

Client Training HQ

WOTC IVR Screening Instructions

WOTC stands for Work Opportunity Tax Credit, a federal program designed to encourage companies, through significant tax credits, to hire people with predetermined barriers to finding work. Candidates will be presented with a survey as part of the employer onboarding process.

Who should complete a WOTC Online Screening?

Any candidate going through the onboarding process should complete a WOTC questionnaire. Rehires can also apply if they are rehired within their first screening year.

The Phone Screening Process:

1. Provide the applicant with your company's Employer Code and Location Code* and have them call the screening hotline.
2. The applicant will answer the screening questions via phone.
3. If the applicant is not eligible:
 - a. The applicant is given a reference number.
4. If an applicant is potentially eligible:
 - a. The call is transferred to a live Client Service Representative for authentication.
 - b. Two signatures will be obtained via phone eSignature verification process.
 - c. The applicant will be given a reference number.

Who can I contact for additional questions?

Please reach out to the correct Support Team for your WOTC Service using one of the contact methods outlined below:



Support Team: Hours of operation - Monday - Friday 7 a.m - 5 p.m. CST
Contact Us: 855.844.3350 - wotcsupport@equifax.com

More Training Available!

Check out additional training resources available on our site, [Connections](#).

*If you do not know your Employer Code and/or Location Code, please contact your support team.

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.