019 10:02:05 PM	Employee Identifier: 000001015 Absence Code: CT - Leave Balance of 0.00 sent to Aesop => 0-Insert Successful. Entitlement ID = 14773113

Figure 48: This screen shows the Employee Leave Balances Log.

2. **See Employee Leave Balances Job Details.** This report is a list of employees and whether their leave balances have sync'd successfully or not.

Log ID	Requested Start Date	Actual Start Date	Date Logged	Run Duration	Status	Error #	Additional Info
66392860	2022-07-11 10:00:51 PM	2022-07-11 10:00:52 PM	2022-07-11 10:07:17 PM	+000000000 00:06:26.000000000	SUCCEEDED	0	
65945262	2022-07-04 10:00:51 PM	2022-07-04 10:00:51 PM	2022-07-04 10:04:36 PM	+000000000 00:03:45.000000000	SUCCEEDED	0	
65520426	2022-06-27 10:00:51 PM	2022-06-27 10:00:51 PM	2022-06-27 10:04:41 PM	+000000000 00:03:50.000000000	SUCCEEDED	0	
65086608	2022-06-20 10:00:51 PM	2022-06-20 10:00:51 PM	2022-06-20 10:04:27 PM	+000000000 00:03:35.000000000	SUCCEEDED	0	

Figure 49: This screen shows the Employee Leave Balances job details report.



Task: Go to AESOP Employee Leave Balances Logs

Menu Path: District Administrator >> Configure District Options >> Configure AESOP Configuration>> AESOP Employee section

- **AESOP Employee – Initiate Synchronization Job.** This is the job that synchronizes employees between KIOSK and AESOP. There is 1 area which can viewed to determine if there are issues. This job should also show succeeded.

1. **See Employee Job Details;** to show a list of dates and times the sync was run and if there were any errors.

AESOP Employee - Initiate Synchronization Job

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

Repeat Interval: Runs Daily @08:15 AM
 Scheduled Date: 08/27/2019 08:13:01 AM
 Last Run Date: 07/14/2022 08:15:11 AM - **Succeeded**
 Next Run Date: 07/15/2022 08:15:01 AM

See Employee Job details
Cancel AESOP Employee Job

Figure 50: This screen shows the AESOP Employee sync job.

AESOP Configuration Reports							
Employees Synchronization Job Details							
Requested Start Date	Actual Start Date	Date Logged	Status	-- Select Status --			
				Apply Filter			
Log ID	Requested Start Date	Actual Start Date	Date Logged	Run Duration	Status	Error #	Additional Info
66613016	2022-07-15 08:15:01 AM	2022-07-15 08:15:11 AM	2022-07-15 08:15:57 AM	+000000000 00:00:45.000000000	SUCCEEDED	0	
66544360	2022-07-14 08:15:01 AM	2022-07-14 08:15:11 AM	2022-07-14 08:15:52 AM	+000000000 00:00:41.000000000	SUCCEEDED	0	
66480222	2022-07-13 08:15:01 AM	2022-07-13 08:15:12 AM	2022-07-13 08:15:53 AM	+000000000 00:00:41.000000000	SUCCEEDED	0	
66418602	2022-07-12 08:15:01 AM	2022-07-12 08:15:10 AM	2022-07-12 08:15:52 AM	+000000000 00:00:41.000000000	SUCCEEDED	0	

Figure 51: This screen shows the Employee job details report.

VII. GO-LIVE Integration Reminders

Before Starting Integration with AESOP, please review these topics with your district.

- AESOP and KIOSK must match with employee phone numbers, email addresses, and building IRNs.
- USPS must always have the most current information. Once USPS is updated then KIOSK will be updated as well. For the integration process to work correctly, everything must match. Because AESOP uses the phone number as the employee pin; USPS/KIOSK need to have that same number which is used 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 the following completed in USPS:
 - a. building IRN
 - b. email address
 - c. phone number
 - d. supervisor id
 - e. active job

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.
- When creating a request in either KIOSK or AESOP, only create for the days within one week at a time. For absences to be properly processed between the two systems, please only enter absence requests for 1 week at a time, not crossing over weeks. For example, if someone wants to request 7 days of sick time, and the days are from Thursday the first week through the following week, the absence should be entered as follows:
 - Thursday & Friday for the first week, then submit the request
 - Monday through Friday the second week, then submit the request
- When creating a leave request in either KIOSK or AESOP, in order for the systems to sync information correctly, staff members may only select one leave type.
- When creating the leave request in KIOSK, if you have secured a sub and do not need AESOP to contact a substitute, **uncheck** the Sub Needed box.
- Districts can determine how often KIOSK checks AESOP for new leave requests. The minimum amount is every 5 minutes.
 - Define the Workflow in AESOP—if they do this in AESOP, we need to turn off Leave Approval AWF (Automated Workflow) in KIOSK; if you do AWF workflow in KIOSK, then it

- needs to be turned off in AESOP. (ONLY one side can have the Approval set up and running for each absence type Automated workflow should be on one side ONLY
- In addition, do we need to turn off Leave Request in KIOSK??
 - Yes, if they don't want anyone to do leave requests in KIOSK
 - No, if they will still allow staff to do leave requests in KIOSK
 - Will this cause an issue in the sync of AESOP→KIOSK?? Does the absence need to be on both sides no matter what
-
- 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 initiated 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 created in 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 should be when a leave request is created. Staff will not be able to edit start and end times in KIOSK.
 - With the integration enabled, staff can no longer update their sick leave requests in KIOSK prior to first level approval.
 - a. Once the leave request is sent to AESOP a confirmation number is generated and sent to KIOSK.
 - b. Once the confirmation number is received the request cannot be updated.
 - c. The staff member will need to cancel the request in KIOSK and create a new leave 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.

