DELAWARE
LABOR
FIRST

Employer
LaborFirst
User Manual

LaborFirst Employer User Manual

Table of Contents

Overview

We will now start working with some of the most essential components in LaborFirst.

At any time, please select the LaborFirst Logo in the right corner to be directed to the Table of Contents.

- **Getting Started:**
    - System requirements (visit the [LaborFirst] website FAQs)
    - Signing into LaborFirst for the first time
    - Overview of the user interface and main dashboard

- **Enrollment Process**
    - Step-by-step guide to enrolling in Paid Family Medical Leave (PFML)
    - How to complete personal information and employment details

- **Managing Your Account**
    - Updating personal and employment information
    - Viewing and managing submitted applications
    - How to check the status of your PFML application

- **Help and Support Resources** (visit the [LaborFirst] website)
    - Contacting the Help Desk
    - Additional resources and LaborFirst guides
    - Frequently Asked Questions

> **For Your Safety and Security**
> **Before You Access LaborFirst the First Time**
>
> 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. Before you can sign in to LaborFirst, you must complete two activities.
>
> **Step One: Are You a New Business Operating in Delaware?**
> **If your business is registered in Delaware One Stop, proceed to Step 2**.
> If you haven't registered your business in Delaware One Stop, please visit One Stop.
> If you need **help**, visit the One Stop Contact page.
>
> **Step Two: Everyone must establish their State of Delaware sign-in credentials**
> Employers? **Go Here**.
> Third Party Administrator or Professional Employer Organization? **Go Here**.
>
> For **Help**, written instructions are available **here**, or you can watch this **video**.
> If you are unable to complete the credentialing process, please call 302-761-8375.

> **Welcome to LaborFirst!**
> Have you completed the steps above? Congratulations! You can access **LaborFirst** from the tile on your MyDelaware dashboard.

My Delaware LaborFirst Tile

Need more **information or training materials?** Documentation specifically for Employers, TPAs, and PEOs is available from the LaborFirst home page. Then, select the appropriate tile.

Employer Self-Service (ESS) - Employer Portal Page

Employer Business Registration

The first time an employer signs in to LaborFirst, the 'Create Account' screen is the first step in the Business Registration process. This screen asks the employer to enter their Employer Identification Number (EIN). It must match a FEIN registered in Delaware One Stop. Additionally, this screen contains a User Agreement outlining critical acknowledgements the employer must accept to proceed. The employer will utilize the checkbox to certify that the information is true and correct to the best of their knowledge, sign and date, and select **Next** to proceed with the registration process.

Create Account Screen

The 'Introduction' screen is the next step in the Business Registration. This screen provides the employer with information on what is required to register an employer account in LaborFirst successfully. Select **Next** to go to the registration process.

Note: Third-party administrators (TPAs) that employ workers in Delaware must also register as employers.

Introduction

Welcome to the Delaware Department of Labor's online administrative system! The goal of this system is to simplify an employer's user experience when managing their accounts with the Delaware Department of Labor. Prior to beginning this process, please gather the following information:

- Legal Business Name

- Trade, fictitious, or assumed name if different from legal business name (i.e. DBA or doing business as)

- Federal Employer Identification Number (FEIN)

- Physical address of business

- Mailing address of business

- Additional business location addresses (if applicable)

- Business Type (corporation, sole proprietorship, LLC, etc.)

- State and date of incorporation (if applicable)

- Primary business activity performed

- Owner/Officer name(s), Social Security Number(s), date(s) of birth and personal address(es)

Upon completion of your registration, you will receive a new Account number. This Account number will apply to all Delaware Department of Labor programs managed by this online system.

[Next]

Steps

- Introduction
- Business Details
- Business Qualification
- Address
- Officers and Owners
- Contacts
- Preferred Method of Communication
- Registration Summary
- Confirmation

Introduction Screen

Each screen in the employer registration process includes a 'Steps' status bar in the right pane. During the business registration process, some steps change based on selections made by the employer. After the 'Introduction' screen, **Previous** and **Next** are available at the bottom of each screen to move back and forth between screens. If the person registering exits the system before completing the process, all previously entered information is saved and the registration status will be incomplete. Subsequently, when the employer signs in to LaborFirst, they are navigated back to the 'Introduction' screen and their previously entered information is saved.

Note: If the registration is not complete, the person registering will receive an email after 10 days reminding them to complete their registration. If registration is not completed by the 15th calendar day, the incomplete registration data will be purged from the system.

Registration Steps Progress

The 'Business Details' screen is the next step in the registration process. Throughout the registration process, labels marked with a red asterisk are required to proceed to the next screen. Throughout the registration process, some details will be pre-populated from the information provided previously in My.Delaware.gov. Please review the information for accuracy. For each step, enter data as required and select **Next**.

