U.S. DEPARTMENT OF LABOR

iCERT VISA PORTAL SYSTEM
EXTERNAL USER GUIDE
OFFICE OF FOREIGN LABOR CERTIFICATION

VERSION 1.0
APRIL 2009

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1 INTRODUCTION

1.1 Purpose and Scope

The iCERT Visa Portal System (hereafter referred to as "iCERT Portal") was developed for the Department of Labor (DOL), Employment and Training Administration (ETA), Office of Foreign Labor Certification (OFLC) to provide employers and their representatives (i.e., attorneys/agents) a secure and reliable means to access case information across all of the supported visa type programs (PERM, H-1B, H-1B1, E-3, etc.). This guide describes how external users will register to create an account, log in to the system, and create user profiles for information reuse capabilities. It also provides instructions regarding how to use the various search and informational display functions supported by the iCERT Portal.

This guide only presents information concerning the specific functional components and features of the iCERT Portal itself. At the point where the applicable OFLC visa program application assumes processing control of the creation, maintenance, and management of the applicable visa type case, this document defers to the end-user documentation for that visa application for guidance.

This document provides information pertinent to the *initial deployment* of the iCERT Portal. It is acknowledged that as the iCERT Portal is used over time, its existing functionality will evolve and completely new features may be incorporated as required. This document will be updated concurrently as necessary to reflect both incremental and generational upgrades to the iCERT Portal.

1.2 Intended Audience

This user guide is intended primarily for employers and their authorized representatives (i.e., attorneys and agents) who submit and track the processing of applications under the applicable OFLC administered visa programs. It describes all of the fundamental tasks such users perform including: account registration, logging in, creating and managing associate accounts and profiles, and creating new ETA Form 9035Es.

All potential external and internal system users are identified in **Error! Reference source not found.** below, and their associated roles and responsibilities are provided as well.

Table 1. User Roles and Responsibilities	
User Type	**User Roles & Responsibilities**
▶ **External Users** ◀	
Employers	Employers are those users applying for temporary, non-immigrant foreign labor. These users will submit Forms ETA 9035E.
Attorneys/Agents	Attorneys and/or agents are those users representing the employers. These users will submit Forms ETA 9035E.
Employees/Interns/Paralegals	Employees, interns, and paralegals will use the system on behalf of their employer or attorney management. These users will submit Forms ETA 9035E.

2   SYSTEM OVERVIEW

2.1 System Benefits

The OFLC's iCERT Portal provides the following functional benefits:

- A single one-stop portal or "entry point" allowing employers to prepare, submit, and track applications for labor certification 24 hours a day and 7 days a week;

- A central repository for OFLC immigration related content, including FAQs, forms, news, alerts, and other information;

- A common search engine through which any visa application submitted through the iCERT Portal can be queried and its status reviewed;

- Reduces customer response time to required visa applications by pre-populating USDOL forms with business, contact, and even attorney/agent information;

- Create and manage sub-account users, such as your HR staff or in-house legal counsel, to prepare and submit visa applications on behalf of employers; and

- Submit requests to withdrawal visa applications for labor certification or authorize sub-account users to do so on behalf of employers.

2.2 System Architecture Summary

The following system development characteristics apply to the iCERT Portal website:

- ColdFusion version 8.0.1 is used as the development tool for the OFLC's entire suite of web-enabled applications, including the iCERT Portal. ColdFusion is an application server and software development framework used for the development of computer software in general, and dynamic websites in particular.

- Oracle Database version 9i is the relational database management system (RDBMS) being used for the redesign of the system backend that focused on centralizing the formerly separate system databases.

3   iCERT PORTAL LOGIN PAGE FUNCTIONS

3.1 Accessing the iCERT Portal Welcome Page

Users have two options for accessing the **iCERT Portal Welcome Page** (see Figure 1 on page 4):

- From the ETA Home Page (URL = TBD May be http://www.doleta.gov/), access the iCERT Portal by clicking the "iCERT Portal" link located in the "Foreign Labor Certification" section of the web site.

- For direct access to the iCERT Portal Welcome Page, enter "icert.doleta.gov" into the Address field of the browser, and press the Enter key (or click the Go button).

Figure 1. iCERT Portal Welcome Page

3.2 Access Your Legacy User Account

The section in the upper right corner of the **iCERT Portal Welcome Page** labeled **Access Your Legacy User Account** provides three links to the legacy OFLC website. The URL addresses to the three legacy OFLC systems are:

- PERM (www.plc.doleta.gov)

- LCA (www.lca.doleta.gov)

- H-2A (www.h2a.doleta.gov)

3.3 iCERT Case Status Check

The iCERT Case Status Check feature of the iCERT Portal allows any user who accesses the **Welcome Page** to search on, retrieve, and display the current status of any submitted OFLC visa program application currently being processed. The displayed results include the visa program, case number, current case status, and the date the current status was assigned.

Note: It is *not* necessary to log into the iCERT Portal, or even be a registered iCERT system user to use this feature.

To use the iCERT Case Status Check feature of the iCERT Portal, use the following procedure from the **Welcome Page**.

Figure 2. iCERT Case Status Check Section

1. Type a case number into the text-entry portion of the **iCERT Case Status Check** section (refer to Figure 2 above).

Note: Click on the **Case Numbers** link to display a help panel defining what an iCERT case number is, as well as its standard format characteristics.

2. If you wish to enter another case number, press the **Enter** key and type the next case number immediately below the previous one.

3. Repeat step 2 above as necessary to enter all of the case numbers on whose statuses you currently wish to search (up to 25 total entries).

Notes:

- If you enter a fifth case number, a scroll bar is automatically displayed allowing you to view all of the entries in the listing.

- You cannot search using wildcard operators; the case number must be exact, and its format (including the dash separators) must be correct.

- Do not attempt to enter comma-, semicolon-, or tab-delimited strings on which to search—the case numbers entries must be separated by hard returns (i.e., press the **Enter** key).

4. When you have completed entering all of the desired case numbers for the current status query, click the **Check Status** button at the bottom of the **iCERT Case Status Check** section.

If they exist in the database, the information associated with case numbers you entered are retrieved into the **FLC Case Search Results** panel (see Figure 3 below) displayed on the **iCERT Portal Welcome Page**. The displayed results include the visa program, case number, current case status, and the date the current status was assigned.