VIII. TURN ON ITEGRATION

Integration can only be turned on by the Management Council Kiosk Support Team. Once a district is ready to go-live with KIOSK – AESOP integration, they will need to send a helpdesk ticket to their ITC requesting it to be turned on. **Make sure the district has reviewed the GO-LIVE Integration Reminders section.**

IX. TROUBLESHOOTING

Situation A1: 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 the error that is causing this issue. To find this error the **ITC Kiosk Administrator** can run a report on using the date of the Issue.

Solution A1:

Task: Run Create Absence Error Report

Menu Path: ITC Kiosk Administrator >> Create Absence Error Report

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

Filters for Absence Error Report

From Date: 05/03/2022 16:39

To Date: 05/03/2022 16:39

Submit

Search: [] Go Actions

No data found.

Figure 52: This screen shows the Absence Error Report that can be only run by an ITC Kiosk Administrator.

Situation B1: 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

Solution B1: 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.

Situation C1: The following absence days in this absence conflict with already existing absence days.

Solution C1: 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.

Situation D1: *** 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.

Solution. D1: 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 were not entered. Also, check the hours in the workday for the employee if the request is a full day request to make sure total hours match with the hours in the workday from AESOP.

Situation E1: New employees are not showing up when mapping. You skip mapping and go straight to syncing and get this error: **Aesop message:Specified ExtWorker Type not Found in Org or is Deleted.**

Solution E1: There needs to be an employee type called New to HR Kiosk in AESOP. This is usually added when a new district is setup and is syncing between KISOK and AESOP. This could have been deleted if an District Admin did not know what is was being used for in AESOP.

+		Use Default			<input type="checkbox"/>	Default	Track Balances By Day	No Rounding
✓ x	New to HR Kiosk	Use Default	HR Kiosk	Other	<input checked="" type="checkbox"/>	Default	Track Balances By Day	No Rounding
	Nurse	Use Default		Nursing Staff	<input type="checkbox"/>	Default	Track Balances By Day	No Rounding
	Teacher	Use Default		Teacher Staff	<input type="checkbox"/>	Default	Track Balances By Day	No Rounding

Appendix A

This section gives a bit more detailed information for more advanced users or administrators.

Quick review on KIOSK/AESOP Mapping Issues

Page 9-28 describes the process of creating a mapping of absence types, employees, and buildings between AESOP and KIOSK. Please refer to those pages for more detailed information on setting up the integration. Below are some quick steps to check if some items are not mapping.

- Employees NOT Mapping
 1. Verify in AESOP that the **Identifier** on the Employee Record in AESOP is the Employee ID from Kiosk/USPS.
 2. Verify in AESOP that the **Access Granted** checkbox on the Employee Record in AESOP is checked.
 3. Verify in AESOP that the employee **has a school listed** on the Employee Record.
 4. Verify in KIOSK that the employee has a **position**. If the position is in USPS, but not showing up, it is normally because KIOSK does not have access to pull the position. Refer to Page 22.
 5. Verify **phone number** match between Aesop and KIOSK.
 6. Verify **email address** match between Aesop and KIOSK.
 7. Verify the employee has the correct employee type in Aesop on the Employee Record. Should not be **New to HR Kiosk**.

- Absence reason NOT Mapping
 1. Verify the **External ID** (Primary Absence Category) in Aesop matches the defaults in KIOSK.
 - a. **SI** – Sick
 - b. **PL** – Personal Leave
 - c. **PR** – Professional Leave
 - d. **OT** – Other
 - e. **VA** – Vacation
 2. Verify the External ID2 (Secondary Absence Category) in Aesop matches what is in KIOSK Subcategories within District Configuration.
 3. Verify **Public to Employee** checkbox is checked on each absence reason in Aesop.

- Buildings NOT Mapping
 1. Verify Building is Active in Aesop.
 2. Verify that the External Number in Aesop on the Building Record is the Building IRN.
 3. If each building has its own Building IRN from ODE, then it must have its own in Aesop.
 4. If building exist in Aesop, but not KIOSK, ODE may not have put in system yet, may need to contact support and have them add building to KIOSK.



There are times where there are employees not showing up in the Mapping Section. If they do not show up there or in the Active Employees Not Sync List, but they appear in the Sync List, go ahead, and try syncing them. This sometimes adds them to Mapping and Syncs them correctly. If you get an error syncing, record the error, and contact your ITC.