Business Details Screen

The 'Business Qualification' screen is the next step in the registration process. This step gathers information to begin determining the employer type. The first question on the screen asks the employer if the business is a Professional Employer Organization (PEO). A PEO is an outsourcing firm that provides services to small and medium-sized businesses, such as HR services, technology, and expertise. A PEO will register on the Employer Portal if they employ workers in the state of Delaware. However, they will also need to register in the TPA Portal for the services they provide on behalf of their clients. Next, the person registering will select their employer type, whether they close for 30 consecutive days or more, and their employee count. The employer will select Next to proceed to the next step.

Business Qualification Screen

The 'Address' screen is the next step in the process. **To proceed, at least one physical address and one mailing address are required. For each applicable address field, select the down arrow and select Edit to launch the 'Mailing Address' window,** where the employer will enter their information.
Note: In the example below, the 'Mailing Address' field is pre-populated due to the information previously entered in One Stop. The employer can select **Edit** to update the information accordingly.

Address Screen

From the 'Mailing Address' window, the 'Search' field allows the employer to begin entering their address. If the address is found (using an address service), the employer may select the address and the field below will be populated in a read-only format. If the address is not found, select **Address Not Found**, and the address can be manually entered. Select **Save** once all required fields are populated.

Mailing Address Window

If the employer indicates that their physical address is different from the mailing address, the 'Physical Address' field is presented. To add a physical address, follow the same steps mentioned above.

Note: If "1" was entered for the question "How many locations do you operate in Delaware?" on the 'Business Details' screen, the last question ("Would you like to add additional locations?") will be defaulted to "No". However, the employer can change the answer to "Yes" to add additional locations.

Address Screen with Physical Address

If the person registering indicates that their business has additional locations, the 'Additional Locations' screen will dynamically appear in the 'Steps' status bar on the right and will be the next step in the process. The 'Additional Locations' screen allows the person registering to enter addresses for additional business locations.

Additional Locations Screen

Select **New** to launch the 'Additional Locations' window. The only difference with this address window versus the previous is the 'Address Type' field. This allows the employer to indicate the type of address they are adding to their account (physical location, appeals office, etc.). Once the employer has indicated the address type, they will follow the same steps previously mentioned to enter a new address. Select **Save** once completed.

Locations
* Address Type
-- Clear --
Physical Location
Appeals
Bankruptcy
Benefits
Collections
Contribution Reporting
Wage Reporting

* City

* Zip Code

Cancel   Save

Additional Locations Window

The 'Officers and Owners' screen is the next step in the process. Select the down arrow, then **Edit** to enter the first owner or officer. If more owners and/or officers are being added, select **New** and repeat these steps until all owners and/or officers are added.

Officers and Owners Screen

Upon launching the Officers and Owners window, the employer needs to indicate if the ownership type is Individual or Business. Publicly traded companies should select Business. Enter the FEIN and Business name for the business ownership. Fields will display dynamically based on the selection. If you are not a publicly traded company, at least one owner or officer is required to proceed. Once owner(s) and/or officer(s) are added, enter the required information and select **Save** once completed. Then select **Next** to proceed.

Officers and Owners Window

'Contacts' is the next step in the process. At least one registration contact is required. Please note that this screen may already have a potential contact prepopulated per information previously entered in One Stop. The employer may select the down arrow and **delete** if the information is incorrect. Additionally, the employer may select **Edit** to update the information provided as needed. If no contact information was prepopulated, select **New** to launch the 'Contact' window.

Note: New contacts will receive an email to set up their access upon completion of the registration process.
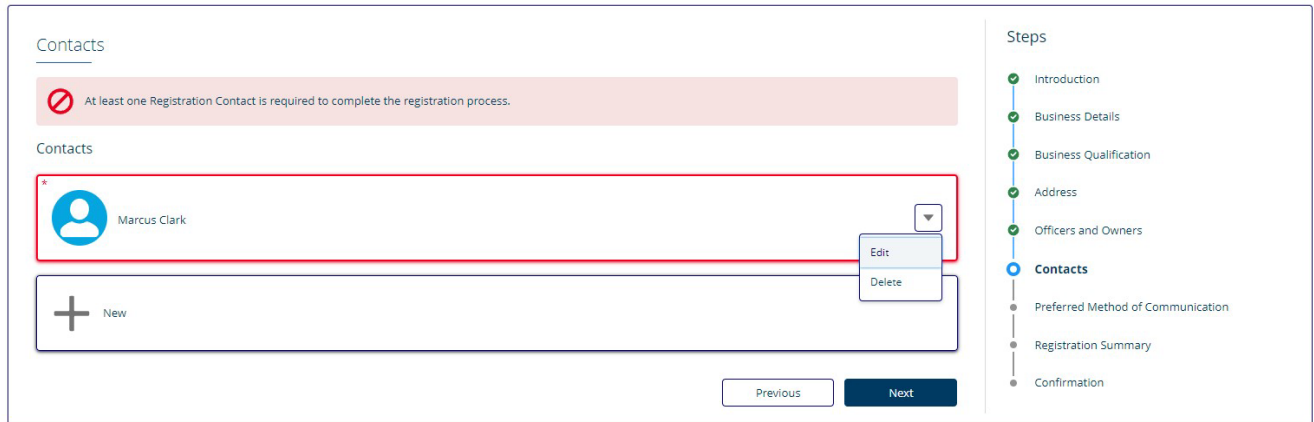
Contacts Screen

The 'Contacts' window first asks the Title of the contact being entered. This field is a drop-down menu. If 'Registration Contact' is selected, a question dynamically displays asking if the person who initially created this account is also the Registration Contact. If 'yes' is selected, the subsequent fields populate with information that was previously entered. The employer has the ability to edit these fields as needed. Select **Save** once completed.