Figure 3. Sample FLC Case Search Results Panel

3.4 Search for FAQs

This feature requires the user to select a visa program, subject area/keyword, and date range, and then navigate to a search screen to retrieve an answer from the OFLC FAQ database. To use the visa frequently asked question (FAQ) search feature of the iCERT Portal, use the following procedure from the **Welcome Page**:

Note: It is *not* necessary to log into the iCERT Portal, or even be a registered iCERT system user to use this feature.

Figure 4. Search for FAQs Section

1. Scroll to the bottom of the **Welcome Page**, and select a visa type using the **Visa Classification** drop-down list (see Figure 5 below) in the **Search for FAQs** section (refer to Figure 4 above).

Figure 5. Visa Classification Drop-Down List

2.   If you wish to view a specific FAQ for the selected visa classification, choose that item from the **Subject Area** drop-down list, and then click the **Search FAQs** button at the bottom of the **Search for FAQs** section.

Note: The FAQ items displayed in the **Subject Area** drop-down list are context-sensitive depending on the visa classification you selected in step 1 above.

3.   If you wish to search FAQs by keyword for the selected visa classification, type the term into the **Keyword or phrase** text field, and then click the **Search FAQs** button at the bottom of the **Search for FAQs** section.

4.   If you wish to qualify your FAQ search by a specific date range, provide date values in the **Date(s) Posted** from/to fields (valid format is "mm/dd/yyyy"), and then click the **Search FAQs** button at the bottom of the **Search for FAQs** section.

5.   Regardless of how you have defined the parameters of the FAQs search, click the **Search FAQs** button to initiate the query.

The text of any FAQ responses meeting the search parameters you defined are retrieved into the **FLC FAQ Search Result** panel (see Figure 6 below) displayed on the **iCERT Portal Welcome Page**. The displayed results include both the specific FAQ item, as well as the narrative response.

Figure 6. Sample FLC FAQ Search Result Panel

3.5   Search for Prevailing Wages

This feature requires external users to enter a state/district/territory, data series and source, area based on, occupation/keyword, and then search to retrieve the prevailing wages for a particular occupation. The displayed results for a prevailing wage search include OES/SOC[1] Title and Code, Area Code and Title,

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[1] Occupational Employment Statistics/Standard Occupation Classification

Wage Levels 1 through 4, GeoLevel, and narrative occupation descriptions (with education and training codes, if applicable).

Note: It is *not* necessary to log into the iCERT Portal, or even be a registered iCERT system user to use this feature.

To use the prevailing wage search feature of the iCERT Portal, use the following procedure from the **Welcome Page**:

Figure 7. Search for Prevailing Wages Section

1. Scroll to the bottom of the **Welcome Page**, and select a state or territory using the first drop-down list in the **Search for Prevailing Wages** section (refer to Figure 7 above).

2. Select a predefined times series (i.e., July 1 [current year] to June 30 [next year] date range) using the second drop-down list in the **Search for Prevailing Wages** section.

3. Use the first set of two radio buttons to define the data collection type for the prevailing wage search (**All Industries** is the default).

Note: The radio button option labeled **ACWIA Higher Ed.** refers to the American Competitiveness and Workforce Improvement Act and the special OES information source known as the ACWIA Higher Education Industry database which contains only data collected from these types of institutions.

4. Use the second set of two radio buttons to choose the area type basis for the prevailing wage search (County/Township is the default).

Note: The radio button option labeled **BLS Areas** refers to the Bureau of Labor Statistics (BLS) and the restructuring of the probability sample of labor markets for its area wage survey program to reflect changes in the number and geographic boundaries of the nation's metropolitan statistical areas (MSAs). The BLS currently compiles data comparing wages in 77 MSAs.

5. Select an area for the prevailing wage search using the third drop-down list in the **Search for Prevailing Wages** section.

Note: The content listed is context-sensitive based on the radio button option selected for **Choose an area based on**.

6. Select a specific occupation for the prevailing wage search using the fourth drop-down list in the **Search for Prevailing Wages** section.

Note: If the occupation on which you wish to search is not listed in the drop-down list, type a keyword into the only text entry field provided near the bottom of the **Search for Prevailing Wages** section to identify the occupation type or category.

7. When you have defined the parameters of the prevailing wage search as desired, click the **Search Prevailing Wage** button.

    Any occupation(s) meeting the defined search parameters are retrieved into the **Prevailing Wage Search Result** panel (see Figure 8 below) displayed on the **iCERT Portal Welcome Page**.

Prevailing Wage Search Result

OES/SOC Title:	Accountants and Auditors
OES/SOC Code:	13-2011
State:	CALIFORNIA
Time Series:	6/2006 – 7/2007
Area Code:	41884
Area Title:	SAN FRANCISCO-SAN MATEO-REDWOOD CITY, CA MET
BLS or Counties / Township:	County or Township
Level 1 Wage:	year $44,554 hour $21.42
Level 2 Wage:	year $55,557 hour $26.71
Level 3 Wage:	year $66,581 hour $32.01
Level 4 Wage:	year $77,584 hour $37.30
GeoLevel:	1 (...explained)

Figure 8. Sample Prevailing Wage Search Result Panel (Partial)

3.6 System Alerts/Performance Information/Downloadable Forms

Note: It is *not* necessary to log into the iCERT Portal, or even be a registered iCERT system user to use this feature.

3.6.1 System Alerts Tab

The **System Alerts** tab feature is a fully-embedded, tabbed section that displays the five most recent system alerts pertinent to the iCERT visa application online systems as expandable/collapsible hyperlinks. This feature may also include links to important immigration related sites as well. To expand the alert text to view and read the text of the alert message, click on the link. To collapse the alert message, click on the alert hyperlink when it is expanded. The default iCERT system welcome message is displayed in Figure 9 below.

Figure 9. System Alerts Tab

3.6.2 Performance Information Tab

The **Performance Information** tab feature (see Figure 10 below) is a fully-embedded, tabbed section that displays a table displaying the most recent processing times in the PERM system and links to downloadable PDF files of the most recent OFLC quarterly and annual performance reports. The PERM application processing times are listed by the pertinent queue type and priority dates (month/year) per queue type. At the bottom of this tab section, means are provided to download the Adobe Reader software and access a web page concerning Adobe online conversion tools.

