

## OFFICE OF FOREIGN LABOR CERTIFICATION

Announcement of New *iCERT Visa Portal System*

**COMING APRIL 15, 2009**

### FOR EMPLOYERS

The iCERT System will allow you to:

- Prepare and submit applications anytime
- Save time preparing applications by pre-populating visa forms with your business/contact information
- Create and manage sub-account users (e.g., HR staff or in-house legal counsel) to prepare and submit applications on your behalf
- Track the status of applications across visa programs through a single account
- Submit requests to withdraw applications or authorize sub-account users to do so on your behalf
- Notify USDOL, at any time, when you become aware that applications for labor certification have been submitted without your authorization

### FOR ATTORNEYS/AGENTS

The iCERT System will allow you to:

- Prepare and submit applications anytime
- Save time preparing applications by pre-populating visa forms with firm/business information
- Create and manage your client listings for use in pre-populating USDOL forms
- Create and manage sub-account users (e.g., paralegals) to prepare and submit applications
- Track the status of applications across visa programs through a single account
- Submit requests to withdraw applications or authorize sub-account users to do so on your behalf.

### iCERT System Implementation Timelines - 2009

#### Account Registration & LCA Form 9035

- Apr 15** OFLC begins receiving **new** LCA form for processing through iCERT System
- May 14** OFLC continues receiving existing LCA form through LCA OnLine System
- May 15** OFLC disables filing of existing LCA form, but keeps LCA OnLine System up for case status checks/withdrawals only

#### PERM Form 9089

- Sept 1** OFLC begins receiving **new** PERM form for processing through iCERT System
- Sept 31** OFLC continues receiving existing PERM form through PERM OnLine System
- Oct 1** OFLC disables filing of existing PERM form, but keeps PERM System up for case status checks/withdrawals only

## CUSTOMER SUPPORT HELP DESK FACTSHEET

### Technical Assistance with the iCERT Visa Portal System

For computer-related issues such as access to the system, resetting user passwords, system delays or timeout errors, or other technical problems with the iCERT System, please contact the following e-mail address: [OFLC.Portal@dol.gov](mailto:OFLC.Portal@dol.gov).

For more urgent system issues, please contact the following individuals within the ETA Office of Performance and Technology (PROTECH):

Mr. John Beverly, Administrator  
PROTECH  
Phone: 202-693-3502  
Email: [beverly.john@dol.gov](mailto:beverly.john@dol.gov)

Mr. David Wilson, Chief  
Division of Application Development, PROTECH  
Phone: 202-693-3493  
Email: [wilson.david@dol.gov](mailto:wilson.david@dol.gov)

### LCA Visa Program Assistance

The Office of Foreign Labor Certification has implemented a dedicated Help Desk Unit at the Chicago National Processing Center (CNPC) to serve as a resource to those employers and or their representatives filing Labor Condition Applications (LCAs) with the Department of Labor.

Please submit your question by e-mail to [LCA.Chicago@dol.gov](mailto:LCA.Chicago@dol.gov). The subject line of your email should include the <iCERT LCA Case Number> and whether the inquiry is either a <General LCA Question>, <Case Status Inquiry>, or <LCA Account Question/Issue>.

The body of your e-mail should include the following information:

- LCA Case Number
- Contact information (i.e., return phone number or e-mail address) and, if applicable, relationship to the application (e.g., attorney/agent representing employer)
- Your specific question and/or additional information, as appropriate, such as employer name or specific filing issue(s)

The LCA Help Desk e-mail box will be monitored by the CNPC during the business hours of 8:30 AM to 5:00 PM Central Time Monday through Friday. Your e-mail inquiries will be handled as expeditiously as possible.