Contacts Screen

'Preferred Method of Communication' is the next step in the process. Currently, email is the only method of communication available. The field is defaulted to email and read-only. The email address previously entered will automatically populate in the fields below. The person registering may confirm or change as necessary. Enter the requisite information and then select **Next** to continue.

Preferred Method of Communication Screen

The final step in the business registration process is the 'Registration Summary' screen. The summary allows the employer to review the information entered during the registration process. Though the information on this screen is read-only, the person registering may use the **Previous** button to toggle back through the screens and make any necessary corrections. Review the information and, if accurate, read and agree to the certification statement, sign and date, and select **Next** to complete the registration.

Registration Summary Screen

Upon successful completion of the registration process, the 'Confirmation' screen is presented, and an email is sent to the registration contact. Select **Proceed** to be navigated to the 'Employer Portal Landing Screen'.

Confirmation Screen

General Portal Navigation

Employer Self-Service (ESS) Portal

The 'Employer Portal' screen is the first screen presented to an employer after logging in. Links to actions are presented based on actions available to the business at the time.


Employer Portal Landing Screen

The 'Employer Portal Home Screen' displays the business name, Employer Account Number, Account Divisions Summary, and Correspondence.
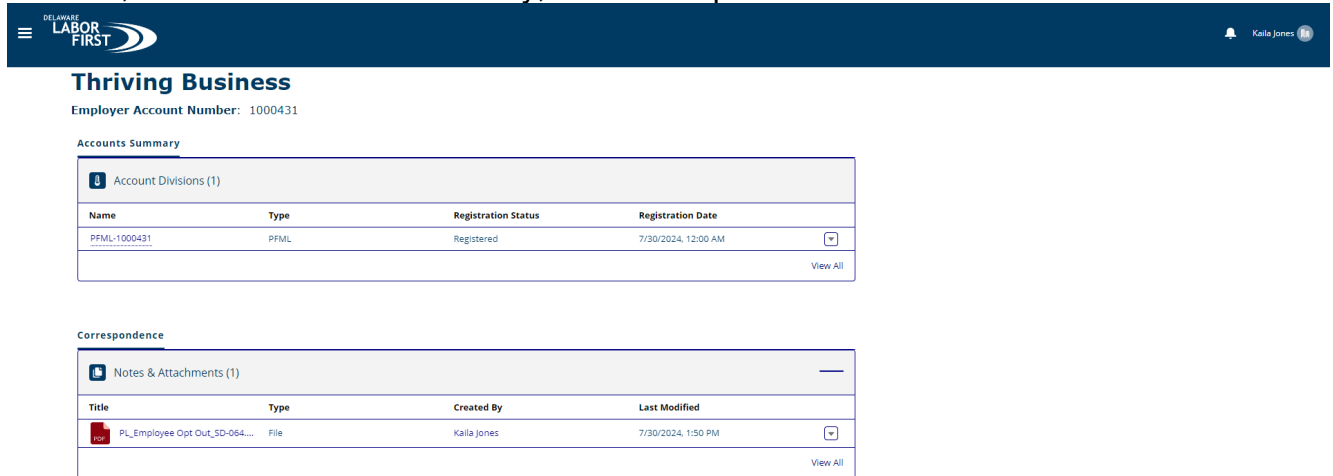
Employer Portal Home Screen

Notifications

Two icons are always displayed at the top of the Employer Portal, pictured below: Notifications and the Profile Icon. The Notifications Icon will contain important alerts to review.
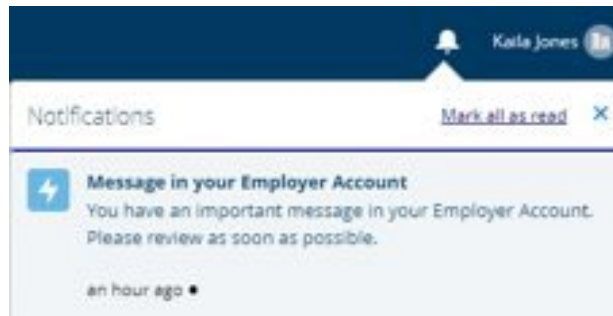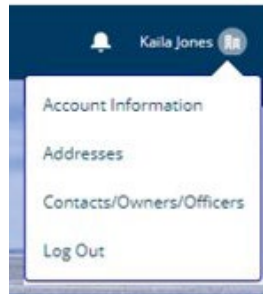

Notifications Icon

Profile Icon
Select the profile icon, and then select other areas of the portal: Account Information, Addresses, Contacts/Officers/Owners, and Log Out.

