



# Practice Pointer

## U.S. Department of Labor OFLC Help Desk Contact Information

By AILA's DOL Liaison Committee<sup>1</sup>

AILA's Department of Labor (DOL) Liaison Committee provides the following compilation of the DOL's Office of Foreign Labor Certification (OFLC) Help Desk contact information for the PERM, Temporary (LCA, H-2A, H-2B and D-1) and Prevailing Wage programs. Please note that the Help Desks are not affiliated with each other and need to be contacted independently. If an inquiry is sent to an incorrect Help Desk, it may not be forwarded to the correct Help Desk and the sender may not receive a response to the inquiry.

PERM	Description	E-mail Address	Phone Number
	<b>Atlanta National Processing Center – PERM Help Desk</b> Primary help desk email address for PERM question, including status inquiries or questions for submitted PERM applications.	<a href="mailto:plc.atlanta@dol.gov">plc.atlanta@dol.gov</a>	(404) 893-0101
	<b>Atlanta National Processing Center – Supervised Recruitment Help Desk</b> Help desk dedicated to addressing supervised recruitment	<a href="mailto:sr.processing@dol.gov">sr.processing@dol.gov</a>	(404) 893-0101
	<b>Permanent Online System – Technical Help Desk</b> Technical questions, troubleshooting, password resets related to the PERM Online System, CMS Upload system/technical issues, and to delete/withdraw a registration account	<a href="mailto:plc.help@dol.gov">plc.help@dol.gov</a>	None
	<b>Permanent Online Registration Questions or Issues</b> Responses to Requests for Information (RFI) on PERM Registrations and status requests regarding PERM Registrations	<a href="mailto:BE-RFI.Atlanta@dol.gov">BE-RFI.Atlanta@dol.gov</a>	None
TEMP	Description	Email Address	Phone Number
H-1B, H-1B1, E-3, H-2A, H-2B	<b>iCert Visa Portal System – Technical Help Desk</b> Technical questions, troubleshooting, password resets related to the iCert system	<a href="mailto:oflc.portal@dol.gov">oflc.portal@dol.gov</a>	None
H-1B, H-1B1, E-3	<b>Chicago National Processing Center – LCA Help Desk</b> The LCA help desk handles questions/notifications from employers concerning the H-1B, H-1B1 or E-3 programs or a specific application, including LCA Business Verifications.	<a href="mailto:LCA.Chicago@dol.gov">LCA.Chicago@dol.gov</a>	(312) 353-8100
H-2A, H-2B, D-1	<b>Chicago National Processing Center – H-2A, H-2B, D-1 Help Desk</b> Primary help desk email address for H-2A, H-2B and D-1 questions	<a href="mailto:TLC.Chicago@dol.gov">TLC.Chicago@dol.gov</a>	(312) 886-8000

<sup>1</sup> Special thanks to Bob White, AILA DOL Liaison Committee member.



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<b>H-2B</b>	<b>Chicago National Processing Center – Requests for Further Information (RFI)</b> The H-2B Request for Further Information help desk handles employer questions and/or correspondence related to H-2B RFIs	<a href="mailto:TLC.Chicago@dol.gov">TLC.Chicago@dol.gov</a>	(312) 886-8000
<b>Prevailing Wage</b>	<b>Description</b>	<b>E-mail Address</b>	<b>Phone Number</b>
	<b>National Prevailing Wage Center – Help Desk</b> Primary help desk email address for prevailing wage questions	<a href="mailto:FLC.PWD@dol.gov">FLC.PWD@dol.gov</a>	(202) 693-8200
	<b>iCERT Visa Portal System – Technical Help Desk</b> Technical questions, troubleshooting, password resets related to the iCERT system	<a href="mailto:oflc.portal@dol.gov">oflc.portal@dol.gov</a>	None
<b>Ombudsman Program</b>	<b>Description</b>	<b>E-mail Address</b>	<b>Phone Number</b>
<b>H-2A</b>	<b>H-2A Ombudsman Program</b> A direct, paperless submission of requests for assistance to the H-2A Ombudsman Program	<a href="mailto:H2A.Ombudsman@dol.gov">H2A.Ombudsman@dol.gov</a>	None
<b>H-2B</b>	<b>H-2B Ombudsman Program</b> A direct, paperless submission of requests for assistance to the H-2B Ombudsman Program	<a href="mailto:H2B.Ombudsman@dol.gov">H2B.Ombudsman@dol.gov</a>	None