How to Change Employee ID and/or Email Address in KIOSK

The Email Address and Employee ID **should first** be changed in USPS. Once complete, it then should be changed in KIOSK. If using AESOP, it then should be changed there or mapping and/or syncing will break. Below is how to change Employee ID and/or Email Address in KIOSK. **This needs to be done by District/ITC administrator for KIOSK.**



Task: Change Employee ID/ Email Address
Menu Path: Kiosk Administrator >> District Configuration

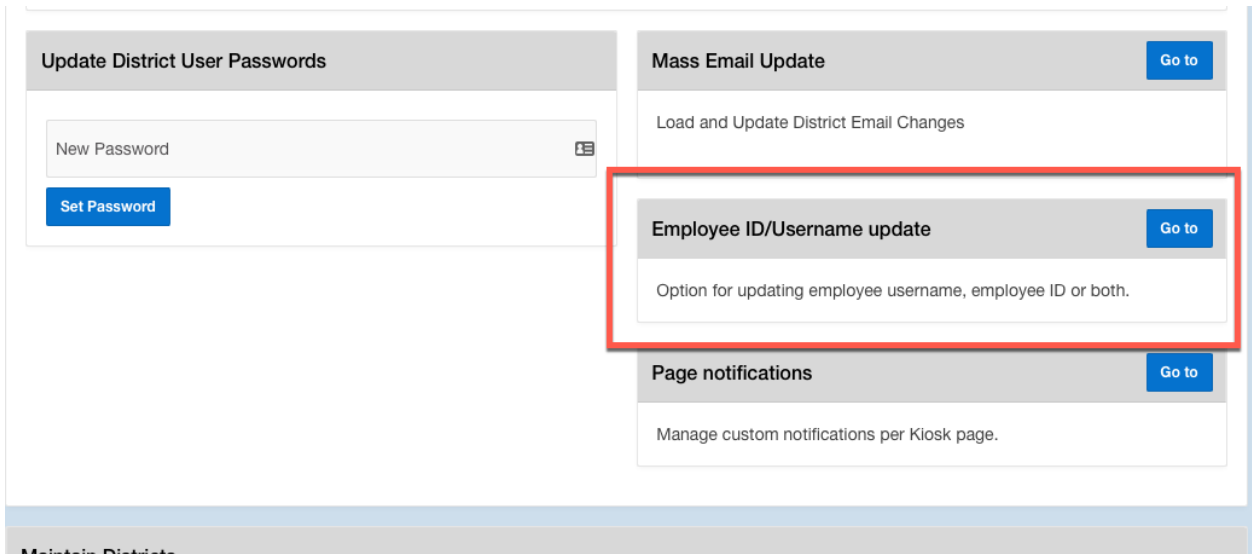


Figure 53: This screen shows the area within District Configuration for changing Employee ID or Email Addresses for Employee(s).

1. First step is search for employee to change.

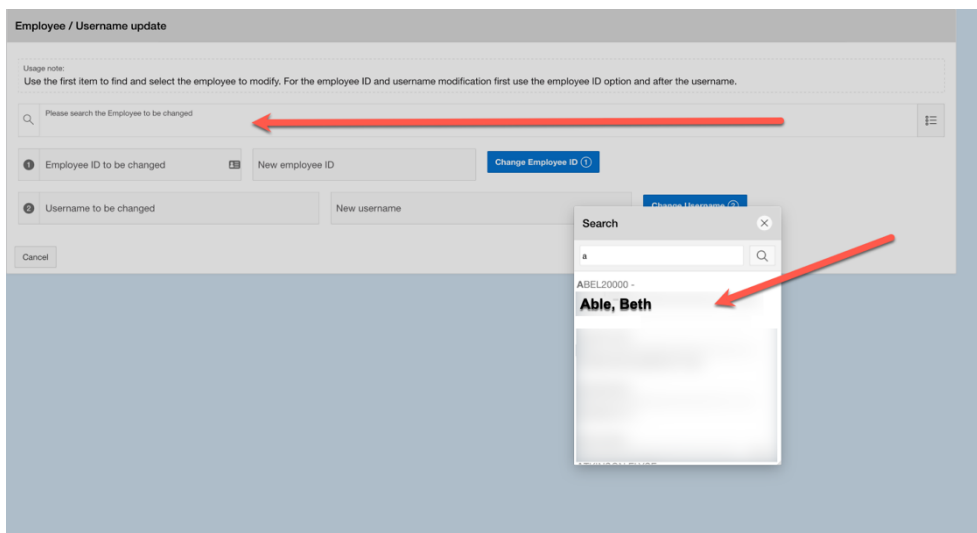


Figure 54: This screen shows the Employee/ Username update.

2. Select the employee to change. Change whatever needs changed and select the appropriate change button.

Employee / Username update

Usage note:
Use the first item to find and select the employee to modify. For the employee ID and username modification first use the employee ID option and after the username.

Please search the Employee to be changed
ABEL20000 - Beth Abel

Employee ID to be changed
ABEL20000 New employee ID **Smith12365** **Change Employee ID**

Username to be changed
Beth.Abel@mcoecn.org New username **Beth.Smith@mcoecn.org** **Change Username**

Cancel

Figure 55: This screen shows the Employee/ Username update.screen with employee to be changed.