Figure 10. Performance Information Tab

3.6.3   Downloadable Forms Tab

The **Downloadable Forms** tab feature (see Figure 11 below) is a fully-embedded, tabbed section that displays a table of the official forms and instructions approved by the OMB. It provides links to the downloadable PDF files for the different ETA forms by OFLC visa program. It also provides links to online and PDF file instructions for each of the ETA form types. At the bottom of this tab section, means are provided to download the Adobe Reader software and access a web page concerning Adobe online conversion tools.
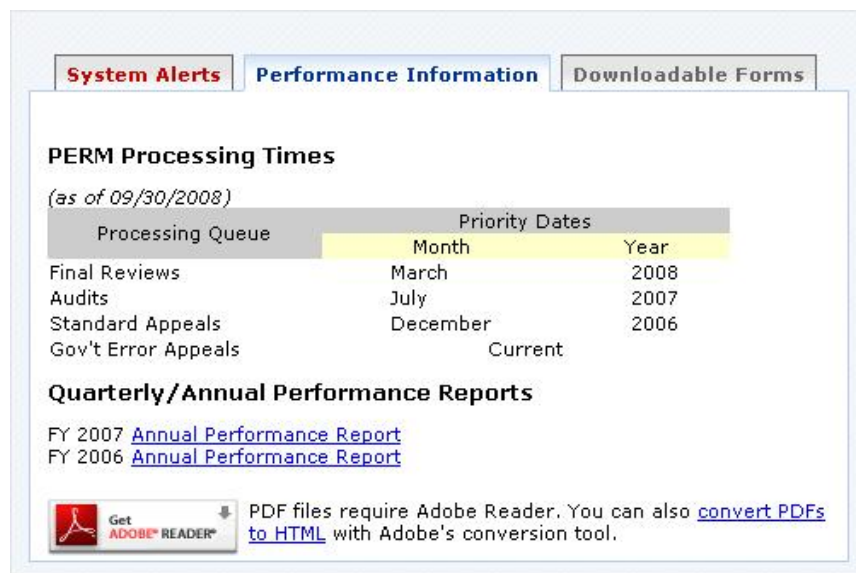

Figure 11. Downloadable Forms Tab

4   ACCOUNT MANAGEMENT

4.1 Creating an Account

To begin using the iCERT single sign-on Portal and the OFLC visa program applications for which it supports, users must first create an account (i.e., registration). The three types of iCERT user account are identified and described in Table 2 below.

Table 2. iCERT Account Types		
Account Type	**Account Rank**	**Description**
Employer	Master Account	The Employer account consists of basic business and personal identification and contact information for the company/business actually sponsoring OFLC visa program applications in an attempt to hire foreign workers for their firm.
		For normal administrative purposes, usually there would only be one Employer account per business firm, even though the system itself does not place any restriction on the number of accounts a given business may create.
		Note: Multiple accounts might actually be preferable for larger companies with several divisions having different business missions.
Attorney/Agent	Master Account	The Attorney/Agent account consists of basic business and personal identification and contact information for the attorney or agent retained or hired to represent an employee in its interests applicable to OFLC visa program application cases.
Associate	Sub-Account	An Associate account can be created by any user with a registered iCERT Employer or Attorney/Agent master account. An Associate account is also known as a sub-account (i.e., "subordinate") in that the user with the master account actually defines the specific system permissions and privileges when the associate account is created. (Refer to subsection 4.5 beginning on page 26 for a listing of the user-defined Associate account permissions.)
		Employer and Attorney/Agent users may designate a human resources representative, executive secretary, senior administrative assistant, or others to act as an aide in tasks involving creating and tracking OFLC visa program applications.

To register for an iCERT account via the Portal, use the procedure outlined in subsections 4.1.1 through 4.1.3 below.

4.1.1 Common Steps

1. Click the **Create an account** link in the **iCERT Portal Login** section of the **Welcome Page** (see Figure 12 below).

Figure 12. iCERT Portal Login Section

The **Rules of Behavior** page is displayed (see Figure 13 below).

Figure 13. Rules of Behavior Page

2. Use the scroll bar provided to read the text in its entirety, and then click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

    The **Create Account Type** page is displayed (see Figure 14 below).

Figure 14. Create Account Type Page

3. Click the **Setup Employer Account** or **Setup Attorney/Agent Account** button as applicable.

    The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type selected.

Notes:

- The **Account Information** page consists of a three-section form for an Employer account, and a two-section form for an Attorney/Agent.

- Regardless of the account type, all required fields on the **Account Information** page are marked with an asterisk (∗).

4.1.2 Setting Up an Employer Account

Your Login Information

Select visa programs:	*	☑ LCA ☐ PERM ☐ H2A ☐ H2B	Please select the visa programs you would like this subaccount to manage.
Last (family) name:	*		Enter your last (family) name. If you have only one name, enter the name in this field and enter "FNU" (first name unknown) in the first name field.
First (given) name:	*		Enter your first (given) name. If you have only one name, enter the name in the last name field and enter "FNU" (first name unknown) in this field.
Full middle name(s):			Enter your full middle name. If you do not have a middle name, enter "N/A".

Figure 15. Your Login Information Tab – First Four Fields

1. At the top of the **Your Login Information** tab section (refer to Figure 15 above), toggle on any of the four checkbox options to indicate the visa programs this account will manage (multiple *can* be selected, but at least one *must* be chosen).

2. Use the three text fields provided to enter your full name (last, first, and middle names).

Phone number:	*	☐ ☐ ☐ Ext. ☐	
Fax number:		☐ ☐ ☐	
Account Email:	*		Your email address will be your user name and will also be used to send you your password if you forget it.
Confirm Email:	*		

Figure 16. Your Login Information Tab – Contact Information

3. In the middle portion of the **Your Login Information** tab section (refer to Figure 16 above), use the nine text fields to enter all pertinent personal contact information (only **Fax number** is not required).

