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# U.S. DEPARTMENT OF LABOR

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## **iCERT PORTAL USER GUIDE FOR THE OFFICE OF FOREIGN LABOR CERTIFICATION**

**VERSION 1.0  
JULY 2010**

Prepared By:

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# 1 INTRODUCTION

## 1.1 Purpose and Scope

The iCERT Portal web site 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 (H-1B) and to file Prevailing Wage requests. This guide describes how users 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 application for guidance.

This document provides information pertinent to the *current 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 Project Description

The Office of Foreign Labor Certification is charged with providing national leadership and policy guidance to carry out the responsibilities of the Secretary of Labor under the Immigration and Nationality Act Sections 214(c) and 212(a) (14), as amended, concerning foreigners seeking admission to the United States in order to work. As such, it manages six foreign labor certification programs as identified and described in Table 1 below.

Table 1. Foreign Labor Program Descriptions	
Foreign Labor Program	Description
Permanent Labor Certification (PLC)	<p>A permanent labor certification issued by the Department of Labor (DOL) allows an employer to hire a foreign worker to work permanently in the United States. In most instances, before the U.S. employer can submit an immigration petition to the Department of Homeland Security's U.S. Citizenship and Immigration Services (USCIS), the employer must obtain an approved labor certification request from the DOL's ETA.</p> <p>The DOL must certify to the USCIS that there are no qualified U.S. workers able, willing, qualified and available to accept the job at the prevailing wage for that occupation in the area of intended employment and that employment of the alien will not adversely affect the wages and working conditions of similarly employed U.S. workers.</p>
H-2A Certification for Temporary or Seasonal Agricultural Work	<p>The H-2A temporary agricultural program establishes a means for agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. Before the U.S. Citizenship and Immigration Services (USCIS) can approve an employer's petition for such workers, the employer must file an application with the DOL stating that there are not sufficient workers who are able, willing, qualified, and available, and that the employment of aliens will not adversely affect the wages and working conditions of similarly employed U.S.</p>



Table 1. Foreign Labor Program Descriptions	
Foreign Labor Program	Description
	workers.
H-2B Certification for Temporary Nonagricultural Work	The H-2B nonimmigrant program permits employers to hire foreign workers to come temporarily to the U.S. and perform temporary nonagricultural services or labor on a one-time, seasonal, peakload or intermittent basis. The H-2B visa classification requires the Secretary of Homeland Security to consult with appropriate agencies before admitting H-2B non-immigrants. Homeland Security regulations require the intending employer first to apply for a temporary labor certification from the Secretary of Labor advising the Department of Homeland Security's USCIS as to whether qualified U.S. workers are available and whether the alien's employment will adversely affect the wages and working conditions of similarly employed U.S. workers, or a notice that such certification cannot be made, prior to filing an H-2B visa petition with the USCIS.
H-1B Specialty (Professional) Workers	Effective January 1, 2004, the H-1B1 program became available, allowing employers to request foreign workers in the U.S. in a specialty occupation from Chile and Singapore. Current laws limit the number of foreign workers who may be issued an H-1B1 visa to 6,800. <b>Note:</b> For more information regarding H-1B1 petitions, see the USCIS website or Consular sections for Chile or Singapore.
H-1C Nurses in Disadvantaged Areas	The Nursing Relief for Disadvantaged Areas Act of 1999 and its reauthorization in December of 2006 allows qualifying hospitals to employ temporary foreign workers (non-immigrants) as Registered Nurses (RNs) for up to three years under H-1C visas. Only 500 H-1C visas can be issued each year during the three year period of the H-1C program (2006-2009). The sponsoring employer must pay a filing fee of \$250 for each Attestation for certification filed with the DOL.
D-1 Crewmembers Certification	Performance of longshore work at U.S. ports by D-1 crewmembers on foreign vessels is generally prohibited with few exemptions. The Department of Labor is responsible for administering two of those exemptions.  The attestation should state that the use of alien crewmembers to perform longshore work is the prevailing practice for the activity at that port, there is no strike or lockout at the place of employment, and that notice has been given to U.S. workers or their representatives. Another exception requires that, before using alien crewmen to perform longshore activities in the State of Alaska, the employer will make a bona fide request for and employ U.S. longshore workers who are qualified and available in sufficient numbers from contract stevedoring companies, labor organizations recognized as exclusive bargaining representatives of U.S. longshore workers, and private dock operators.

The National Processing Centers (NPCs) for which PERM and Temporary Program services are provided are located in Atlanta and Chicago. Each NPC has a Center Director, Certifying Officer, Analysts, and Clerks. The National Prevailing Wage and Held Center (NPWHC) is located in Washington, DC.

With the increase in applicants for foreign labor has come an increase in the number of users requesting accounts in the various OFLC program sites—especially for attorneys and agents. A need has arisen for a “one-stop” site that allows attorneys, agents, and employers to create unique accounts that will give them more flexibility than before with the OFLC systems, including the ability to create “profiles” containing employer and worker information that can be used to automatically populate new applications being created for the client. Also, there is a need for a single centralized repository for OFLC content, frequently asked questions (FAQs), links, and news that are useful to the public requesting foreign labor. Similarly, users need one place they can go on the web to check the status of foreign labor certification applications submitted to the OFLC systems.



### 1.3 Intended Audience

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

All potential system users are identified in Table 2 below, and their associated roles and responsibilities are provided as well.

<b>Table 2. System Users</b>	
<b>User Type</b>	<b>User Role</b>
▶ System Users ◀	
Employer	Submits OFLC applications.
Attorney/Agent	Represents employers for the completion of OFLC applications.



## 2 SYSTEM OVERVIEW

### 2.1 Current System Benefits

The OFLC's iCERT provides the following functional benefits:

- A single one-stop "entry point" for the entire FLC application suite
- A central repository for FLC content, including FAQs, forms, news, alerts, and other information
- A central repository for H-2A Job Orders including an interactive U.S. map which will display all Job Orders for a State or Territory filed in the preceding thirty days .
- A single location from which the public, with one unique account, can submit applications for foreign labor certification, whether that be LCA (H-1B, H-1B1, E-3), or in the future H-2A, H-2B, or the PERM program
- A Prevailing Wage module allowing employers a one-stop location to submit Prevailing Wage Requests and track the status of their requests

### 2.2 Summary System Description

#### 2.2.1 iCERT Portal Features and Functions

The primary features and functions of the iCERT Portal system include:

- A Single Sign-On Login where a previously registered user can enter the iCERT Portal website
- A means for new users to register for an account
- A feature, H-2A Public Job Registry, which allows users to search, retrieve, and view H-2A Job Orders.
- A link to OFLC's Frequently Asked Questions which will lists them by each visa program and various topics within each visa program .
- A search mechanism for retrieving a prevailing wage by a user-defined occupation
- Links to downloadable U.S. Office of Management and Budget (OMB)-approved forms for each employment-based immigration program administered by OFLC.
- Links to fillable Adobe PDF versions of the ETA Form 9089 and 9035, and other forms as they are revised, updated, and approved by the OMB
- Links to pages that provide important descriptive and filing information on each employment-based immigration program administered by OFLC
- Links to immigration websites with an option for the user to go to a more separate page with more links
- An immigration news and alerts section allowing users to view recent news articles or other important OFLC-related system notifications



## 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):

- From the **ETA Home Page** (URL = <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 “<http://icert.doleta.gov>” into the **Address** field of the browser, and press the **Enter** key (or click the **Go** button.)

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**Employment and Training Administration**

ETA Home > iCERT Portal

### Welcome to the iCERT Visa Portal System

Username:

Password:

**New to the iCERT System?**  
[Create Your Portal Account Today](#)

**Forgot your username or password?**  
[Click Here](#)

**System Alerts** | PERM Processing Times | Forms | User Guides | Legacy Accounts

- 06/24/2010 - Announcing State Minimum Wage changes for 2010...
- 09/23/2009 - The federal minimum wage is \$7.25/hr effective July 24, 2009...
- LCA WARNING: Effective upon the enactment of HR 1, the American Recovery and Reinvestment Act of 2009...

### H-2A PUBLIC JOB REGISTRY

Advanced Search for Job Orders

Click on a Specific State to Search H-2A Job Orders Posted in the Last 30 Days

Or - Select a state/territory from the menu: State:

**iCERT CASE STATUS CHECK**

Enter up to 30 case numbers, one per line (e.g., G-100-12345-123456)

[Case Numbers](#)

**FIND CURRENT FAQs**

To find the latest Frequently Asked Questions (FAQs) issued by the OFLC,  
[Click Here](#)

**SEARCH for PREVAILING WAGES**

State/Territory:

Data Series and Source:

Collection Type:

All Industries

ACWIA Higher Education

Area based on:

County/Township

BLS Areas

Area:

Occupation:

OR Enter a Keyword or Phrase:

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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 (<http://plc.doleta.gov>)
- LCA (<http://lca.doleta.gov>) (LCAs submitted before June 30, 2009)
- H-2A (<http://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 iCERT 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**.

