

**U.S. Department of Labor  
Employment and Training Administration  
OFFICE OF FOREIGN LABOR CERTIFICATION**

**OFLC E-MAIL HELP DESKS**

PERM	Description	E-mail address	Phone number
	<b>Atlanta National Processing Center- PERM Help Desk</b> Primary help desk email address for PERM questions	<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 Permanent Online System	<a href="mailto:plc.help@dol.gov">plc.help@dol.gov</a>	None
	<b>PERM account withdrawal or deletion</b> To withdraw or delete a PERM registration account.	<a href="mailto:BE-RFI.Atlanta@dol.gov">BE-RFI.Atlanta@dol.gov</a>	None
TEMP	Description	E-mail address	Phone number
<b>H-2A, H-2B, D-1</b>	<b>Chicago National Processing Center – TEMP 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
<b>H-A, H-2B</b>	<b>Chicago National Processing Center- Supervised Recruitment Help Desk</b> Help desk dedicated to addressing supervised recruitment	<a href="mailto:SupervisedRecruitment.Chicago@dol.gov">SupervisedRecruitment.Chicago@dol.gov</a>	(312) 886-8000
	<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>H-2B</b>	<b>Chicago National Processing Center – Requests for Further Information</b> The H-2B Request for Further Information help desk handles employer questions and/or correspondence related to H-2B RFIs	<a href="mailto:RFI.H2B.Chicago@dol.gov">RFI.H2B.Chicago@dol.gov</a>	(312) 886-8000

*Last Updated: February 4, 2014*

**OFLC E-MAIL HELP DESKS Continued**

TEMP	Description	E-mail address	Phone number
<b>H-1B, H-1B1, E-3</b>	<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.	<a href="mailto:LCA.Chicago@dol.gov">LCA.Chicago@dol.gov</a>	(312) 353-8100
	<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
Prevailing Wage	Description	E-mail address	Phone number
	<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
Ombudsman Program	Description	E-mail address	Phone number
<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