Note: The email address you provide (and confirm) will serve as your account username. The system will also send a temporary password to this address should you forget your current one.

| Secret question: | * | Please select a question ▼ |
| Secret answer: | * | |

Figure 17. Your Login Information Section – Secret Q & A
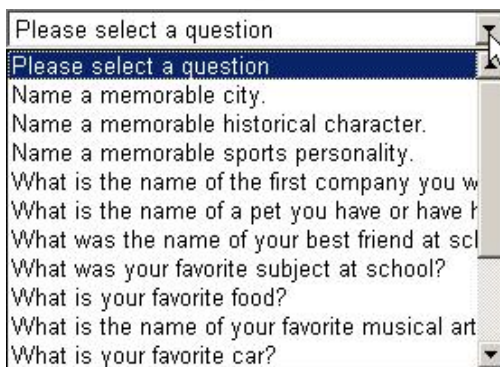
Figure 18. Scrollable Secret Question Drop-Down List

4. At the bottom of the **Your Login Information** tab section, select a **Secret question** from the scrollable drop-down list, and then type its correct response into the **Secret answer** text field (refer to Figure 17 and Figure 18 above, respectively).

Note: The secret question/answer combination is used for authentication purposes when recovering forgotten login parameters for your account.

Figure 19. Your Company Information Tab – Business Profile Fields

5. Click the **Your Company Information** tab, and use the first three text fields to enter the information that specifically identifies your business (Employer Identification Number [**EIN**], **Business Name**, and **Business** Doing-Business-As [**DBA**]). (Refer to Figure 19 above.)

Note: The EIN is a unique nine-digit number assigned by the Internal Revenue Service (IRS) to business entities operating in the United States for the purposes of identification. The EIN is formatted as ##-#######.

Figure 20. Your Company Information Section – Contact Information

6. In the middle portion of the **Your Company Information** section, use the 10 text fields and two drop-down lists to enter all pertinent company contact information (only the **Address 2** and **Province** fields are *not* required). (Refer to Figure 20 above.)

Figure 21. NAICS Code Field and Search Link

7. At the bottom of the **Your Company Information** section (refer to Figure 21 above), enter the four- to six-digit **NAICS code** that best classifies your business (a search link for finding North American Industry Classification System (NAICS) codes is provided).

Notes:

- The NAICS is the standard used by Federal statistical agencies in classifying business establishments for the purpose of collecting, analyzing, and publishing statistical data related to the U.S. business economy.

- The NAICS numbering system is based on a six-digit code. The first two digits designate the largest business sector, the third digit designates the sub-sector, the fourth digit designates the industry group, and the fifth digit designates particular industries. The last digit designates national industries applicable to Canada, Mexico, and the United States.

- To use the NAICS Search feature, just click the **Search NAICS Code** link beneath the **NAICS Code** text field to display the **Search NAICS Code** panel (see Figure 22 below) and follow the instructions.

Figure 22. Search NAICS Code Panel (Partial)

Figure 23. Point of Contact Information Tab (Detail)

8. In the **Point of Contact Information** section, toggle on the checkbox option at the top of the frame (refer to Figure 23 above) to automatically populate **Address 1**, **Address 2**, **State**, **Zip/Postal Code**, and **Phone number** into the applicable text fields in the **Point of Contact Information** tab section with those from the **Your Company Information** section; otherwise, provide the identifying and contact information for the applicable company contact.

9. When you have completed entering the registration information for the applicable account type, click the **Add** button.

    The **Registration Confirmation** page is displayed (see Figure 24 below).

Registration Confirmation Page

Thank you for registering a new account on the iCERT Portal System. An email with a temporary password has been sent to the address that you entered as your system username. Upon your first login to the iCERT Portal, you will be asked to change your password. At that time, you can also modify your account information if you need to.

If you have login problems or questions about this site, please send an email to portal.flc@dol.gov

Return to Portal

Figure 24. Registration Confirmation Page

10. Click the **Return to Portal** button in the lower right corner of the **Registration Confirmation** page.

    The **Welcome Page** is redisplayed.

11. In the **iCERT Portal Login** section of the **Welcome Page**, enter your username and the system-assigned temporary password from the email you were sent, and then click the **Log In** button.

    The **Change Password** page is displayed (see Figure 25 below).

Change Password

Existing Password:	*	
New Password:	*	
Confirm Password:	*	

Cancel   Submit

Figure 25. Change Password Page

Note: When you log in for the first time, the system forces you to change your system-assigned password to one you define yourself.

12. In the **Existing Password** text field, type the system-assigned temporary password.

13. In the **New Password** text field, type in a password you wish to use for access into the iCERT Portal system.

Note: You must provide a "strong" password of 8 to 15 characters, including at least one alpha character, one numeric character, and one special character.

14. In the **Confirm Password** text field, type in the same password you just entered into the **New Password** field, and then click the **Submit** button.

    The **Change Password Confirmation** page is displayed informing you that your password has been changed successfully.

15. Click the **Return to Portal** button to redisplay the **Welcome Page**.

Note: Use the password you just defined the next time you attempt to log into the iCERT Portal. The password is case sensitive.

4.1.3 Setting Up an Attorney/Agent Account

The **Login Information** section is exactly the same as for an Employer account, and there is no point of contact information to enter. The **Your Company Information** section (see Figure 26 below) is similar to that for an Employer account, but instead of **EIN**, **Business name**, **Business DBA**, and **NAICS code**—Attorney users enter the following information:

1. Enter the name of your law firm or business in the first text field provided.

2. Enter the FEIN of your law firm or business in the second text field provided.

3. Enter your state bar number in the third text field provided.

4. Use the drop-down list to select the state of the highest court where the attorney is in good standing is located.

5. Type the name of the highest court where the attorney is in good standing.

Figure 26. Create Attorney Account – Your Company Information (Partial)

4.2 Logging In

Once you have registered and created an iCERT user account, to log into the iCERT Portal, use the following procedure from the **iCERT Portal Login** section of the **Welcome Page** (see Figure 27 below).

Figure 27. iCERT Portal Login Section

1. Type your registered system username into the **Username** field.

2. Type your account password into the **Password** field.

Note: For security reasons, character masks are displayed as the password is typed (see Figure 28 below).

Figure 28. Password Masking

3. Click the **Log In** button, and the **Message for Users** page is displayed (see Figure 29 below).

Figure 29. Message for Users

Note: Clicking the **Decline** button on the **Message for Users** page cancels the login process.

4. Click the **Accept** button at the bottom of the **Message for Users** page to complete the login process and display the **iCERT Portal Home Page** (see Figure 30 below).