Profile Icon Dropdown Menu

Account Information Screen
The 'Account Information' screen shows the Account Details. These fields are read-only and shows the current data on file – received either through registration or updated by Delaware Department of Labor (DeDOL) staff.
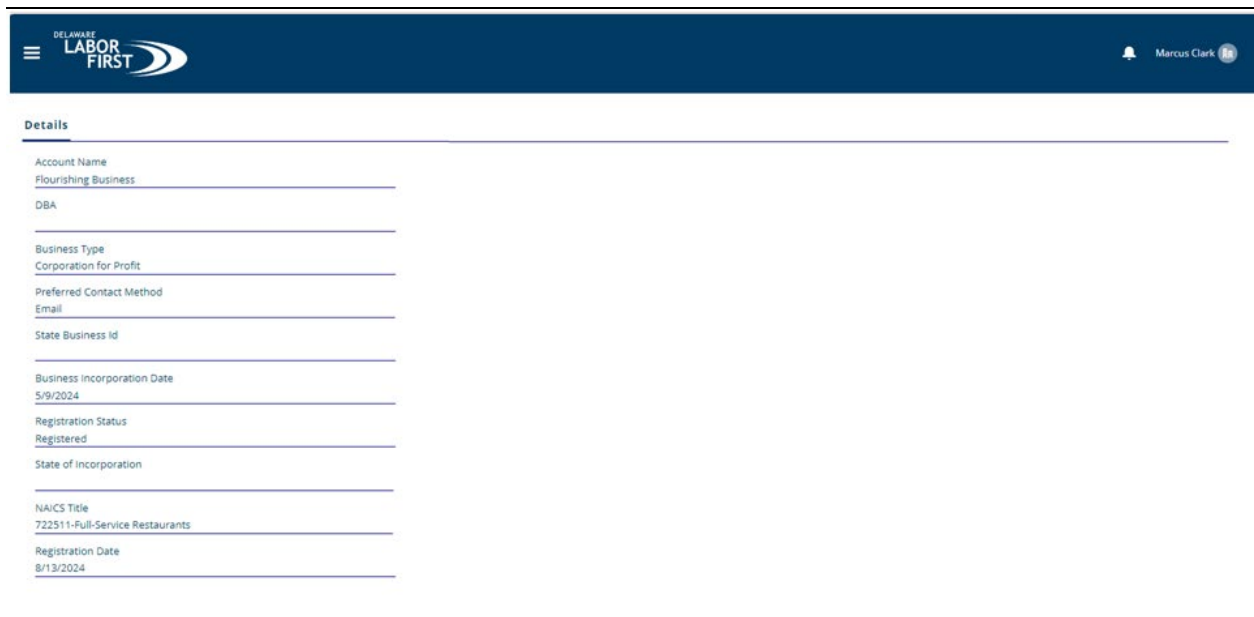
Details Screen

Addresses

The Account Administrator(s) can access and edit the 'Addresses' screen from the Profile Icon. The 'Addresses' screen lists the address of each business location registered to the Employer Account. To update an address, select **Edit** from the down arrow at the right of the address. Additionally, more business locations can be added to the account. To add a new address to the account, select **New** from the top right corner. Enter the required information and select **Save** once completed.

Accounts > Thriving Business
Addresses
3 items • Updated a few seconds ago

	Address ID	Address Type	Address (Street)	Address (City)	Address (State/Province)	Address (ZIP/Postal Code)	
1	ADR-000000897	Mailing	402 Ogletown Rd	Newark	DE	19711	
2	ADR-000000898	Physical Location	402 Ogletown Rd	Newark	DE	19711	
3	ADR-000000899	Physical Location	402 Ogletown Rd	Newark	DE	19711	

Addresses Screen

See the next screen for the New Address window.

New Address

* = Required Information

Information

*Account

[icon] Thriving Business   ✕

*Primary Location

No   ▼

Address

Search Address   🔍

*Address Type

--None--   ▼

Address (Country/Territory)

United States   ▼

Address (Street)

Address (City)

Address (State/Province)

--None--   ▼

Address (ZIP/Postal Code)

Country

United States   ▼

Physical Location Number

Cancel   Save & New   Save

New Address Window

Contacts/Officers/Owners

The Profile Icon allows the employer to access the 'Contacts/Officers/Owners' Screen. This screen lists the account contacts with their Contact Name, Title Type, Email, Phone Number and Officers/Owners. Select **New** to enter new contacts and/or Officers/Owners.

Contacts   Owners/Officers

	Contact Name	Title Type	Email	Phone Number	
1	Adam Atkinson	Internal User	eareiafa@gmail.com	(473) 840-3999	▾
2	Kaila Jones	Administrator	kailajones95@gmail.com	(214) 738-3571	▾
3	Kaila Jones	Registration Contact	kailajones95@gmail.com	(214) 738-3571	▾
4	Rachael Vrbanac	Internal User	kailasimone.jones@infosys.com	(111) 222-3333	▾

Accounts > Thriving Business
Contacts
4 items • Sorted by Last Name • Updated a few seconds ago

New

Contacts Screen

See the next page for the New Contact screen.

