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## Important! Recommended Settings for WJOS Request for Contact List

Recently I have noticed that while registration requests from employers are being processed promptly by staff, other requests (general information, name changes, help with Logon IDs and passwords, or help in changing company information) are often overlooked, sometimes for several days. Depending on the settings you have chosen for your Request for Contact list, you may not be aware that an employer is requesting your assistance.

The recommended settings for your Request for Contact list can be set by following these steps:

- Click on Request for Contact on the WJOS menu tree
- Change the Status field to Active
- Change the Type to All
- Make sure your Job Center is selected in the Job Center field
- Click on the Submit button. All you will see are an requests that haven't been processed, or perhaps nothing at all (if there are no requests to be processed).

Using the recommended settings outlined above will ensure that all types of requests from employers will appear on your Request for Contact list each time you visit the list.

**Please remember to check the Request for Contact list a minimum of 3 times per day.** The suggested times are shortly after the office opens in the morning, around noon, and again before the office closes for the day.

If you have any questions or problems, please contact Linda Williamson by email at [willili@dwd.state.wi.us](mailto:willili@dwd.state.wi.us) or by telephone at 608/264-8167.