Figure 30. iCERT Portal Home Page (Partial)

Notes:

- The system only allows one login session per user account.

- The system automatically deactivates a user's account after three consecutive unsuccessful login attempts.

- A user is allowed to reactivate their account by entering a temporary system-generated password sent to the email address provided during registration.

- After 15 minutes of system inactivity during any interactive session, the system automatically logs you out, redisplays the **iCERT Portal Welcome Page**, and displays the following message just above the **iCERT Portal Login** section (see Figure 31 below).
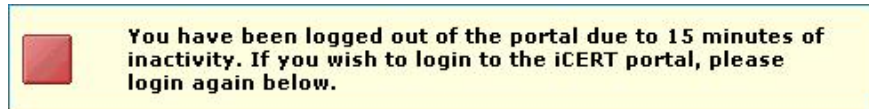
Figure 31. Inactivity/Auto-Logout Message

4.3 Retrieving Forgotten Login Parameters

The system allows users to retrieve their username and password by entering the email address associated with the account, and then performing a multi-step validation process to obtain a temporary password.

To retrieve forgotten login parameters, use the following procedure:

1. Click the **Forgot username or password?** link in the **iCERT Portal Login** section (see Figure 32 below).

Figure 32. iCERT Portal Login Frame – Recover Login Parameters

2. Enter the email address associated with the account.

Note: The system informs the user who is requesting a forgotten password if the email address entered is not registered with the OFLC.

3. Answer the **Secret Question** selected during the registration process.

Note: As a security precaution, the system does not inform a returning user who has forgotten their password which **Secret Question** was selected, or if they choose the wrong one, which one was wrong.

4. Type the displayed CAPTCHA letter/number combination into the text field provided.

Note: The system incorporates a CAPTCHA process (Completely Automated Public Turing test to tell Computers and Humans Apart) to stop any automated toolsets or robot programs (i.e., "bots") from being used to guess a password. Typically this involves the display of a randomly generated graphic which includes numbers or letters.

5. The system prompts for personal details from the registration information such as the registered zip code, phone number, or FEIN. Respond as is appropriate to the prompts.

6. The system shall allow the user to retrieve a temporary password by entering their username.

Notes:

- The system deactivates the user's current password, and emails a temporary password to the registered email address.

- The system allows the user to access their account with the temporary password.

- The system requires the user to create a new password after they log in the first time using the temporary password.

4.4 Updating an Account

To update an existing iCERT account via the Portal, use the following procedure:

1. On the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab (see Figure 33 below).

Figure 33. Portal Home Tab – Portfolio Summary Page (Partial)

3. Click the **My Account & Profiles** tab (see Figure 34 below).

Figure 34. Portal Home Tab – Portfolio Summary Page (Detail)

The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type being updated.

Notes:

- The **Account Information** page consists of a three-section form for an Employer account, and a two-section form for an Attorney/Agent (the latter account type has no **Point of Contact Information** section).

- The **Login Information** section is exactly the same for both Employer and Attorney/Agent accounts.

- Regardless of the account type, all required fields on the **Account Information** page are marked with an asterisk (∗).

- The **Your Company Information** section is similar between Employer and Attorney/Agent accounts, but instead of **EIN**, **Business name**, **Business DBA**, and **NAICS code**—Attorney users enter the following information:

  - Enter the name of your law firm and your state bar number in the first two text fields provided.

  - Use the drop-down list to select the state in which the highest court where the attorney is in good standing is located.

  - Type the name of the highest court where the attorney is in good standing.

4. At the top of the **Your Login Information** section, toggle on (or off) any of the four checkbox options to indicate the visa programs this account will manage (multiple options *can* be selected, but at least one *must* be chosen).

5. Modify the identification, contact, and security information on the **Account Information** page as desired.

Note: In update mode, the **Account Email** field is grayed-out and cannot be modified because this element is used as the username associated with your account (refer to Figure 35 and Figure 36 below).

Figure 35. Protected Account Email Field – Employer Account

Figure 36. Protected Account Email Field – Attorney/Agent Account

6. When you have completed making all modifications to the information for the applicable account type, click the **Update** button to save your changes to the database.

4.5 Creating an Associate Account

An Associate account can be created by any user with a registered Employer or Attorney/Agent *master* account. An Associate account is also known as a *sub-account* (i.e., "subordinate") in that the user with the master account actually defines the specific system permissions and privileges when the associate account is created. Employer and attorney/agent users may designate a human resources representative, executive secretary, senior administrative assistant, or others to act as an aide in tasks involving creating and tracking OFLC visa program applications.

The Associate account permissions to be defined by master account users include the following (IMPORTANT NOTE: some functions may not be available through the iCERT Portal at this time):

- Allow Associate to manage their account/profile

- Allow Associate to create profiles

- Allow Associate to manage profiles

- Allow Associate to manage my profiles

- Let me see when Associate modifies profiles

- Allow associate to delete profiles

- Let me see when Associate deletes profiles

- Allow Associate to create cases

- Allow Associate to create Prevailing Wage Requests

- Allow Associate to manage Prevailing Wage Requests

- Allow Associate to withdraw my cases

- Let me see when Associate withdraws my cases

- Allow Associate to withdraw cases

- Allow Associate to view my cases

- Allow Associate to manage my cases

- Let me see when Associate updates my cases

To create an associate account (i.e., Sub-Account) via the Portal, use the following procedure:

1. On the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

   The **Portfolio Summary** page is displayed on the **Portal Home** tab (see Figure 37 below).

Figure 37. Portal Home Tab – Portfolio Summary Page (Partial)

3. Click the **My Account & Profiles** tab (see Figure 38 below).

Figure 38. My Account & Profiles Tab (Detail)

The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type.

4. Click the **My Associate Accounts** option on the menu bar (see Figure 39 below).

Figure 39. My Associate Accounts Menu Bar Option (Detail)

The **My Associate Accounts** page is displayed (see Figure 40 below).

Figure 40. My Associate Accounts Page

5.   Click the **Add New Associate** button.

The **Associate Account Information** page is displayed (see Figure 37 below).

Figure 41. Associate Account Information Page

Note: All required fields on the **Associate Account Information** page are marked with an asterisk (∗).