**iCERT CASE STATUS CHECK**

Enter up to 30 case numbers, one per line  
(e.g., G-100-12345-123456)

[Case Numbers](#)

Check Status

**Figure 2. iCERT Case Status Check**

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

**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.



- 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).
- 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) 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.

## FLC Case Search Results

Case Status			
Visa Program	Case	Status	Status Date
H2B	T-05228-00058	Incomplete submission	08/16/2005
H2B	T-05228-00060	Incomplete submission	08/16/2005

**Figure 3. Sample FLC Case Search Results Panel**

### 3.4 Find Current FAQs

This feature will allow the user to view the frequently asked questions (FAQs) and answers for each visa program. Use the following procedure from the **iCERT Visa Portal Homepage** (See **Figure 4**):



## FIND CURRENT FAQS

To find the latest Frequently Asked Questions (FAQs) issued by the OFLC, [Click Here](#)

**Figure 4. Find Current FAQs Section**

1. The user will click the **Click Here** hyperlink, and the system will display a new browser window. The system will allow the user to select a topic from the OFLC FAQs list which will display all FAQs for the selected topic (See **Figure 5**).



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- How do I...
- Policies & Regulations
- Program Debarments
- H-2A Amendments and Extensions Fact Sheet
- iCERT Portal System

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**Forms and Instructions**

- ETA 9142
- ETA 9141
- ETA 9089
- ETA 9035
- ETA 750
- ETA 9127
- All Forms

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**Hiring Foreign Workers**

- Permanent
- H-1B
- H-1B1
- E-3
- H-1C
- Permanent
- H-1B
- H-1C
- H-2A
- H-2B (Old Regulations)
- D-1
- H-1B
- H-1C
- H-2A
- H-2B (Old Regulations)
- D-1
- Workers' Rights

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**FeedBack**

Foreign Labor Certification

OFLC Frequently Asked Questions and Answers 🏠

**PERM Program**

- ▼ EFFECTIVE DATE
- ▼ STANDARDS/ MAJOR DIFFERENCES
- ▼ FILING - HOW TO FILE
- ▼ WHAT TO FILE/ DOCUMENTATION
- ▼ FILING TIME FRAMES
- ▼ REGISTRATION
- ▼ REFILING
- ▼ ATTESTATION
- ▼ WITHDRAWAL
- ▼ NOTICE OF FILING
- ▼ PROFESSIONAL / NON PROFESSIONAL
- ▼ ACCEPTABLE PUBLICATIONS
- ▼ TIME FRAMES
- ▼ ADVERTISEMENT CONTENT
- ▼ MULTIPLE POSITIONS
- ▼ WITHDRAWAL
- ▼ NOTICE OF FILING
- ▼ PROFESSIONAL / NON PROFESSIONAL
- ▼ ACCEPTABLE PUBLICATIONS
- ▼ TIME FRAMES
- ▼ ADVERTISEMENT CONTENT
- ▼ MULTIPLE POSITIONS
- ▼ JOB ORDER
- ▼ PREVAILING WAGE
- ▼ RECRUITMENT REPORT
- ▼ JOB REQUIREMENTS/DUTIES
- ▼ ALIEN EXPERIENCE
- ▼ COLLEGE AND UNIVERSITY TEACHERS-RECRUITMENT
- ▼ SCHEDULE A - QUALIFIED PHYSICAL THERAPISTS

**(BALCA)**

- ▼ PERM Appeals Best Practices
- ▼ PROHIBITION ON SUBSTITUTION (Fraud Rule)
- ▼ PROHIBITION ON IMPROPER PAYMENTS AND TRANSACTIONS (Fraud Rule)
- ▼ DEBARMENT (Fraud Rule)
- ▼ FAQs ON SUPERVISED RECRUITMENT

Backlog Elimination Center Activities

- ▼ PERM Appeals Best Practices
- ▼ PROHIBITION ON SUBSTITUTION (Fraud Rule)
- ▼ PROHIBITION ON IMPROPER PAYMENTS AND TRANSACTIONS (Fraud Rule)
- ▼ DEBARMENT (Fraud Rule)
- ▼ FAQs ON SUPERVISED RECRUITMENT

Backlog Elimination Center Activities

- ▼ REDUCTION IN RECRUITMENT (RIR) / CONVERSION HOLD HARMLESS OPPORTUNITY
- ▼ REDUCTION IN RECRUITMENT (RIR)
- ▼ TRADITIONAL RECRUITMENT (TR)
- ▼ CERTIFICATIONS
- ▼ TRANSFER OF CASES
- ▼ TIMING AND ACCESS TO INFORMATION ON CASE STATUS
- ▼ REGIONAL OFFICES

**Temporary Programs**

- ▼ Filing an LCA through the iCERT Portal
- ▼ H-1B SPECIALITY WORKERS
- ▼ H-1C NURSES DISADVANTAGED AREAS
- ▼ H-2A TEMPORARY LABOR CERTIFICATION (AGRICULTURAL)
- ▼ TEGL 11-07, CHANGE 1 QUESTIONS FROM SWA TRAINING WEBINARS - ROUND 1
- ▼ H-2B TEMPORARY CERTIFICATIONS (NON-AGRICULTURAL)
- ▼ D-1 CREWMEMBERS CERTIFICATION

- ▼ On This Page
- ▼ Quick Links

Figure 5. OFLC FAQs and Answers List



### 3.5 Search for Prevailing Wages

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

1. This feature requires user to enter a State/District/Territory, Data Series and Source, Collection Type, Area based on, Area, Occupation/Keyword. (See **Figure 6.**)

**SEARCH for PREVAILING WAGES**

State/Territory:  
Select State

Data Series and Source:  
Select Time Series

Collection Type:  
 All Industries  
 ACWIA Higher Education

Area based on:  
 County/Township  
 BLS Areas

Area:  
[Dropdown]

Occupation:  
[Dropdown]

**OR** Enter a Keyword or Phrase:  
[Text Input]

Search Prevailing Wage    Reset

**Figure 6. Search for Prevailing Wages Section**

2. The user will then Click the **Search Prevailing Wage** button. The search will retrieve the wage search details for a particular occupation.
3. The displayed results for a prevailing wage search include the Search Criteria, OES/SOC Title and Code, Area Code and Title, Wage Levels 1 through 4, O\*Net Job Zone, and narrative occupation descriptions (with education and training codes, if applicable). (See **Figure 7.**)
4. The system will allow the user to conduct a new Prevailing Wage search from the retrieved search screen. The user will then Click the **Return to iCERT Homepage** button to return to the homepage.




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**Employment and Training Administration**  
[ETA Home](#) > [iCERT Portal](#) > Search for Prevailing Wages

**Search for Prevailing Wages**

**Wage Search Details**

**Search Criteria**

State/Territory: **District Of Columbia**      Collection Type: **All Industries**

Data Series and Source: **7/2008 - 6/2009**      Area based on: **County/Township**

Area Code: **47894**

Area Title: **WASHINGTON-ARLINGTON-ALEXANDRIA, DC-VA-MD-WV**

**Search Results**

OES/SOC Title: **Aircraft Mechanics and Service Technicians**

OES/SOC Code: **49-3011**      GeoLevel: **1**

Wage Level	Hourly Rate	Annual Rate
Wage Level 1	\$18.29 Hour	\$38,043 Year
Wage Level 2	\$21.36 Hour	\$44,429 Year
Wage Level 3	\$24.43 Hour	\$50,814 Year
Wage Level 4	\$27.50 Hour	\$57,200 Year

**Code** 49-3011.00  
**Title** Aircraft Mechanics and Service Technicians  
**Description** Diagnose, adjust, repair, or overhaul aircraft engines and assemblies, such as  
**O\*Net JobZone** 3  
**Education & Training Code** No Code Set

**Code** 49-3011.01  
**Title** Airframe-and-Power-Plant Mechanics  
**Description** Inspect, test, repair, maintain, and service aircraft.  
**O\*Net JobZone** 4  
**Education & Training Code** No Code Set

**Code** 49-3011.02  
**Title** Aircraft Engine Specialists  
**Description** Repair and maintain the operating condition of aircraft engines. Includes heli  
**O\*Net JobZone** 4  
**Education & Training Code** No Code Set

**Code** 49-3011.03  
**Title** Aircraft Body and Bonded Structure Repairers  
**Description** Repair body or structure of aircraft according to specifications.  
**O\*Net JobZone** 3  
**Education & Training Code** No Code Set

**SEARCH for PREVAILING WAGES**

State/Territory:

Data Series and Source:

Collection Type:  
 All Industries  
 ACWIA Higher Education

Area based on:  
 County/Township  
 BLS Areas

Area:

Occupation:

**OR** Enter a Keyword or Phrase:

**Figure 7. Sample Prevailing Wage Search Result Panel**



## 3.6 System Alerts/PERM Processing Times/Forms/User Guides

### 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 8**.

The screenshot shows a tabbed interface with five tabs: **System Alerts** (selected), PERM Processing Times, Forms, User Guides, and Legacy Accounts. Below the tabs is a list of three alerts:

- 06/24/2010 - [Announcing State Minimum Wage changes for 2010...](#)
- 09/23/2009 - [The federal minimum wage is \\$7.25/hr effective July 24, 2009...](#)
- [LCA WARNING:Effective upon the enactment of HR 1, the American Recovery and Reinvestment Act of 2009...](#)

The third alert is expanded, showing the following text:

**LCA WARNING:** Effective upon the enactment of HR 1, the American Recovery and Reinvestment Act of 2009, Public Law 111-5, pursuant to section 1611(b), Div. A, it is unlawful for any recipient of funding under title I of the Emergency Economic Stabilization Act of 2008 (Public Law 110-343) or section 13 of the Federal Reserve Act (12 U.S.C. 342 et seq.) to hire any nonimmigrant described in section 101(a)(15)(h)(i)(b) of the Immigration and Nationality Act (8 U.S.C. 1101(a)(15)(h)(i)(b)) [...MORE](#)

**Figure 8. System Alerts Tab**

### 3.6.2 PERM Processing Times Tab

The **PERM Processing Times** tab feature (see **Figure 9**) 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.



System Alerts
PERM Processing Times
Forms
User Guides
Legacy Accounts

**PERM Processing Times** (as of 5/31/2010)

Processing Queue	Priority Dates	
	Month	Year
Analyst Reviews	August	2009
Audits	May	2008
Standard Appeals	December	2007
Gov't Error Appeals	Current	

OFLC has initiated an intensive effort to reduce the Permanent Labor Certification Program's pending caseload. Our goal for FY 2010 is to reduce the backlog by 50%. We are on schedule, and we will continue this effort as part of our larger Departmental commitment to customer service. The dates posted on iCERT above reflect the month and year in which cases were filed that are now being adjudicated at the Atlanta National Processing Center. For various reasons, we may be completing the processing of applications filed prior to the month posted on iCERT. If your application was filed more than 3 months prior to the month posted, you may contact our Helpdesk for a status on the application at [plc.atlanta@dol.gov](mailto:plc.atlanta@dol.gov).

**Quarterly/Annual Performance Reports**

- FY 2007 [Annual Performance Report](#)
- FY 2006 [Annual Performance Report](#)

PDF files require Adobe Reader. You can also [convert PDFs to HTML](#) with Adobe's conversion tool.

**Figure 9. PERM Processing Times Tab**

### 3.6.3 Forms Tab

The **Forms** tab feature (see **Figure 10**) 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.



System Alerts	PERM Processing Times	Forms	User Guides
Visa Program	OMB Form Number and Title	Form Instructions	
■ PW	ETA Form 9141 <a href="#">Application for Prevailing Wage Determination</a>		
■ PERM	ETA Form 9089 <a href="#">Application for Permanent Employment Certification</a>		
■ H-1B	ETA Form 9035		
■ H-1B1	<a href="#">Labor Condition Application for Nonimmigrant Workers</a>		
■ E-3	<ul style="list-style-type: none"> <li>■ <a href="#">Appendix I (General Instructions)</a></li> <li>■ <a href="#">Appendix II (General Instructions)</a></li> </ul>		
■ H-2A	ETA Form 750A		
■ H-2B	<a href="#">Application for Alien Employment Certification</a>		
■ H-2A	ETA Form 750B		
■ H-2B	<a href="#">Statement of Qualifications of Alien</a>		
■ H-2A	ETA Form 790 <a href="#">Agricultural and Food Processing Clearance Order</a>		
■ H-1C	ETA Form 9081 <a href="#">Nurses for Disadvantaged Areas</a>		
■ D-1	ETA Form 9033 <a href="#">Attestation for Employers Using Alien Crewmembers for Longshore Activities in U.S. Ports</a>		
■ D-1	ETA Form 9033A <a href="#">Attestation for Employers using Alien Crewmembers for Longshore Activities at Locations in the State of Alaska</a>		

Get ADOBE READER PDF files require Adobe Reader. You can also [convert PDFs to HTML](#) with Adobe's conversion tool.

Figure 10. Forms Tab

**Note:** These forms are *NOT* online applications. The forms are for printing for use in preparation before submitting a case. Please check the instructions, in some cases the forms may be mailed in.

### 3.6.4 User Guides

The **User Guides** tab feature (see **Figure 11**) is a fully-embedded tabbed section that displays official downloadable visa program user guides approved by OFLC in a PDF format. These user guides are created as a reference tool to guide users through each 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.



System Alerts | PERM Processing Times | Forms | **User Guides**

Program	Name of Document	Type of Document
LCA	<a href="#">LCA External User Guide</a>	PDF
Portal	<a href="#">iCERT Portal User Guide</a>	PDF
PW	<a href="#">PW Quick Start Guide</a>	PDF

 PDF files require Adobe Reader. You can also [convert PDFs to HTML](#) with Adobe's conversion tool.

Figure 11. User Guides 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 serves as an access mechanism, users must first create an account (i.e., registration). The three types of iCERT user account are identified and described in **Table 3**.

Table 3. iCERT Account Types		
Account Type	Account Rank	Description
Employer	Master Account	<p>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.</p> <p>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.</p> <p><b>Note:</b> Multiple accounts might actually be preferable for larger companies with several divisions having different business missions.</p>
Attorney/Agent	Master Account	<p>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.</p>
Associate	Sub-Account	<p>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 <b>Error! Bookmark not defined.</b><sup>37</sup> for a listing of the user-defined Associate account permissions.)</p> <p>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.</p>

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

#### 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**).



Figure 12. iCERT Portal Login Section

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

### Rules of Behavior

**ACKNOWLEDGEMENT OF THE RULES OF BEHAVIOR**

The service you are about to enter is intended to help you manage the submission of applications for permanent and temporary labor certification with the U.S. Department of Labor (DOL). By its very nature, this requires an exchange of information. The DOL is strongly committed to maintaining the privacy of personal information and the security of our computer systems. With respect to the collection, use and disclosure of personal information, DOL makes every effort to ensure compliance with applicable Federal law, including, but not limited to, the Privacy Act of 1974, the Paperwork Reduction Act of 1995, and the Freedom of Information Act. None of your information will be sold to third party vendors or operators of mailing lists.

As a user of the Foreign Labor Certification System (FLCS), I understand that I am personally responsible for my use and any misuse of my user account and password. I understand that by accessing a U.S. Government information system that I must comply with the following requirements:

1. You must safeguard the information to which you have access at all times.
2. FLCS is intended for official government use only. This means that:
  - You may NOT use this computer system to prepare and/or submit applications containing false, inaccurate, or misleading information designed to test FLCS's

Decline      Accept

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**).



The screenshot shows the top navigation bar of the iCERT Portal. It includes the date 'January 30, 2009', a search box with a 'GO' button, and an 'Advanced Search' link. Below this is a menu with tabs for 'About ETA', 'Find Job & Career Info', 'Business & Industry', 'Workforce Professional', 'Grants & Contracts', 'ETA Library', 'Foreign Labor Certification', 'Performance & Results', and 'Regions & States'. The breadcrumb trail reads: 'You are Here: ETA Home --> iCERT Portal --> Create an account --> Account Type'.

The main content area is split into two columns:

- Employers:** A blue header. Text: 'If you are an employer seeking to hire foreign workers for your job opportunities, create an iCERT portal account so that you can . . .'. A list of six bullet points with blue play icons describes the benefits of creating an employer account. A button at the bottom reads 'Create Employer Account'.
- Attorneys or Agents:** A purple header. Text: 'If you are an attorney or agent designated in writing to act or represent an employer or alien in connection with an application for labor certification, create an iCERT portal account so that you can . . .'. A list of six bullet points with blue play icons describes the benefits of creating an attorney/agent account. A button at the bottom reads 'Create Attorney/Agent Account'.

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

1. Your Login Information	2. Your Company Information	3. Point of Contact Information
<p><b>Your Login Information</b></p> <p>Select Visa Programs: * <input checked="" type="checkbox"/> LCA <input type="checkbox"/> PERM <input type="checkbox"/> H2A <input type="checkbox"/> H2B  <input checked="" type="checkbox"/> Prevailing Wage</p> <p>Please select the Visa Programs you would like this subaccount to manage.</p>		
<p>Last (Family) Name: * <input type="text"/></p> <p>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.</p>		
<p>First (Given) Name: * <input type="text"/></p> <p>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.</p>		
<p>Full middle name(s): <input type="text"/></p> <p>Enter your full Middle Name. If you do not have a middle name, enter "N/A".</p>		

**Figure 15. Your Login Information Tab – First Four Fields**

- At the top of the **Your Login Information** tab section (refer to **Figure 15**), 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).

