## CONTACT CODE INSTRUCTIONS

Effective September 20, 2021, prior to submitting a hiring transaction to the Division of Personnel (DOP), Personnel Transaction Review (PTR) section to hire an applicant from a register, the contact codes must be entered into NEOGOV to reject all applicants. The selected applicant/applicants' name must be marked as "Offered."

**PLEASE NOTE** -The submission of hiring transactions that do not have coded registers in NEOGOV may result in a delay in processing of the transaction.

Viewing Referred Lists and Rejecting Applicants

- From the main page (Dashboard), you will find your list(s) under the "My Requisitions" section. Be sure to select "View All".

- Click anywhere on the row that shows your requisition, or the search option can be used to search by requisition number. Once you make your selection, the referred list will appear. Click "Candidates" at the top to view the referred list.

- At the top left of the page, you will find requisition details indicating the requisition number and the job title. Beneath that is the "Candidates" section that has a graphic indicating the total number of referred applicants. This graphic will change as the applicants are rejected.

- To the right of "Candidates" is a button that looks like a chat button and states, "There is 1 note." This is the referral note which contains pertinent information such as the hiring rule, job type, shift, location of the vacancy (from the job posting), and best practices for contacting the applicants.

- Beneath the graphic is the referred list. To view and print the application, click the applicant's name. When you click on the applicant's name to view the application, there are four options at the top right of the application page. "Next" allows you to go to the next applicant's application. "Actions" is a dropdown box that gives you the option to "Reject," "Move to Interview," "Move to Offered," "Move to Hire," or "Send Notices". Do not "MOVE TO HIRE," Use the "MOVE TO OFFERED OPTION". The DOP staff will change to "Hire" once all hire approvals have been made. You may also select "Print" to print the application. To return to the referred list, select "Cancel."

- At the top of the referred list, in the "Actions" dropdown, is the option to "Print Apps." This will allow you to "print the applications now," "create a PDF with the applications," or "create a PDF with the applications and all the attachments."

Applicants can be rejected from the main page of the referred list. Select the applicant or applicants by checking the box next to their name(s).  Click the "Actions" box and choose the appropriate action (reject, move to interview, move to offer, etc.).  You may select applicants with the same rejection code together.  Applicants with different rejection codes must be processed separately.  Click on the ⌕ icon in the "Inactivation Reason" box to show and select the appropriate rejection code. Once an applicant is rejected the graphic will change.  The graphic will break down and show the number of referred, rejected, offered, etc.  You can click the graphic to view a group of applicants that have been rejected or referred.

- If a list is referred and is not used by the agency, the applicants must be coded as "Not Contacted" and the corresponding requisition will need to be cancelled by the agency.  This coding process pertains to all transactions in which a register was requested, even if no one was selected from this register.

- Everyone on the referred list above the applicant's name being moved to "offered" must be coded accordingly. Everyone below the applicant's name being moved to "offered" may be marked as NC "not contacted".

At the top right are three options: Copy, Print, Cancel Req.  "Print" will generate a "Referred List Report" which opens in a new window and includes the requisition, notes, and the referred list.  Use "Control P" to print the report.  This is required backup documentation with all hires made from a register.  The entire report must be submitted with hiring transactions.

** All contact codes must be entered prior to printing the referred list report.**

A copy of the contact codes can be found on the DOP's website at:
https://personnel.wv.gov/SiteCollectionDocuments/ContactCodesNeogov.pdf

If you need assistance entering contact codes or printing referred lists, please contact Tracy Dennis or Kathy Hardway at 304-414-1854 or by email Tracy.L.Dennis@wv.gov or Kathy.S.Hardway@wv.gov.