New Contact Window

Owner/Officers Screen

New Owner/Officers: Individual

* = Required Information

Information

Account
Thriving Business

*Officer Type ⓘ

Individual ▼

*Title

--None-- ▼

*First Name

Middle Initial

*Last Name

SSN

Address Line 1

Address Line 2

City

State

Delaware ▼

Zip

Country

United States ▼

Email

*Percent Owned

*Phone Number

Cancel   Save & New   **Save**

New Owner/Officers: Individual Screen

Log Out
At the bottom of the Profile Icon dropdown list, select **Log Out** to end the session and leave LaborFirst.

Menu
The Menu, located on the top left corner of the screen, allows the employer to move to various screens pertaining to Account Services.
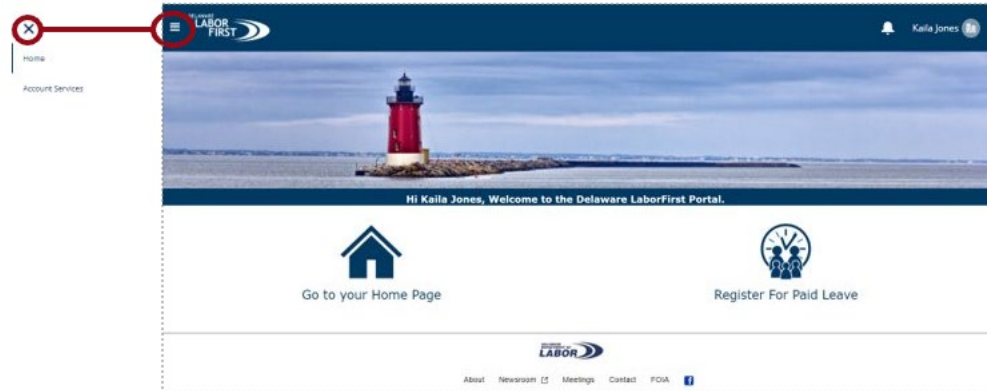

ESS Menu

Add and Manage Users

Add Additional Users
Both TPAs and Employers can add additional individuals to their LaborFirst accounts. LaborFirst allows the account owner, known as the "Account Administrator" to add and manage additional users (internal to their company). When additional users are set up, they are given access to the account and can engage in LaborFirst functionality based on permissions granted by the account administrator. Additional users who are granted administrator access have the same abilities as the initial account owner.
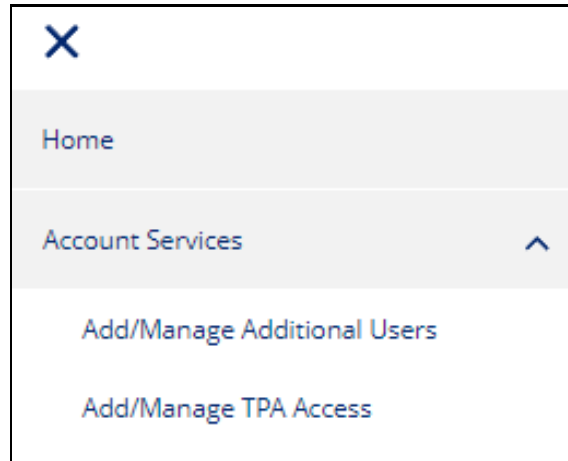
Account Services Dropdown Menu

After selecting **Add/Manage Additional Users**, the account administrator is directed to the 'Add Additional Users' The email entered must be unique and cannot exist in LaborFirst. Upon selecting 'Save', an email is sent to the respective person registering inviting them to create a State of Delaware account on My.Delaware.gov.

Upon selecting the link in the email, the person registering is prompted to create an account on My.Delaware.gov.(For details on obtaining Delaware state sign in credentials, please visit the LaborFirst website or see page X in this document.

Note: Only Account Administrators have access to this screen.

Add Additional Users Screen

Manage Additional Users

The Account Administrator(s) can manage additional users that were previously added by selecting the record they wish to edit.

Note: Administrators cannot deactivate other users with Administrator permissions.

	First Name	Last Name	Email	Phone Number	Authorization Type	Status
1	Raquelle		kailasimone.jones@i...	(111) 222-3333	Administrator	Active
2	Adam	Atkinson	eareiafa@gmail.com	(473) 840-3999	Maintain Profile	Active

ESS Manage Users Screen

Manage TPA Access

In addition to adding and managing internal users, Account Administrators can also manage TPA access utilizing the account services dropdown from the menu.
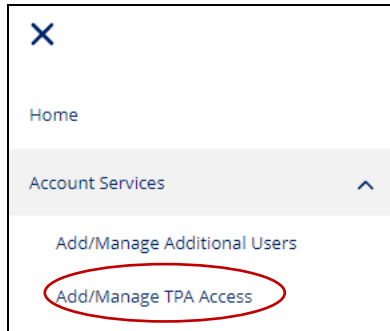
Manage TPA Access

Upon selecting 'Add/Manage TPA Access' from the Account Services dropdown menu, the person registering is sent to the 'Third-Party Administrators' Screen. From here the user can view and manage their TPA relationships.