**Note:** At this time some areas will not be available and will be grayed out.

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

Phone number:	* <input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>	
Fax number:	<input type="text"/> <input type="text"/> <input type="text"/>	
Account Email:	* <input type="text"/>	Your email address will be your user name and will also be used to send you your password if you forget it.
Confirm Email:	* <input type="text"/>	

**Figure 16. Your Login Information Tab – Contact Information**

- In the middle portion of the **Your Login Information** tab section (refer to **Figure 16**), 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. You will **NOT** be allowed to use the email address provided to create an account to create any other accounts. The system will also send a temporary password to this address should you forget your current one.



**Figure 17. Your Login Information Section – Secret Q & A**

**Figure 18. Scrollable Secret Question Drop-Down List**

- 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** , 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**

- 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**.)
- Click the **Next** Tab to navigate to the next step of the form.



**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; this is **NOT** a Social Security Number. The EIN is formatted as ##-#####.

Address 1:	*	<input type="text"/>
Address 2:		<input type="text"/>
City:	*	<input type="text"/>
State:	*	<input type="text" value="Please select the state"/>
Country:	*	<input type="text" value="UNITED STATES OF AMERICA"/>
Province:		<input type="text"/>
Zip/Postal code:	*	<input type="text"/> - <input type="text"/>
Phone number:	*	<input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>

**Figure 20. Your Company Information Section – Contact Information**

7. 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**.)

NAICS Code:	*	<input type="text"/>
		<a href="#">Search NAICS Code</a>
		<input type="text"/>

**Figure 21. NAICS Code Field and Search Link**

8. At the bottom of the **Your Company Information** section (refer to **Figure 21**), enter the four- to six-digit **NAICS code** that best classifies your business (a link to a search mechanism 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 mechanism, just click the **Search NAICS Code** link beneath the **NAICS Code** text field to display the **Search NAICS Code** panel (see **Figure 22**) and follow the instructions.

Search for a full code, part of a code, or a word/phrase in the code description.  
Add more words or digits to narrow the description or to see more detailed codes.

Select the code to enter it on the form.

NAICS CODE	Description
11	Agriculture, Forestry, Fishing and Hunting
111	Crop Production
1111	Oilseed and Grain Farming
11111	Soybean Farming
111110	Soybean Farming
11112	Oilseed (except Soybean) Farming

**Figure 22. Search NAICS Code Panel (Partial)**

- Click the **Next** Tab to navigate to the next step of the form.

1. Your Login Information    2. Your Company Information    3. Point of Contact Information

**Your Point of Contact Information**

Populate fields from company information.

**Figure 23. Point of Contact Information Tab (Detail)**

- In the **Point of Contact Information** section, toggle on the checkbox option at the top of the frame (refer to **Figure 23**) 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.
- 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**).



## 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 [oflc.portal@dol.gov](mailto:oflc.portal@dol.gov).



**Figure 24. Registration Confirmation Page**

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

The **Welcome Page** is redisplayed.

13. 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**).

The image shows a web form titled "Change Password". It contains three text input fields, each with a red asterisk to its left, indicating they are required. The fields are labeled "Existing Password:", "New Password:", and "Confirm Password:". Below the fields are two buttons: "Cancel" and "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.

14. In the **Existing Password** text field, type the system-assigned temporary password you used to login.
15. In the **New Password** text field, type in a password you wish to use for access into the iCERT Portal system. The password will be different from the password assigned to you.

**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. (See **Figure 26**.)



Must contain	and	must not contain
!	0	'
"	1	(
#	2	)
\$	3	,
%	4	.
&	5	:
*	6	;
+	7	<
-	8	>
/	9	[
=		\
?		]
@		,
^		
_		
{		
}		
~		

**Figure 26. Special Characters**

16. 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.

17. 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.

### 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 27**) is quite 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 this law firm or business in the second text field provided.
3. Enter your state bar number in the third text field provided.



4. If you are an Attorney, use the drop-down list to select the state in which the highest court where the attorney is in good standing is located. If you are an Agent, leave this field blank.
5. If you are an Agent, type the name of the highest court where the attorney is in good standing. If you are an Attorney, leave this field blank.

1. Your Login Information	2. Your Company Information
<b>Your Login Information</b>	
Select Visa Programs: * <input checked="" type="checkbox"/> LCA <input checked="" type="checkbox"/> PERM <input checked="" type="checkbox"/> H2A <input checked="" type="checkbox"/> H2B <input type="checkbox"/> Prevailing Wage	
<small>Please select the Visa Programs you would like this subaccount to manage.</small>	
Last (Family) Name: * <input type="text"/>	<small>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.</small>
First (Given) Name: * <input type="text"/>	<small>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.</small>
Full Middle Name(s): <input type="text"/>	<small>Enter your full Middle Name. If you do not have a middle name, "N/A" will be inserted into all forms created.</small>
Phone Number: * <input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>	
Fax Number: <input type="text"/> <input type="text"/> <input type="text"/>	
Account Email: * <input type="text"/>	<small>Your Email Address will be your Username and will also be used to</small>

Figure 27. 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 28**).

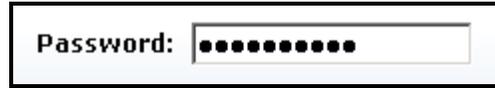
The screenshot shows the 'iCERT Portal Login' section. It contains two input fields: 'Username:' and 'Password:'. Below these fields is a 'Log In' button. To the right of the fields, there are two links: 'New to iCERT? [Create an account.](#)' and '[Forgot username or password?](#)'. A callout box labeled 'Two login parameter fields' points to the Username and Password fields.

Figure 28. 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 29**).



**Figure 29. Password Masking**

3. Click the **Log In** button, and the **Message for Users** page is displayed (see **Figure 30**).



**Figure 30. 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 31**).



Portal Home | LCA | Prevailing Wage | My Account & Profiles | Forms & Instructions | [Contact Us](#)

Home | Case Quick Search |

ETA Home > iCERT Portal > Portal Home > Home

**Case Quick Search**

Case Number:   [Advanced Search](#)

**My Pending Applications**

Up to 10 are shown

Case Number	Visa Classification	Employer Name	Date Submitted	Status
P-100-09350-490448	PERM	PROTECH TEST	12/16/2009	In Process
P-100-09358-061946	PERM	PROTECH TEST	12/24/2009	In Process
P-201-09350-268449	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-719114	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-935197	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09358-088080	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-343178	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-590951	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-633600	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-10007-395725	H-1B1 Chile	PROTECH TEST	01/07/2010	In Process

**My Recently Processed Cases**

Up to 10 are shown

Figure 31. 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, redisplay the **iCERT Portal Welcome Page**, and displays the following message just above the **iCERT Portal Login** section (see **Figure 32**).

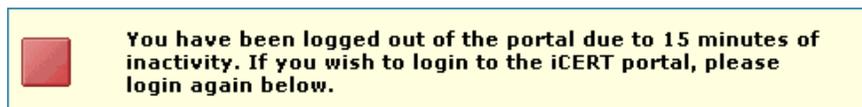


Figure 32. Inactivity/Auto-Logout Message



### 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 33**).

The screenshot shows the 'iCERT Portal Login' interface. It features two input fields: 'Username:' and 'Password:', each followed by a text box. Below these fields is a 'Log In' button. To the right of the input fields, there are two links: 'New to iCERT? [Create an account.](#)' and '[Forgot username or password?](#)'. A yellow callout box with a speech bubble points to the 'Forgot username or password?' link, containing the text 'Click here to recover login parameters'.

**Figure 33. 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.

#### 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.



- 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 34**).

Portal Home | LCA | Prevailing Wage | My Account & Profiles | Forms & Instructions | [Contact Us](#)

Home | Case Quick Search |

ETA Home > iCERT Portal > Portal Home > Home

**Case Quick Search**

Case Number:   [Advanced Search](#)

**My Pending Applications**

Up to 10 are shown

Case Number	Visa Classification	Employer Name	Date Submitted	Status
P-100-09350-490448	PERM	PROTECH TEST	12/16/2009	In Process
P-100-09358-061946	PERM	PROTECH TEST	12/24/2009	In Process
P-201-09350-268449	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-719114	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-935197	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09358-088080	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-343178	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-590951	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-633600	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-10007-395725	H-1B1 Chile	PROTECH TEST	01/07/2010	In Process

**My Recently Processed Cases**

Up to 10 are shown

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

- Click the **My Account & Profiles** tab (see **Figure 35**).

Portal Home | LCA | Prevailing Wage | **My Account & Profiles** | Forms & Instructions

Home | Case Quick Search |

You are here: --> iCERT Portal --> Portfolio Summary

**Figure 35. 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 quite similar between Employer and Attorney/Agent accounts, but instead of **EIN, Business name, Business DBA, and NAICS code**—Attorney users enter the following information:
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, if available, 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 36** and **Figure 37**).

