

FAQs for Claimants

Overview

This FAQ highlights some common questions. Complete LaborFirst User Guides and other resources are available on the [LaborFirst website](https://labor.delaware.gov/laborfirst) (<https://labor.delaware.gov/laborfirst>).

Frequently Asked Questions

Obtaining Your State of Delaware Sign-In Credentials

Question	Answer
Why do I need to create sign-in credentials for the State of Delaware before I access LaborFirst?	The State of Delaware takes seriously our role in protecting and securing the public's information. To that end, the State has established policies and procedures for creating and validating your sign-in credentials
Where do I go to create my state sign-in credentials?	Click here to visit the login page, then click Sign Up to begin the process
How do I get help setting up my State of Delaware Sign-In credentials?	The State of Delaware has created the following resources: <ul style="list-style-type: none">• Credentials Guide (https://mydelawarehelp.dti.delaware.gov/help/Register-MyDel-for-Employee-Self-Service.pdf)• Video to walk you through the process (https://www.youtube.com/watch?v=q965w4sr_3E)• Identity Proofing guide (https://mydelawarehelp.dti.delaware.gov/help/Identity-Proofing-Guide.pdf)• For Identity Proofing issues, contact LaborFirst_Security@delawre.gov

The LaborFirst Platform

Question	Answer
How do I sign in to LaborFirst?	After creating your State of Delaware sign-in credentials and signing in to My Delaware, the LaborFirst claimant tile will appear on your My Delaware dashboard. Click the tile to log in to LaborFirst.
What information do I need to create an account?	You will need your contact information, date of birth, and social security number.
How do I get help if I am having problems accessing LaborFirst?	If you have state sign-in credentials, you can contact PFML@delaware.gov or the Help Desk at 302.761.8375
How do I access my LaborFirst account information?	While signed into LaborFirst, select the profile icon at the top right corner of the screen. Account information can be accessed here

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What should I do if I encounter LaborFirst performance issues?	Clear your browser cache if you encounter slowness or loading issues while in LaborFirst. If problems persist, contact the Help Desk at 302.761.8375
What devices and/or browsers should I use to access LaborFirst?	It is recommended that you use the Chrome browser on a desktop or laptop to access LaborFirst.
How do I print my screen while in LaborFirst?	To print your screen while in LaborFirst, use CTRL+P. This will print the screen you are currently on in your browser
How do I print documents included within notes and attachments in LaborFirst?	To print documents included within notes and attachments, download the document as a PDF and then print it
When I am filling out fields in LaborFirst, why do some have a red asterisk and border?	Required fields that must be completed will have a red asterisk next to the field name.
How do I get help while using LaborFirst?	Help text is available in LaborFirst as you are using the application. An icon will be present next to fields that have available help text. Instructional material can also be found here . For any further assistance, contact PFML@delaware.gov or the Help Desk at 302.761.8375

Claims and Payments

Question	Answer
How will I receive my benefits?	You can choose to receive benefits via a debit card (which we will mail to you), or direct deposit to your bank account.
How do I file a claim?	After you log into LaborFirst, click File Paid Family Medical Leave claim and the system will guide you through the process. If you need additional help, review the guides on https://labor.delaware.gov/laborfirst/
Am I eligible to file a claim?	Delaware Paid Leave offers paid leave to employees who have been employed for at least 12 months and have worked at least 1,250 hours in the most recent 12 months with a single employer. If leave is approved, an employee will get up to 80% of their wages (up to \$900 per week).
What types of leave are available?	<ul style="list-style-type: none"> • Medical Leave (your own serious health condition) • Family Caregiver Leave (care for parent, spouse, or child) • Parental Leave (bonding with newborn, adopted, or foster child) • Qualified Exigency Leave (military deployment-related needs)
My claim was denied. What can I do?	You can request a claim review by logging into LaborFirst, reviewing your claim details, and clicking Request Claim Review

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Support

Question	Answer
How do I get help if I am having problems accessing LaborFirst?	<p>If you have state sign-in credentials, you can contact PFML@delaware.gov or the Help Desk at 302.761.8375</p> <p>If you are having trouble with ID proofing, contact LaborFirst_Security@delaware.gov</p>
What should I do if I encounter LaborFirst performance issues?	Clear your browser cache if you encounter slowness or loading issues while in LaborFirst. If problems persist, contact the Help Desk at 302.761.8375
How do I get help while using LaborFirst?	Help text is available in LaborFirst as you are using the application. An icon will be present next to fields that have available help text. Instructional material can also be found here . For any further assistance, contact PFML@delaware.gov or the Help Desk at 302.761.8375
Where can I learn more about Paid Family and Medical Leave?	Visit https://de.gov/paidleave