Manage TPA Access Screen
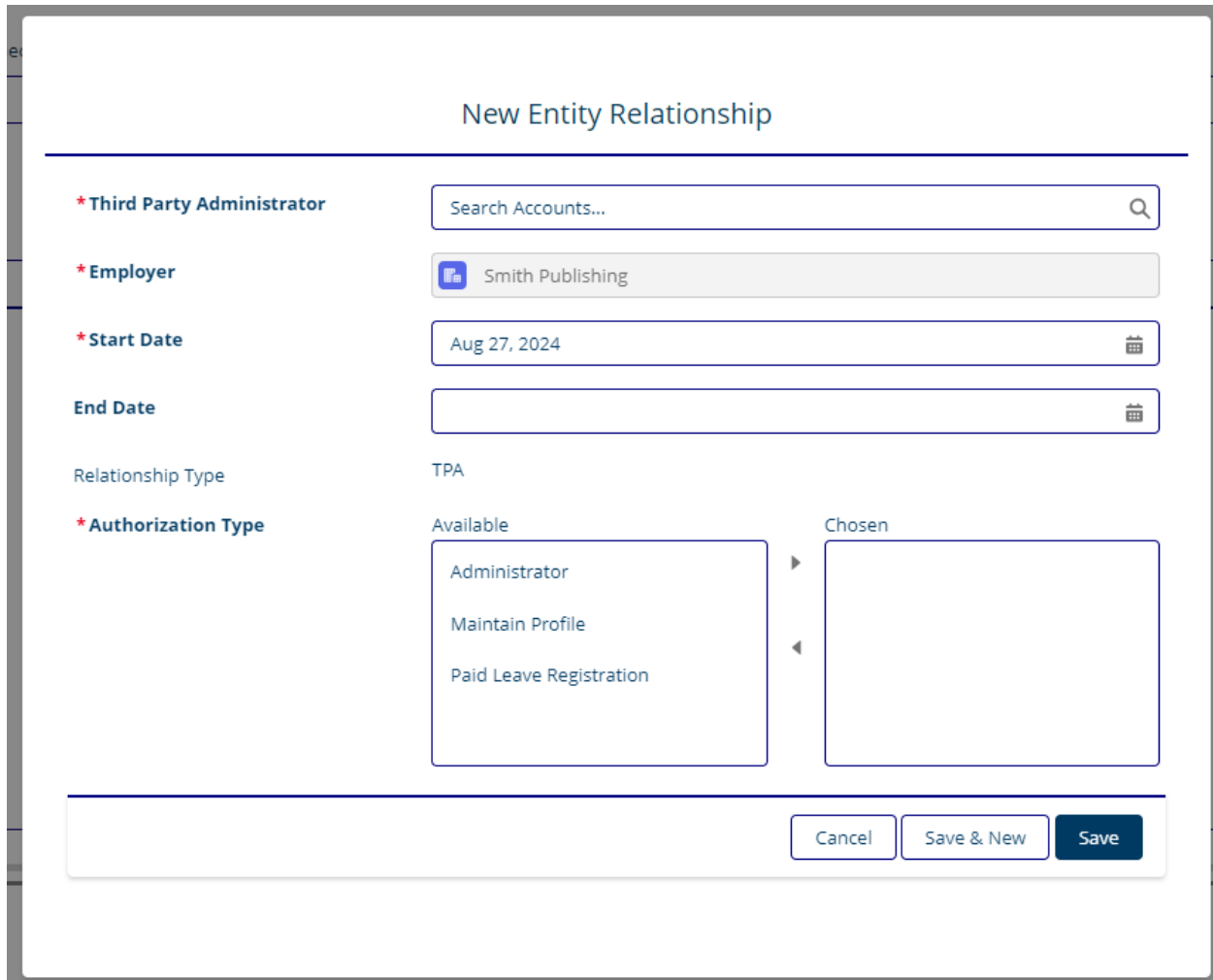
The employer can establish a relationship with a TPA. The TPA will not have access to an account until the start date is reached. Similarly, the TPA will not have access to the account if an end date is reached. TPAs will have access to the employer account based on the authorization type granted by the employer.

The TPA Authorization levels are as follows:

- Administrator - read/update/create access is provided for all functions.
- Maintain Profile - read/update/create access to account information.
- Paid Leave Registration - may complete the paid leave account division registration.

Select **New** to open the 'New Entity Relationship' window. Enter the requisite information and select **Save**.

New Entity Relationship Screen

Upon submission, the designated TPA will receive an email notification prompting them to approve or deny authorization.

Note: This is the email sent to the TPA after an employer requests TPA access to their account. The TPA must have an existing LaborFirst account to confirm authorization.

This TPA notification email is sent to the preferred method of communication associated with the TPA account.

TPA Authorization Request

8/5/2024

Dear Terrific TPA,

Thriving Business has requested authorization for you to perform the following services for their Delaware Department of Labor account:

- Administrator

Please click on the link below to confirm or deny that you will performing the service(s) on Thriving Business 's behalf.