**Figure 36. Protected Account Email Field – Employer Account**

**Figure 37. 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:

- Allow Associate to view all account applications



- Allow Associate to submit applications
- Allow Associate to create applications
- Allow Associate to view Main Account holder profiles
- Allow Associate to pre-fill applications with Main Account holder profiles
- Allow Associate to submit Redetermination requests
- Allow Associate to withdraw applications

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 38**).

The screenshot displays the iCERT Portal Home Tab. At the top, there are navigation tabs: Portal Home, LCA, Prevailing Wage, My Account & Profiles, Forms & Instructions, and Contact Us. Below the tabs is a search bar with the text 'Case Quick Search' and a 'Search' button. The main content area is divided into two sections: 'My Pending Applications' and 'My Recently Processed Cases'. The 'My Pending Applications' section shows a table with 10 rows of application data. The 'My Recently Processed Cases' section is currently empty.

Case Number	Visa Classification	Employer Name	Date Submitted	Status
P-100-09350-490448	PERM	PROTECH TEST	12/16/2009	In Process
P-100-09358-061946	PERM	PROTECH TEST	12/24/2009	In Process
P-201-09350-268449	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-719114	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09350-935197	H-1B1 Chile	PROTECH TEST	12/16/2009	In Process
P-201-09358-088080	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-343178	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-590951	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-09358-633600	H-1B1 Chile	PROTECH TEST	12/24/2009	In Process
P-201-10007-395725	H-1B1 Chile	PROTECH TEST	01/07/2010	In Process

**Figure 38. Portal Home Tab – Portfolio Summary Page (Partial)**

3. Click the **My Account & Profiles** tab (see **Figure 39**).

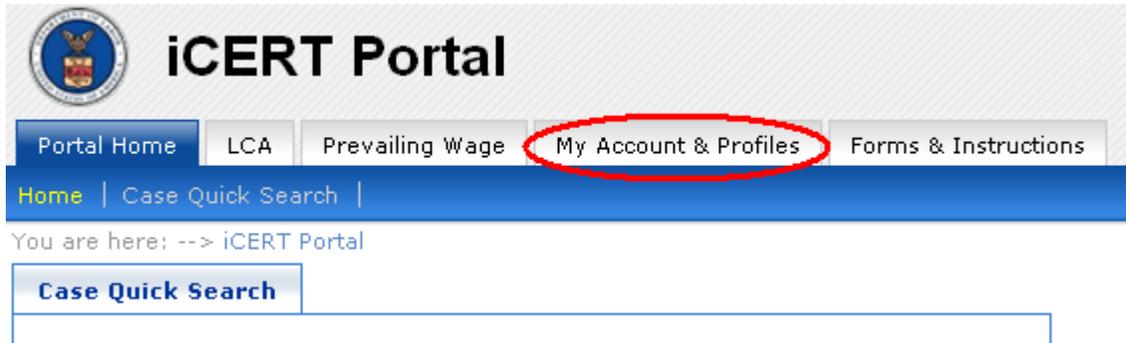


Figure 39. My Account & Profiles Tab (Detail)

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 40**).



Figure 40. My Associate Accounts Menu Bar Option (Detail)

The **My Associate Accounts** page is displayed (see **Figure 41**).



 **iCERT Portal** Welcome, CHEESE GO

Portal Home | LCA | Prevailing Wage | **My Account & Profiles** | Forms & Instructions [Contact Us](#)

[My Account](#) | [My Attorney Profiles](#) | **[My Associate Accounts](#)**

You are here: --> iCERT Portal --> My Account & Profiles --> My Associate Accounts

**My Associate Accounts**

First Name:  Last Name:

Office/Department:  Associate Type:

<input type="checkbox"/>	# LCA	# PW	First Name ▲	Last Name	Office or Department	Associate Type
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 1 FIRST NA...	ASSOCIATE CHEESE 1 LAST ...	AGENT OF ASSOCIATE	AGENT
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 2 FIRST NA...	ASSOCIATE CHEESE 2 LAST ...	DEPT OF THE GOAT ASS	AGENT
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 3 FIRST NA...	ASSOCIATE CHEESE 3 LAST ...	SENIOR PARALEGAL	SENIOR PARALEGAL
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 4 FIRST NA...	ASSOCIATE CHEESE 4 LAST ...	DEPT OF GOAT ASSOCIATE	HR COORDINATOR

1 / 1 10 6 Row(s)

**Figure 41. My Associate Accounts Page**

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

The **Associate Account Information** page is displayed (see **Figure 42**).



## Associate Account

Please complete the form before clicking the **Save** button at the bottom of the page.

\* Denotes required fields

Associate Information		
Associate Type:	* <input type="text" value="Select Associate Type"/>	Please select an Associate Type.
Last (Family) Name:	* <input type="text"/>	Enter Last (Family) Name. If only one name, enter the name in this field and enter "FNU" (first name unknown) in the first name field.
First (Given) Name:	* <input type="text"/>	Enter First (Given) Name. If only one name, enter the name in the last name field and enter "FNU" (first name unknown) in this field.
Full Middle Name(s):	<input type="text"/>	Enter full Middle Name. If no middle name, "N/A" will be inserted into all forms created.
Department:	* <input type="text"/>	
Phone Number:	* <input type="text"/> <input type="text"/> <input type="text"/> Ext. <input type="text"/>	
Fax Number:	<input type="text"/> <input type="text"/> <input type="text"/>	
Email:	* <input type="text"/>	<b>Email Address will be the login Username and will also be used to send the password if forgotten.</b>
Confirm Email:	* <input type="text"/>	
Secret Question:	* <input type="text" value="Select Secret Question"/>	
Secret Answer:	* <input type="text"/>	

**Figure 42. Associate Account Information Page**

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

- 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).
- 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 43**).



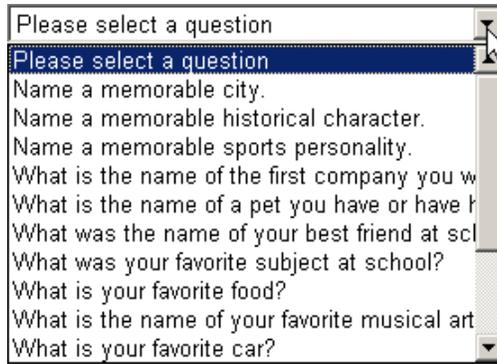
**Figure 43. Associate Account Type Drop-Down List**

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. The user will log in using the temporary password the system will email.

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 44** and **Figure 45**).

**Figure 44. Your Login Information Section – Secret Q & A**



**Figure 45. Scrollable Secret Question Drop-Down List**

12. Click the **Associate Permissions** tab (see **Figure 46**), and toggle on (or off) any of the checkbox options to define the account usage permissions of the Associate account being created.



### Associate Permissions

Determine access then select permissions for each Visa Program

**Allow Portal Account Permission**  Yes  No

View Main Account Holder Profiles

---

**Allow LCA Access/Permissions \***  Yes  No

Application Creation  View All Account Applications

Application Submission  Pre-fill Applications with Main Account Profiles

Application Withdrawal

---

**Allow Prevailing Wage Access/Permission \***  Yes  No

Application Creation  View All Account Applications

Application Submission  Pre-fill Applications with Main Account Profiles

Application Withdrawal  Redetermination Request Submission

---

**Allow PERM Access/Permissions \***  Yes  No

Application Creation  View All Account Applications

Application Submission  Pre-fill Applications with Main Account Profiles

Application Withdrawal

---

**Allow H2A Access/Permissions \***  Yes  No

Application Creation  View All Account Applications

Application Submission  Pre-fill Applications with Main Account Profiles

Application Withdrawal

---

**Allow H2B Access/Permissions \***  Yes  No

Application Creation  View All Account Applications

Application Submission  Pre-fill Applications with Main Account Profiles

Application Withdrawal

**Figure 46. 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.
14. The system redisplay the My Associate Accounts page (refer to **Figure 41**) 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 47**).

Welcome, CHEESE GO

**iCERT Portal**

Portal Home | LCA | Prevailing Wage | **My Account & Profiles** | Forms & Instructions | [Contact Us](#)

My Account | My Attorney Profiles | **My Associate Accounts**

You are here: --> iCERT Portal --> My Account & Profiles --> My Associate Accounts

**My Associate Accounts**

First Name:  Last Name:

Office/Department:  Associate Type:

<input type="checkbox"/>	# LCA	# PW	First Name ▲	Last Name	Office or Department	Associate Type
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 1 FIRST NA...	ASSOCIATE CHEESE 1 LAST ...	AGENT OF ASSOCIATE	AGENT
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 2 FIRST NA...	ASSOCIATE CHEESE 2 LAST ...	DEPT OF THE GOAT ASS	AGENT
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 3 FIRST NA...	ASSOCIATE CHEESE 3 LAST ...	SENIOR PARALEGAL	SENIOR PARALEGAL
<input type="checkbox"/>	0	0	ASSOCIATE CHEESE 4 FIRST NA...	ASSOCIATE CHEESE 4 LAST ...	DEPT OF GOAT ASSOCIATE	HR COORDINATOR

/ 1
 

 6 Row(s)

**Figure 47. My Associate Accounts page**



- In the **Select** column, toggle on the checkbox option of the associate account you wish to modify (see **Figure 48**).