6.   At the top of the data entry form, toggle on any of the four checkbox options to indicate the visa programs this sub-account will manage (multiple *can* be selected, but at least one *must* be chosen).

7.   Use the **Associate Type** drop-down list to select the specific type (i.e., position or title) of sub-account account being created (see Figure 42 below).

Figure 42. Associate Account Type Drop-Down List

8.   Use the three text fields provided to enter the full name of the person for whom the Associate account is being created (last, first, and middle names).

9.   In the **Department** text field, type the company department, division, section, or office in which the person for whom the sub-account is being created works.

10. In the middle portion of the data entry form, use the nine text fields to enter all pertinent personal contact information (only the **Fax number** field is *not* required) for the person for whom the sub-account is being created.

Note: The email address you provide (and confirm) will serve as the username for the person for whom the sub-account is being created. The system will also send a temporary password to this address should a user forget their current one.

11. At the bottom of the data entry form, select a **Secret question** from the scrollable drop-down list, and then type its correct response into the **Secret answer** text field (refer to Figure 43 and Figure 44 below).

Figure 43. Your Login Information Section – Secret Q & A
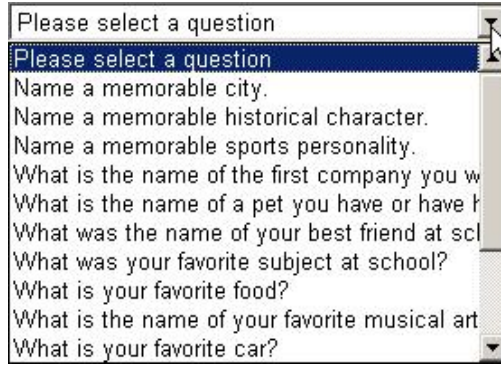
Figure 44. Scrollable Secret Question Drop-Down List

12. Click the **Associate Permissions** tab (see Figure 45 on page 33), and toggle on (or off) any of the checkbox options to define the account usage permissions of the Associate account being created.

Associate Account
* Denotes required fields

| Associate Information | Associate Permissions |

Create and Manage Associate Accounts

☑ Allow Associate to manage their own account/profile

☑ Allow Associate to create profiles

☑ Allow Associate to manage profiles

☑ Allow Associate to manage my profiles

☑ Let me see when Associate modifies profiles

☑ Allow associate to delete profiles

☑ Let me see when Associate deletes profiles

☑ Allow Associate to create cases

☑ Allow Associate to create Prevailing Wage Requests

☑ Allow Associate to manage Prevailing Wage Requests

☐ Allow Associate to withdraw my cases

☑ Let me see when Associate withdraws my cases

☑ Allow Associate to withdraw cases

☑ Allow Associate to view my cases

☑ Allow Associate to manage my cases

☑ Let me see when Associate updates my cases

Figure 45. Associate Permissions Tab

13. When you have completed entering the information and defining the user permissions for the applicable sub-account, click the **Add** button at the bottom right corner of the data entry form.

   The system redisplays the **My Associate Accounts** page (refer to Figure 40 on page 29) with the sub-account you just added shown at the top of the listing.

4.6 Updating an Associate Account

To update an associate account (i.e., Sub-Account) via the Portal, use the following procedure:

1. On the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

   The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab.

   The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type.

4. Click the **My Associate Accounts** option on the menu bar.

   The **My Associate Accounts** page is displayed (see Figure 46 below).

Figure 46. My Associate Accounts page

5. In the **Select** column, toggle on the checkbox option of the associate account you wish to modify (see Figure 47 below).

Figure 47. Select Column Checkbox (Detail)

6. Click the **Edit** button.

    The **Associate Account Information** page is displayed.

Note: All required fields on the **Associate Account Information** page are marked with an asterisk (*).

7. At the top of the data entry form (see Figure 41 on page 30), toggle on any of the four checkbox options to indicate the visa programs this sub-account will manage (multiple *can* be selected, but at least one *must* be chosen).

8. Use the **Associate Type** drop-down list (see Figure 42 on page 31) to redefine the specific type of sub-account account being created.

9. Use the remaining 11 editable text fields provided to modify the full name of the person for whom the Associate account is being updated (last, first, and middle names), as well as their pertinent contact information.

10. Click the **Associate Permissions** tab, and toggle on (or off) any of the checkbox options to redefine the account usage permissions of the Associate account being updated (refer to Figure 45 on page 33).

11. When you have completed entering the information and defining the user permissions for the applicable sub-account, click the **Update** button at the bottom right corner of the data entry form.

    The system redisplays the **My Associate Accounts** page with the sub-account you just added shown at the top of the listing.

4.7 Deleting an Associate Account

To delete an associate account (i.e., Sub-Account) via the Portal, use the following procedure:

1. On the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab.

The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type.

4. Click the **My Associate Accounts** option on the menu bar.

    The **My Associate Accounts** page is displayed.

5. In the **Select** column, toggle on the checkbox option of the associate account you wish to delete.

Note: Multiple accounts can be selected for deletion.

6. Click the **Delete** button.

    The Associate account selected will be deleted from the listing on the **My Associate Accounts** page.

Note: There is no confirmation prompt for the deletion, and there is no Undo function to reverse it and retrieve the Associate account(s) from the database.

5 PROFILE MANAGEMENT

5.1 Creating a Profile

A profile should *not* be confused with an iCERT user account: it does not in any manner create or confer login privileges to the iCERT Portal, or the authority to view case information online. Profiles for the two primary iCERT account types may be best described as follows:

- A profile for an Attorney/Agent account is a user-defined data set consisting of basic identification and contact information for any company the attorney or agent represents as a client in its interests applicable to OFLC visa application cases.

- A profile for an Employer account is a user-defined data set consisting of basic identification and contact information for any attorney and/or agent an employer has retained to represent the company's interests in OFLC visa application cases.

Profile information can then be dynamically associated with a case to pre-populate specific fields on certain screens with the pertinent employer information, thereby reducing data entry time and providing better data tracking.

5.1.1 Creating an Attorney/Agent Account Profile

A profile for an Attorney/Agent account is a user-defined data set consisting of basic identification and contact information for any company the attorney or agent represents as a client in its interests applicable to OFLC visa application cases. To create a profile for an employer client under an Attorney/Agent account using the iCERT Portal, use the following procedure:

1. In the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security on the **Message for Users** page.

   The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab (see Figure 48 below).