Confirm Authorization

Authorization Denied

Sincerely,

Delaware Department of Labor

TPA Authorization Email Request

Selecting **Confirm Authorization** or **Decline Authorization** will both result in the person registering being directed to the LaborFirst TPA portal log-in. After the TPA signs in to LaborFirst, they will be presented with one of the following messages depending upon whether the authorization was approved or denied.
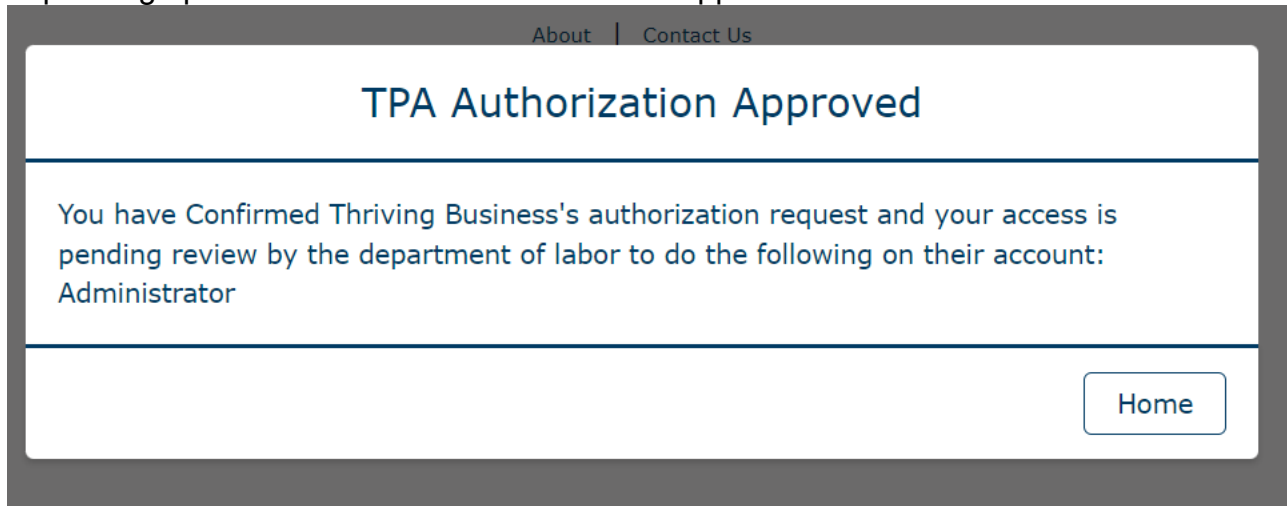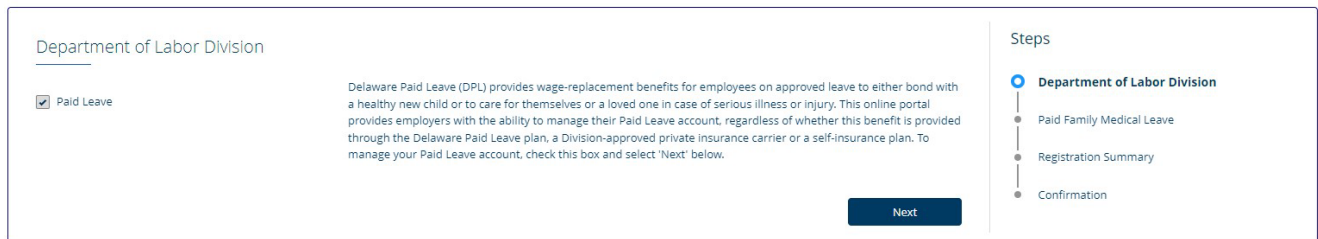
TPA Authorization Approved Notification

Once an employer has requested a TPA Authorization, and the TPA has approved, then the approval is sent to Delaware Department of Labor staff for final approval or denial.

Division Qualification

Once a business has been registered, an employer or TPA can begin the Paid Family Medical Leave (PFML) enrollment process. Please note: an employer will automatically be navigated into the Paid Leave enrollment process immediately following the completion of business registration. However, if the employer logs out of LaborFirst before enrolling in Paid Leave, they can select **Register for Paid Leave** on the 'Employer Portal Landing Screen' upon logging back in.

The first screen in the PFML registration process is the 'Department of Labor Division' screen. This screen provides a brief description of the Delaware Paid Leave (DPL) Program. Read the description and select **Next**.

Department of Labor Division (Paid Leave) Screen

PFML Voluntary Participation/Use of Private Plan

Once the person registering has selected Paid Leave on the 'Department of Labor Division' screen, they are sent to the 'Paid Family Medical Leave' screen. Components on this screen are displayed dynamically based on the employee count provided in business registration.