Select	Cases	First Name
<input checked="" type="checkbox"/>	0	JANE

**Figure 48. Select Column Checkbox (Detail)**

- 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 (\*).

- At the top of the data entry form (see **Figure 27**), 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).
- Use the **Associate Type** drop-down list (see **Figure 42**) to redefine the specific type of sub-account account being created.
- 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.
- 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 46**).
- 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 redisplay the **My Associate Accounts** page with the sub-account you just added shown at the top of the listing.

## 4.7 Disabling an Associate Account

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

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

- 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 **Disable** 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 in the system, and there is no Undo function to reverse it and retrieve the Associate account(s) from the database. However, the Associate Account still exists in the system even after being disabled. OFLC Help must be contacted to permanently delete the Associate Account.



## 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. In terms of its usage with the iCERT Portal, profiles might almost be regarded as the contents of an email contact list that facilitate retrieval of contact information for parties associated with their OFLC visa application cases.

#### 5.1.1 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 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 49**).



**Figure 49. My Account & Profiles Tab (Detail)**



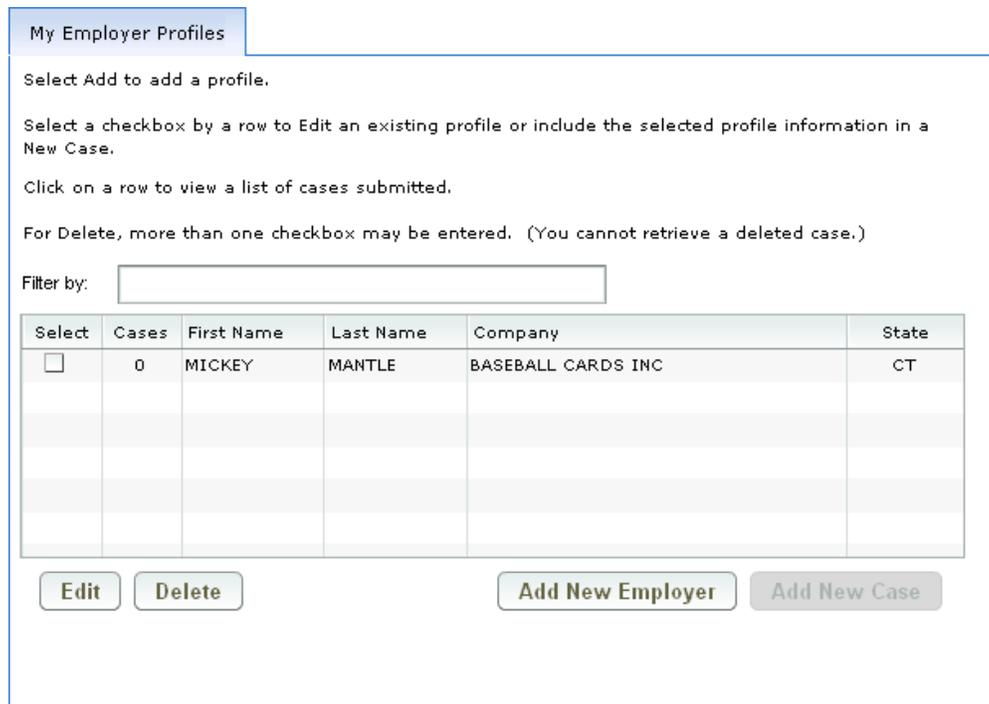
The **Account Information** page for an Attorney/Agent account is displayed.

4. Click the **My Employer Profiles** option on the menu bar (see **Figure 50**).



**Figure 50. My Employer Profiles Menu Bar Option (Detail)**

The **My Employer Profiles** page is displayed (see **Figure 51**).



**Figure 51. My Employer Profiles Page**

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

The **Employer Profile Information** page is displayed (see **Figure 52**).



## Employer Profile

\* Denotes required fields

Company Information

**Add/Edit Employer Profile**

EIN:  -

Business name: \*

Business DBA:

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.

Address 1: \*

Address 2:

City: \*

State: \*

Country: \*

Province:

Zip/Postal code: \*  -

Phone number: \*    Ext.

**Figure 52. Employer Profile Information Page**

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

- 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 ##-#####.

- 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.
- 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 redisplay the **My Employer Profiles** page with the profile you just added shown in the listing.

### 5.1.2 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 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 53**).



Figure 53. 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 54**).



Figure 54. My Attorney Profiles Menu Bar Option (Detail)

The **My Attorney/Agent Profiles** page is displayed (see **Figure 55**).



**My Attorney/Agent Profiles**

Select Add to add a profile.

Select a checkbox by a row to Edit an existing profile or include the selected profile information in a New Case.

Click on a row to view a list of cases submitted.

For Delete, more than one checkbox may be entered. (You cannot retrieve a deleted case.)

Filter by:

Select	Cases	First Name	Last Name	Firm	State
<input type="checkbox"/>	0	BILL	SAMSON	DEWEY, LOUIE & PARTNERS	MO

Figure 55. My Attorney/Agent Profiles Page

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

The **Attorney/Agent Profile Information** page is displayed (see **Figure 56**).

**Company Information**

**Add/Edit Attorney Profile**

Law Firm/Business FEIN:  -

---

Law firm/Business Name: \*

State bar number:  Please enter your State BAR Number

---

State of Highest Court Where Attorney is in Good Standing:  Please enter the State of Highest Court Where Attorney is in Good Standing

---

Name of Highest Court in the State Where Attorney is in Good Standing:  Enter the name of Highest Court in the State Where Attorney is in Good Standing

Figure 56. 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 this 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 in which 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 (only 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 redispays 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 Employer 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 57**).

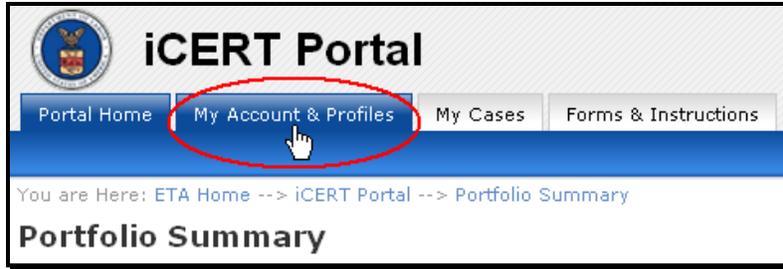


Figure 57. My Account & Profiles Tab (Detail)

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

4. Click the **My Employer Profiles** option on the menu bar (see **Figure 58**).



Figure 58. My Employer Profiles Menu Bar Option (Detail)

The **My Employer Profiles** page is displayed (see **Figure 59**).



**My Employer Profiles**

Select Add to add a profile.

Select a checkbox by a row to Edit an existing profile or include the selected profile information in a New Case.

Click on a row to view a list of cases submitted.

For Delete, more than one checkbox may be entered. (You cannot retrieve a deleted case.)

Filter by:

Select	Cases	First Name	Last Name	Company	State
<input type="checkbox"/>	0	MICKEY	MANTLE	BASEBALL CARDS INC	CT

Figure 59. My Employer Profiles Page

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

The **Edit Employer Profile** page is displayed (see **Figure 60**).

**Company Information**

**Add/Edit Employer Profile**

EIN:  -

Business name: \*

Business DBA:

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.

Figure 60. 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 redisplay the **My Employer Profiles** page.

### 5.2.2 Updating an Attorney/Agent 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 61**).



Figure 61. 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 62**).



Figure 62. My Attorney Profiles Menu Bar Option (Detail)



The **My Attorney/Agent Profiles** page is displayed (see **Figure 63**).

**My Attorney/Agent Profiles**

Select Add to add a profile.

Select a checkbox by a row to Edit an existing profile or include the selected profile information in a New Case.

Click on a row to view a list of cases submitted.

For Delete, more than one checkbox may be entered. (You cannot retrieve a deleted case.)

Filter by:

Select	Cases	First Name	Last Name	Firm	State
<input type="checkbox"/>	0	BILL	SAMSON	DEWEY, LOUIE & PARTNERS	MO

**Figure 63. My Attorney/Agent Profiles Page**

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

The **Edit Attorney Profile** page is displayed (see **Figure 64**).



