

## FAQs for Employers, TPAs and PEOs

### 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>).

- The LaborFirst Platform
- Delaware One Stop Business Registration
- Obtaining Your State of Delaware Sign-In Credentials

### Frequently Asked Questions

#### The LaborFirst Platform

Question	Answer
Are LaborFirst and Salesforce the same?	Yes, LaborFirst is the new Delaware Department of Labor platform using the Salesforce application
Do I have LaborFirst sign-in credentials?	You will not have LaborFirst specific credentials. You will use your State of Delaware sign in credentials to access LaborFirst
How do I sign in to LaborFirst?	If you are a registered business in Delaware One Stop <u>and</u> you have created your state sign-in credentials, a tile will appear on your My Delaware dashboard
How do I get help if I am having problems accessing LaborFirst?	If you have state sign-in credentials, you can contact <a href="mailto:PFML@delaware.gov">PFML@delaware.gov</a> 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 <a href="#">here</a>
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 a desktop or laptop to access LaborFirst. Edge, Chrome, Firefox, and Apple Safari are all supported browsers. Apple Safari is also supported on tablets. To learn more about supported browsers and devices, read the devices Salesforce help article: ( <a href="https://help.salesforce.com/s/articleView?id=sf.getst_art_browsers_sfx.htm&amp;type=5">https://help.salesforce.com/s/articleView?id=sf.getst_art_browsers_sfx.htm&amp;type=5</a> )
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
How do I set up my business in LaborFirst?	The first time you access LaborFirst, you will be automatically directed to the setup process. This is separate from your business registration in One Stop. Some of your information will carry over from One Stop

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I can't find my TPA (or PEO) in LaborFirst, how should I proceed?	TPAs and PEOs must register separately to be available to an employer in LaborFirst. If you do not see your TPA or PEO, please contact them
Can TPAs complete my initial business registration in LaborFirst?	No, the employer is required to complete their initial business registration in LaborFirst
Can TPAs register my business into the Paid Leave program?	Yes. Once an employer completes their initial business registration, an authorized TPA can register the employer for Paid Leave
Can a TPA apply for a private or self-insured plan during Paid Leave registration on behalf of my business?	Yes. Once an employer has completed its initial business registration, an authorized TPA can apply for a private or self-insured plan during Paid Leave registration on behalf of your business
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 border around the field and 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 <a href="#">here</a> . For any further assistance, contact <a href="mailto:PFML@delaware.gov">PFML@delaware.gov</a> or the Help Desk at 302.761.8375

### Delaware One Stop Business Registration

Question	Answer
When do I need to register my business in One Stop?	If you are a business operating in Delaware for the first time, you must register in Delaware One Stop. This is required before creating your State of Delaware sign-in credentials
How do I access Delaware One Stop?	Delaware One Stop ( <a href="https://onestop.delaware.gov">https://onestop.delaware.gov</a> )
What if I am already registered in One Stop?	If you are already registered in One Stop, you do not need to register again
Where can I get help with One Stop?	One Stop Help ( <a href="https://onestop.delaware.gov/Help_Contact">https://onestop.delaware.gov/Help_Contact</a> )

### 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?	<ul style="list-style-type: none"> <li>If you are a LaborFirst <b>Employer</b>, go to <a href="https://my.delaware.gov/app/bookmark/0oas9waptcZJWwXiP297/login">https://my.delaware.gov/app/bookmark/0oas9waptcZJWwXiP297/login</a> to create/validate your credentials and add the LaborFirst tile to your My Delaware dashboard</li> <li>If you are a <b>TPA or PEO</b>, go to <a href="https://my.delaware.gov/app/bookmark/0oas9w2fhpd6x3MSE297/login">https://my.delaware.gov/app/bookmark/0oas9w2fhpd6x3MSE297/login</a> to create/validate your credentials and add the LaborFirst tile to your My Delaware dashboard</li> </ul>

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How do I get help setting up my State of Delaware Sign-In credentials?

The State of Delaware has created the following resources:

- 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](https://www.youtube.com/watch?v=q965w4sr_3E))
- Identity Proofing guide (<https://mydelawarehelp.dti.delaware.gov/help/Identity-Proofing-Guide.pdf>)
- Call the Help Desk at 302.761.8375