Figure 48. My Account & Profiles Tab (Detail)

The **Account Information** page for an Attorney/Agent account is displayed.

4. Click the **My Employer Profiles** option on the menu bar (see Figure 49 below).

Figure 49. My Employer Profiles Menu Bar Option (Detail)

The **My Employer Profiles** page is displayed (see Figure 50 below).

Figure 50. My Employer Profiles Page

5. Click the **Add New Employer** button.

The **Employer Profile Information** page is displayed (see Figure 51 below).

Figure 51. Employer Profile Information Page

Note: All required fields on the **Employer Profile Information** page are marked with an asterisk (*).

6. At the top of the data entry form, use the first three text fields to enter the information that specifically identifies the business **EIN**, **Business Name**, and **Business DBA**.

Note: The EIN is a unique nine-digit number assigned by the Internal Revenue Service (IRS) to business entities operating in the United States for the purposes of identification. The EIN is formatted as ##-#######.

7. In the bottom portion of the data entry form, use the 10 text fields and two drop-down lists to enter all pertinent company contact information (only the **Address 2** and **Province** fields are *not* required) for the employer profile.

8. When you have completed entering the information for the applicable employer profile, click the **Add** button at the bottom right corner of the data entry form.

The system redisplays the **My Employer Profiles** page with the profile you just added shown in the listing.

5.1.2 Creating an Employer Account Profile

A profile for an Employer account is a user-defined data set consisting of basic identification and contact information for any attorney and/or agent an employer has retained to represent the company's interests in OFLC visa application cases. To create a profile for an attorney or agent representative under an Employer account using the iCERT Portal, use the following procedure:

1. In the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security on the **Message for Users** page.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab (see Figure 52 below).

Figure 52. My Account & Profiles Tab (Detail)

The **Account Information** page for an Employer account is displayed.

4. Click the **My Attorney Profiles** option on the menu bar (see Figure 53 below).

Figure 53. My Attorney Profiles Menu Bar Option (Detail)

The **My Attorney/Agent Profiles** page is displayed (see Figure 54 below).

Figure 54. My Attorney/Agent Profiles Page

5. Click the **Add New Attorney** button.

    The **Attorney/Agent Profile Information** page is displayed (see Figure 55 below).

Figure 55. Attorney/Agent Profile Information Page (Partial)

Note: All required fields on the **Attorney/Agent Profile Information** page are marked with an asterisk (*).

6. At the top of the data entry form, enter the name of the law firm or business.

7. Enter the FEIN of your law firm or business.

8. Enter the state bar number in the third text field provided.

9. Use the drop-down list to select the state of the highest court where the attorney is in good standing is located.

10. Type the name of the highest court where the attorney is in good standing.

11. Provide the last and first name of the attorney/agent in the next two text fields.

12. Use the 10 text fields and two drop-down lists to enter all pertinent contact information (the **Address 2** and **Province** fields are *not* required) for the attorney/agent profile.

13. When you have completed entering the information for the applicable attorney/agent profile, click the **Add** button at the bottom right corner of the data entry form.

    The system redisplays the **My Attorney Profiles** page with the profile you just added shown in the listing.

5.2 Updating a Profile

The step-by-step procedures for editing an Attorney/Agent account profile and an Employer account profile are as described in subsections 5.2.1 and 5.2.2, respectively.

5.2.1 Updating an Attorney/Agent Account Profile

To edit a profile for an employer under an Attorney/Agent account using the iCERT Portal, use the following procedure:

1. In the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security on the **Message for Users** page.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab (see Figure 56 below).

Figure 56. My Account & Profiles Tab (Detail)

The **Account Information** page for an Attorney/Agent account is displayed.

4. Click the **My Employer Profiles** option on the menu bar (see Figure 56 below).

Figure 57. My Employer Profiles Menu Bar Option (Detail)

The **My Employer Profiles** page is displayed (see Figure 58 below).

Figure 58. My Employer Profiles Page

5.   In the **Select** column, toggle on the checkbox associated with the row of the profile you wish to update, and then click the **Edit** button.

The **Edit Employer Profile** page is displayed (see Figure 59 below).

Figure 59. Edit Employer Profile (Partial)

Note: All required fields on the **Edit Employer Profile** page are marked with an asterisk (∗).

6. Use the 16 text fields and two drop-down lists as necessary to update the profile information as desired.

7. When you have completed entering the information for the applicable employer profile, click the **Update** button at the bottom right corner of the data entry form.

    The system saves your profile information changes to the database and redisplays the **My Employer Profiles** page.

5.2.2 Updating an Employer Account Profile

To edit a profile for an attorney or agent representative under an Employer account using the iCERT Portal, use the following procedure:

1. In the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security on the **Message for Users** page.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab (see Figure 60 below).

Figure 60. My Account & Profiles Tab (Detail)

The **Account Information** page for an Employer account is displayed.

4. Click the **My Attorney Profiles** option on the menu bar (see Figure 61 below).

Figure 61. My Attorney Profiles Menu Bar Option (Detail)

The **My Attorney/Agent Profiles** page is displayed (see Figure 62 below).

Figure 62. My Attorney/Agent Profiles Page

5. In the **Select** column, toggle on the checkbox associated with the row of the profile you wish to update, and then click the **Edit** button.

The **Edit Attorney Profile** page is displayed (see Figure 63 below).

Figure 63. Edit Attorney Profile (Partial)

Note: All required fields on the **Edit Attorney Profile** page are marked with an asterisk (∗).

6. Use the 16 text fields and two drop-down lists as necessary to update the profile information as desired.

7. When you have completed entering the information for the applicable employer profile, click the **Update** button at the bottom right corner of the data entry form.

    The system saves your profile information changes to the database and redisplays the **My Attorney/Agent Profiles** page.

5.3 Deleting a Profile

To delete a profile via the Portal, use the following procedure:

1. On the **iCERT Portal Login** section of the **Welcome Page**, enter your username and password, and then click the **Log In** button.

2. Click the **Accept** button to agree to the terms and conditions regarding system usage and information security.

    The **Portfolio Summary** page is displayed on the **Portal Home** tab.

