



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

Permanent Program Help Desks

Topic	Email	Phone
Permanent Online System Help Desk Inquiry Module Case specific inquiries should be submitted via the Permanent Online System Help Desk Inquiry Module under “My Applications.”	None	None
Permanent Program National Processing Center Help Desk Primary help desk for permanent (PERM) non-case specific general 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, and troubleshooting related potential glitches in the Permanent Online System	plc.help@dol.gov	None
Permanent Online System Registration Withdrawal or Deletion To withdraw or delete a PERM <u>registration</u> account.	be-rfi.atlanta@dol.gov	None
Permanent Online System Account PIN/Password Reset Report issues associated with PIN and Passwords in the Permanent Online System. If you are not able to reset PERM Online System password, via the “Forgot you username and/or password” feature on the Permanent Online System homepage.	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

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



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