U.S. Department of Labor
Employment and Training Administration
Office of Foreign Labor Certification

Permanent Program Help Desks

Topic	Email	Phone
Permanent Program National Processing Center Help Desk Primary help desk for permanent (PERM) program questions	plc.atlanta@dol.gov	404-893-0101
Permanent Program Supervised Recruitment Help Desk Help desk dedicated to addressing supervised recruitment.	sr.processing@dol.gov	404-893-0101
Permanent Online System Technical Help Desk Technical questions, troubleshooting, password resets related to the Permanent Online System	plc.help@dol.gov	None
Permanent Online System Account Withdrawal or Deletion To withdraw or delete a PERM registration account	be-rfi.atlanta@dol.gov	None

U.S. Department of Labor
Employment and Training Administration
Office of Foreign Labor Certification

Temporary Programs Help Desks

Topic	Email	Phone
Temporary Programs National Processing Center Help Desk Primary help desk for H-2A, H-2B, D-1, and CW-1 questions	tlc.chicago@dol.gov	312-886-8000
Labor Condition Application Help Desk The Labor Condition Application (LCA) help desk handles questions and notifications from employers concerning the H-1B, H-1B1 and E-3 programs or a specific application.	lca.chicago@dol.gov	312-353-8100
FLAG System Technical Help Desk Technical questions, troubleshooting, password resets related to the Foreign Labor Application Gateway (FLAG) System	Online Support Form	None
iCERT System Technical Help Desk Technical questions, troubleshooting, password resets related to the iCERT System	oflc.portal@dol.gov	None

U.S. Department of Labor

Employment and Training Administration
Office of Foreign Labor Certification

Prevailing Wage Program Help Desks

Topic	Email	Phone
National Prevailing Wage Center Help Desk Primary help desk for prevailing wage questions	flc.pwd@dol.gov	202-693-8200
FLAG System Technical Help Desk Technical questions, troubleshooting, password resets related to the Foreign Labor Application Gateway (FLAG) System	Online Support Form	None
iCERT System Technical Help Desk Technical questions, troubleshooting, password resets related to the iCERT System	oflc.portal@dol.gov	None

U.S. Department of Labor
Employment and Training Administration
Office of Foreign Labor Certification

Ombudsman Program Help Desks

Topic	Email	Phone
H-2A Ombudsman Program Direct, paperless submission of requests for assistance to the H-2A Ombudsman Program	h2a.ombudsman@dol.gov	None
H-2B Ombudsman Program Direct, paperless submission of requests for assistance to the H-2B Ombudsman Program	h2b.ombudsman@dol.gov	None

Last Updated: November, 2019