3. Click the **My Account & Profiles** tab.

    The **Account Information** page for an Employer or Attorney/Agent is displayed, depending on the account type.

4. Click the **My Employer Profiles** or **My Attorney Profiles** option on the menu bar.

The **My Employer Profiles** or **My Attorney Profiles** page is displayed.

5.   In the **Select** column, toggle on the checkbox option associated with the row of the profile you wish to delete.

Note: Multiple profiles can be selected for deletion.

6.   Click the **Delete** button.

The profile(s) selected will be deleted from the listing on the **My Employer Profiles** or **My Attorney Profiles** page.

Note: There is no confirmation prompt for the deletion, and there is no Undo function to reverse it and retrieve the profile(s) from the database.

APPENDIX A: GLOSSARY OF TERMS

Table 3 below provides a glossary of key terms pertinent to this document.

Table 3. Glossary of Terms	
Key Term	**Description**
Account	A user account allows a requesting user to authenticate their identity to an automated system, usually via a unique user name and password combination (and other human-input validations as required). Authentication does not automatically imply authorization, however. Once the user has logged on, the defined account parameters also define the permissions and privileges authorizing the user's access to the system's services, functions, and processes. The iCERT Portal system offers three types of user accounts: • Employer • Attorney/Agent • Associate
American Competitiveness & Workforce Improvement Act	The American Competitiveness & Workforce Improvement Act (ACWIA) is legislation designed to help train U.S. workers in the high technology skills that the industry needs thereby reducing the need to import workers from abroad. The grants are either issued to a business partnership or to a local workforce investment board and generally are aimed at adults. Organizations must partner and apply to the Department of Labor.
Associate Account	An Associate account can be created by any user with a registered iCERT Employer or Attorney/Agent master account. An Associate account is also known as a sub-account (i.e., "subordinate") in that the user with the master account actually defines the specific system permissions and privileges when the associate account is created (see Permissions entry below).
Attorney/Agent Account	The Attorney/Agent account has "master-level" authority and consists of basic business and personal identification and contact information for the attorney or agent retained or hired to represent an employee in its interests applicable to OFLC visa program application cases.
Employer Account	The Employer account has "master-level" authority and consists of basic business and personal identification and contact information for the company/business actually sponsoring OFLC visa program applications in an attempt to hire foreign workers for their firm. For normal administrative purposes, usually there would only be one Employer account per business firm, even though the system itself does not place any restriction on the number of accounts a given business may create.
Frequently Asked Questions	Frequently Asked Questions (FAQs) are listed questions and answers, frequently posed in some common context, and pertaining to a particular grouping of related topics. The iCERT Portal system incorporates a FAQ feature that requires the user to select a visa program, subject area/keyword, and date range, and then navigate to a search screen to retrieve an answer from the OFLC FAQ database.
Metropolitan Statistical Area	Metropolitan Statistical Areas (MSAs) are composed of counties and for some county equivalents. MSAs are delineated on the basis of a central urbanized area—a contiguous area of relatively high population density. The counties containing the core urbanized area are known as the central counties of the MSA. Additional surrounding counties (known as outlying counties) can be included in the MSA if these counties have strong social and economic ties to the central counties as measured by commuting and employment. **Note:** MSAs are used for official purposes, but they are *not* the only estimates of metro area populations available.

Table 3. Glossary of Terms	
Key Term	**Description**
OFLC Visa Programs	The iCERT Portal allows access to the following OFLC visa programs if the user checked the applicable visa program security privilege checkbox on the Your Login Information tab section when the system account was created or updated. • LCA (H-1B, H-1B1, E-3) • PERM • H-2A • H-2B
Permissions	Most modern applications have methods of administering account permissions or access rights and privileges to specific users and groups of users. These systems control the ability of the users affected to view or make changes to the contents of the application. The iCERT Portal system makes account distinction between Employer and Attorney/Agent accounts which grant "master-level" system permissions and Associate account (i.e., "Sub-Account") permissions which are defined by and subordinate to the *master* Employer and Attorney/Agent accounts. (Refer to subsection 4.5 beginning on page 26 for a listing of the user-defined Associate account permissions pertinent to the iCERT Portal system.)
Portfolio Summary	In the context of the iCERT Portal system, the term "Portfolio Summary" refers to a listing of cases created by, assigned to, or viewable by a particular system user. If the user checked the applicable visa program security privilege checkbox on the Your Login Information tab section when the account was created or updated, the system displays a tab for those visa programs under the Portfolio Summary page. The system also displays a functional module in My Cases and allows user to submit the relevant ETA form(s) for the selected program(s).
Prevailing Wage	The prevailing wage rate is defined as the average wage paid to similarly employed workers in the requested occupation in the area of intended employment. This wage rate is usually obtained by contacting the State Workforce Agency (SWA) having jurisdiction over the geographic area of intended employment or from other legitimate sources of information. The iCERT Portal system incorporates a prevailing wage search feature that requires user to enter a state/district/territory, data series and source, area based on, occupation/keyword, and then search to retrieve the prevailing wages for a particular occupation.
Profile	A profile for an Attorney/Agent account is a user-defined data set consisting of basic identification and contact information for any company the attorney or agent represents as a client in its interests applicable to OFLC visa application cases. A profile for an Employer account is a user-defined data set consisting of basic identification and contact information for any attorney and/or agent an employer has retained to represent the company's interests in OFLC visa application cases. In the iCERT Portal system, profile information can then be dynamically associated with a case to pre-populate specific fields on certain screens with the pertinent employer information, thereby reducing data entry time and providing better data tracking.
Single Sign-On	Single sign-on (SSO) is a method of access control that enables a user to log in once and gain access to the resources of multiple software systems without being prompted to log in again. The iCERT Portal system is an example of an SSO because logging in at the application's Welcome Page can gain access to the PERM, LCA, H-2A, and/or H-2B online systems for authorized users.
Sub-Account	In the iCERT Portal system, an Associate account is also known as a "Sub-Account" in that its usage permissions are inherently subordinate to the user with the "Master Account" who created it. Anyone with a registered iCERT Employer or Attorney/Agent master account can

Table 3. Glossary of Terms	
Key Term	**Description**
	create a sub-account, and in doing so they define the specific system permissions and privileges of the sub-account (see Permissions entry above).