Company Information

**Add/Edit Attorney Profile**

Law Firm/Business FEIN:  -

---

Law firm/Business Name:\*

State bar number:  Please enter your State BAR Number

---

State of Highest Court Where Attorney is in Good Standing:  Please enter the State of Highest Court Where Attorney is in Good Standing

---

Name of Highest Court in the State Where Attorney is in Good Standing:  Enter the name of Highest Court in the State Where Attorney is in Good Standing

**Figure 64. Edit Attorney Profile (Partial)**

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

- Use the 16 text fields and two drop-down lists as necessary to update the profile information as desired.
- 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 redisplay the **My Attorney/Agent Profiles** page.

### 5.3 Disabling a Profile

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

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

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

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

- 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 disable.

**Note:** Multiple profiles can be selected for deletion.

6. Click the **Disable** 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.



## **6 CREATING A NEW FORM ETA 9035E (LCA)**

The *iCERT LCA 2.0 Online System User Guide* will provide detailed instructions (including screenshots) instructing users how to create Labor Condition Applications using the seven-step online ETA Form 9035E.



## 7 PREVAILING WAGE PORTFOLIO AND PORTFOLIO DETAILS

The *iCERT Prevailing Wage Online System User Guide* will provide detailed instructions (including screenshots) instructing users how to create Prevailing Wage Applications using the online ETA Form 9141.

- The system will allow the user to view the case phase status, total number of cases for each status, and a brief description of the case status phases. The user will be allowed to access a detailed description of the cases of the case status by clicking the number of cases for the phases the user wants (See **Figure 65**).

Case Status	Total Cases	Brief Description
Initiated	<a href="#">2</a>	Applications in draft status
In Process	0	Applications submitted, under review
Determination Issued	<a href="#">1</a>	Wage determination issued
Redetermination	<a href="#">1</a>	Wage redetermination request: under review, affirmed, modified
Voided	0	Applications voided
Withdrawn	<a href="#">1</a>	Applications withdrawn
Related	<a href="#">28</a>	Cases using your FEIN

[Begin New ETA Form 9141](#)

**Prevailing Wage-related alerts requiring resolution**

- There are no Prevailing Wage-related alerts at this time.

**Figure 65. Prevailing Wage: Portfolio Summary**

- Once the user has clicked the total cases number the user will be directed to the Portfolio Details Landing page. On this page, the user will be allowed to search and view all cases for all visa classifications. The system will also allow the user to view a summary of the case details in a PDF format (See **Figure 66**).



Portal Home | LCA | **Prevailing Wage** | My Account & Profiles | Forms & Instructions | [Contact Us](#)

Prevailing Wage Portfolio Summary | **Prevailing Wage Portfolio Details**

You are here: --> iCERT Portal --> Prevailing Wage --> Portfolio Details

**Prevailing Wage: Case Details**

Visa Classification:  | SOC Code:   
 Case Number:  | Job Title:   
 Case Submitted: From:  To:  | FEIN:   
 Status:  | Employer Name:

<input type="checkbox"/>	Case Number	Submitted	Case Status	Employer Name	Visa	SOC	Job Title	Owner	Summary
<input type="checkbox"/>	<a href="#">T-400-09252-272071</a>	08/02/2009	INITIATED		H-1B1 Singap...			YES	
<input type="checkbox"/>	<a href="#">PW-000-09260-141477</a>	08/09/2009	INITIATED		H-1B1 Chile			YES	
<input type="checkbox"/>	<a href="#">PW-000-09282-235284</a>	08/10/2009	INITIATED		E-3 Australian			YES	
<input type="checkbox"/>	<a href="#">PW-000-09258-906163</a>	09/06/2009	INITIATED		H-1B			YES	
<input type="checkbox"/>	<a href="#">P-200-09252-927107</a>	09/09/2009	INITIATED	Arti And Company	H-1B		job title	YES	
<input type="checkbox"/>	<a href="#">PW-000-09260-962129</a>		INITIATED		H-1B1 Chile			YES	
<input type="checkbox"/>	<a href="#">PW-000-09289-446031</a>		INITIATED		Select Visa Cl...			YES	

/ 1   7 Row(s)

Available Actions:

**Figure 66. Prevailing Wage: Case Details**

- The system will allow the user to reuse case sections of a selected case. The user may also delete a case or begin a new ETA Form 9141 from the Landing Page.



## 8 VIEWING CASES IN PORTFOLIO SUMMARY

### 8.1 Viewing Cases in Portal Home

Clicking the **Portal Home** tab allows user to navigate directly to **Portal Home** page which will display the cases created or assigned to the user depending on the security checkbox options selected on the **Your Login Information** tab section.(see **Figure 67.**)

Portal Home | **LCA** | Prevailing Wage | My Account & Profiles | Forms & Instructions | [Contact](#)

[LCA Portfolio Summary](#) | [LCA Portfolio Details](#) |

[ETA Home](#) > [iCERT Portal](#) > [LCA](#) > Portfolio Summary

### LCA: Portfolio Summary

H-1B Cases | H-1B1 Cases | E-3 Cases

Case Status	Total Cases	Brief Description
Initiated	0	Applications started but not submitted
In Process	<a href="#">1</a>	Applications submitted, under review
Certified	0	Wage determination issued
Denied	0	Applications denied
Withdrawn	0	Applications that have been withdrawn
Voided	0	Applications that have been voided
Invalidated	0	Applications that have been invalidated
Rejected	0	Applications that have been rejected
My Related Cases	0	Cases submitted by Attorneys/Agents using your EIN

[Begin New ETA Form 9035](#)

[Public Burden Statement](#)

**H-1B alerts requiring resolution**

- There are no H-1B-related alerts at this time.

Figure 67. Case Portfolio Summary Report Page

### 8.2 Case Quick Search

The system will provide a Quick Search feature on the iCERT Portal Home Page that will allow the user to enter a Case Number to search the database.

1. The user will enter the case number(s) into the search field. The user will **Click** the check Status button and the system will result all search results



The function queries the database based on a set of user-defined search criteria selected/entered into the **Case Quick Search** fields (refer to **Figure 68**). The system retrieves those cases meeting the user-defined search parameters and displays the results on the **Portfolio Summary** page for the applicable visa program application.

2. The user will enter the case number into a text field and the search can be executed on complete or partial numbers.

The screenshot shows a web interface for "Case Quick Search". It features a blue header bar with the text "Case Quick Search". Below the header is a search form with a text input field labeled "Case Number:", a "Search" button, and a blue hyperlink labeled "Advanced Search".

Case Quick Search	
Case Number: <input type="text"/>	<input type="button" value="Search"/> <a href="#">Advanced Search</a>

**Figure 68. Case Quick Search**

3. The system will provide a Search button on the Landing page. When you **Click** the Search button, the system will execute the search according to the criteria selected and display the following results in standard table format on the Case Quick Search results page – column headers in bold:
  - **Case Number** on which the returned data will be sorted
  - **Date Submitted**
  - **Status**
    - The status shown will be the External Status of the case
    - All Statuses **EXCEPT** Initiated will be returned, these statuses will only be shown in the External Status of the case.
  - **Employer**
  - **Visa Classification**
4. The system will also display the search criteria selected to obtain the displayed results.



**Case Quick Search**

Visa Classification: <input type="text" value="All"/>	Associate: <input type="text" value="All"/>
Case Status: <input type="text" value="All"/>	Case Number: <input type="text" value="200"/>
Employer: <input type="text" value="STATIONARY GIFT"/>	Filing Date Range: From: <input type="text"/> To: <input type="text"/>

Case Number ▲	Date Submitted	Status	Employer	Visa Classification
I-200-09089-191632	04/30/2009	IN PROCESS		H-1B
I-200-09089-802978	03/30/2009	WITHDRAWN	KEITH'S CLUB HEALTH TRIO	H-1B
I-200-09093-854581	04/03/2009	IN PROCESS		H-1B
I-200-09099-386815	04/09/2009	IN PROCESS		H-1B
I-200-09124-107904	05/04/2009	IN PROCESS	STATIONARY GIFT	H-1B
I-200-09124-182325	05/04/2009	IN PROCESS	STATIONARY GIFT	H-1B
I-200-09124-219220	05/04/2009	IN PROCESS	YAHOO	H-1B
I-200-09124-651113	05/04/2009	IN PROCESS	TEST TWO	H-1B
I-200-09139-808365	05/19/2009	IN PROCESS	TEST TWO	H-1B

/ 1  9 Row(s)

**Figure 69. Case Quick Search Results Page**

5. The system provides a link to “Advanced Search” on the Landing Page which, if selected, will open the Case Quick Search results page (see **Figure 69**). The system will then open the Case Quick Search results page with no criteria or results populated if the Case Quick Search navigation link is selected from the secondary navigation under Portal Home Users with Employer or Attorney/Agent accounts will search cases created by them or their sub-accounts.
6. Users with an Associate Account will search cases created by them or anyone else associated with their main account. The system will provide a Search feature on the Case Quick Search results page. It will, in addition to Case Number, have the following search criteria available for Users with Employer or Attorney/Agent accounts:
  - **“Case Status”** which will be a drop-down list of all statuses, **EXCEPT** Initiated as detailed in this list:
    - All
    - LCA
    - In process
    - Certified
    - Denied
    - Invalidated
    - Rejected
    - Void
    - Withdrawn
    - Prevailing Wage
    - In Process
    - Determination Issued
    - Pending Redetermination Review
    - Redetermination Affirmed
    - Redetermination Modified



Withdrawn  
Void

- **“Visa Classification”** which will be a drop-down list of available applications and “All” and will default to “All”
- **“Employer”** if Attorney/Agent; **“Attorney/Agent”** if Employer which will be a drop-down list of the user’s respective profiles. The data for Employer will be the Business Name, for Attorney/Agent it will be First Name and Last Name. This field will be unavailable to Employer accounts when Prevailing is selected.
- **“Associate”** which will be a drop-down list of the user’s associate accounts. The data shown will be First Name and Last Name
- **“Filing Date Range”** which will be a date field with a date selector option which appears when the field is selected

**Figure 70. Case Quick Search Panel**

6. The system shall provide a Search feature on the Case Quick Search results page. It will, in addition to Case Number, have the following search criteria available for Users with an Employer or Attorney/Agent sub-account (see **Figure 70**):

- **“Case Status”** which will be a drop-down list of all statuses, except **Initiated** as detailed in this list:

All  
LCA  
In Process  
Certified  
Denied  
Invalidated  
Rejected  
Withdrawn  
Void  
Prevailing Wage  
In Process  
Determination Issued  
Pending Redetermination Review  
Redetermination Affirmed  
Redetermination Modified  
Withdrawn  
Void



- **“Visa Classification”** which will be a drop-down list of available applications and “Any” and will default to “Any”
- **“Employer”** if Attorney/Agent; **“Attorney/Agent”** if Employer which will be a drop-down list of the user’s respective profiles. The list is dependent on the Associate’s permissions to see the full accounts profiles or not. The data for Employer will be the Business Name, for Attorney/Agent it will be First Name and Last Name. This field will be unavailable to Employer Associate accounts when Prevailing Wage is selected
- **“Filing Date Range”** which will be a date field with a date selector option which appears when the field is selected

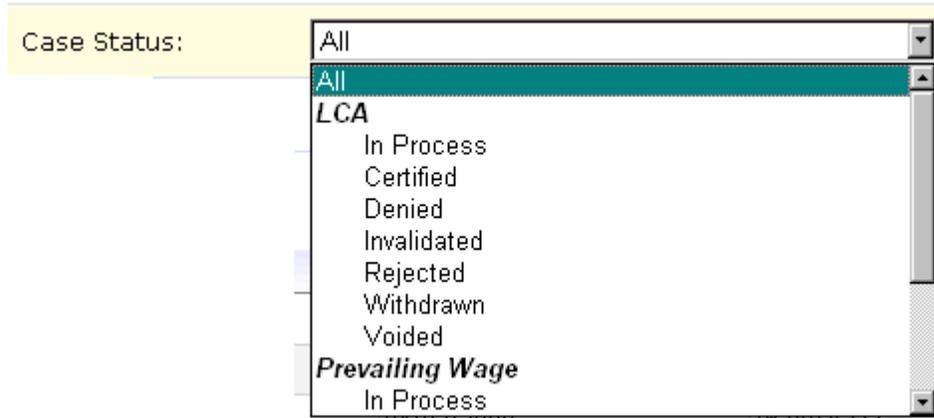
**Notes:**

- On several of the **Case Quick Search** drop-down lists, some of the options are grayed-out and are not available for selection as a query parameter at the current time.
  - If the user changes the value of the Visa Classification drop-down list, then the system shall automatically set the Case Status to “All”.
  - If the user changes value of Case Status to anything other than “All”, then the system shall automatically set the Visa Classification based on the status selected (If the user selects a Prevailing Wage status, then the Visa Classification status will be set to “Prevailing Wage”).
1. Select the applicable visa classification from the **Visa Program** drop-down list (see **Figure 71**).



**Figure 71. Visa Program Drop-Down List**

2. Select the current case processing status from the **Case Status** drop-down list (see **Figure 72**).



**Figure 72. Case Status Drop-Down List**

3. Select the applicable company/business/firm from the **Employer** drop-down list.
4. Select the pertinent associate account user to whom the case is assigned from the **Associate** drop-down list.
5. Enter the applicable case identification number into the **Case Number** text field.
6. Enter the name of the applicable foreign worker into the **Foreign Worker Name** text field.
7. Enter the beginning and end dates to define the time scope of the query into the **Filing Date Range [From]** and **[To]** fields.

**Note:** The valid date format is “mm/dd/yyyy”.

8. When you have completed defining the search criteria, click the **Submit** button in the lower right corner of the **Case Quick Search** panel.

Any cases meeting the query parameters are retrieved and displayed on the **Portfolio Summary** page for the applicable visa program application



## APPENDIX A: ACRONYMS

Table 4 below provides a list of the acronyms pertinent to the current version of this document.

Table 4. Acronyms	
Acronym	Spelled Out Term
▶ A ◀	
ACWIA	American Competitiveness and Workforce Improvement Act
▶ B ◀	
BLS	Bureau of Labor Statistics
▶ C ◀	
CAPTCHA	Completely Automated Public Turing [test to tell] Computers and Humans Apart
▶ D ◀	
DBA	Doing-Business-As
DOL	Department of Labor
▶ E ◀	
EIN	Employer Identification Number
ETA	Employment and Training Administration
▶ F ◀	
FAQ	Frequently Asked Question
FEIN	Federal Employer Identification Number
FLC	Foreign Labor Certification
▶ I ◀	
iCERT	Immigration Certification
IRS	Internal Revenue Service
▶ L ◀	
LAN	Local Area Network
LCA	Labor Condition Application
▶ M ◀	
MSA	Metropolitan Statistical Areas
▶ N ◀	
NAICS	North American Industry Classification System
NPC	National Processing Centers
▶ O ◀	
OES	Occupational Employment Statistics
OFLC	Office of Foreign Labor Certification



<b>Table 4. Acronyms</b>	
<b>Acronym</b>	<b>Spelled Out Term</b>
OMB	Office of Management and Budget
<b>► P ◀</b>	
PBLS	PERM Backlog System
PERM	Permanent Case Management System
PLC	Permanent Labor Certification
PROTECH	Performance and Technology Office
<b>► Q ◀</b>	
Q & A	Question and Answer
<b>► R ◀</b>	
RDBMS	Relational Database Management System
<b>► S ◀</b>	
SOC	Standard Occupation Classification
SSO	Single Sign-On
SWA	State Workforce Agency



## APPENDIX B: GLOSSARY OF TERMS

Table 5 below provides a glossary of key terms pertinent to this document.

Table 5. Glossary of Terms	
Key Term	Description
Account	<p>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.</p> <p>The iCERT Portal system offers three types of user accounts:</p> <ul style="list-style-type: none"> <li>• Employer</li> <li>• Attorney/Agent</li> <li>• Associate</li> </ul>
American Competitiveness & Workforce Improvement Act	<p>The American Competitiveness &amp; 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.</p>
Associate Account	<p>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).</p>
Attorney/Agent Account	<p>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.</p>
Employer Account	<p>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.</p>
Frequently Asked Questions	<p>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 includes a hyperlink which will navigate the user to a webpage which contains the most frequently asked questions.</p>
Metropolitan Statistical Area	<p>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.</p> <p><b>Note:</b> MSAs are used for official purposes, but they are <i>not</i> the only estimates of metro area populations available.</p>
OFLC Visa Programs	<p>The iCERT Portal allows access to the following OFLC visa programs if the user checked the</p>

**Table 5. Glossary of Terms**

Key Term	Description
	<p>applicable visa program security privilege checkbox on the Your Login Information tab section when the system account was created or updated.</p> <ul style="list-style-type: none"> <li>• LCA (H-1B, H-1B1, E-3)</li> <li>• PERM</li> <li>• H-2A</li> <li>• H-2B</li> </ul>
Permissions	<p>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.</p> <p>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 <i>master</i> Employer and Attorney/Agent accounts. (Refer to subsection 4.5 beginning on page 30 for a listing of the user-defined Associate account permissions pertinent to the iCERT Portal system.)</p>
Portfolio Summary	<p>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).</p>
Prevailing Wage	<p>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.</p> <p>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.</p>
Profile	<p>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.</p> <p>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.</p> <p>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.</p>
Single Sign-On	<p>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.</p> <p>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.</p>
Sub-Account	<p>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 create a sub-account, and in doing so they define the specific system permissions and</p>



**Table 5. Glossary of Terms**

Key Term	Description
	privileges of the sub-account (see Permissions entry above).