For specific information regarding Paid Leave lines of coverage required based on employer size and the employer's legal requirements to comply, please visit the Delaware Department of Labor Paid Leave site.
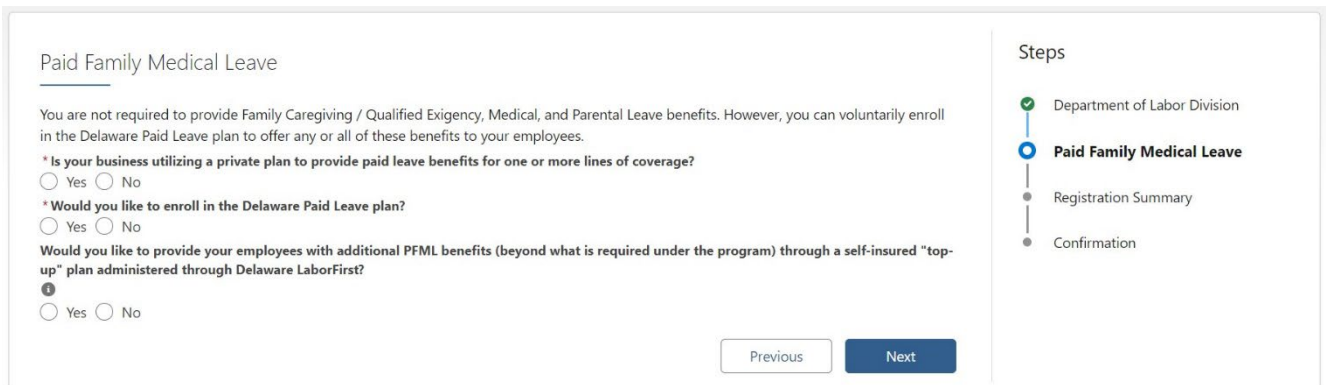
The first question on the screen asks if this business is utilizing a private plan to voluntarily provide paid leave benefits for one or more lines of coverage. This question is only displayed if Delaware Paid Leave has certified insurance plans on file.

The second question asks if the business would like to enroll in the Delaware Paid Leave plan. The lines of coverage which are required under the PFML law are pre-selected. The employer may elect to enroll in additional lines of coverage. If an employer is not required to provide coverage under the PFML law, then no lines will be pre-selected, and the employer may elect to provide coverage to any or all lines of coverage.

The final question on the screen asks the employer if they would like to provide their employees with additional PFML benefits through a self-insured "top-up" plan, which provide additional wages beyond what is required under the PFML law.

Note: The screen below may appear differently based on the employer size. For more information about program requirements, please visit the Delaware Department of Labor Paid Leave site.

Employers will answer the following questions accordingly and select **Next** to proceed.

Paid Family Medical Leave Screen

Use of Private Plan

If an employer selects **Yes** when asked if they wish to use a private plan to provide paid leave coverage, an additional screen will populate in the 'Steps' bar. The 'Private Plan Details' screen is used to provide more details if the person registering is enrolled in a private certified plan with one or more lines of paid coverage. The 'Private Plan Details' screen asks the employer and/or TPA to provide the Insurance Carrier's Name and Policy Number. The Insurance Carrier search field lists Active Insurance Plans.

The person registering may enter up to three different insurance carriers by selecting **Add** at the top of the page. When multiple insurance providers are entered, an error message is generated when lines of coverage are duplicated. Each carrier must have at least one line of coverage. Proof of a private plan is required for Paid Leave Staff review and approval. Provide a copy of the plan using the required file upload field. Agency staff will review the approval request by December 31, 2024.

Note: When selecting line(s) of coverage addressed by a private insurance or self-insured plan, you will receive an error message until **Included** or **N/A** is selected next to each line of coverage.

Upon entering the required information, select **Next**.

Private Plan Details Screen

Use of Self-Insured Plan

Employers who meet the criteria to apply for a self-insured plan will see the first question on the 'Private Plans Details' screen asking the employer to indicate what type of Private Insurance they currently have: Insurance Carrier Plan or Self-Insured Plan. If "Insurance Carrier Plan" is selected, they will follow the directions from the previous section. However, the Self-Insured Plan option has a slightly different process. Employers utilizing a self-insured plan are required to list the total number of individuals covered. Additionally, they are asked if they would like to use LaborFirst to administer their plan. Employers have the option to apply to utilize a self-insured for one or more lines of coverage as indicated by question 3. Another key difference with the self-insured plan are the documents required to upload. Employers must upload documentation of a surety bond, proof of a pre-funded bank account, and self-insured plan documentation. A file must be submitted for each of the 3 file uploads to continue to the next screen.

Enter the required information and select **Next**.

Self-Insured Details Screen

Registration Summary and Confirmation

After selecting **Next,** the person registering is navigated to the 'Registration Summary' screen. This screen provides the read-only registration summary and the person registering can correct information as needed and/or affirm all the information is complete and correct.

The person registering can review and/or go back in the steps to edit the information entered. Upon submission, the lines of coverage are saved to the employer's account under paid leave division. A confirmation letter will be posted in the Employer's Portal and the employer will receive an email notifying them that a document is ready for review.

The person registering will select the checkbox to confirm that all information provided on the 'Summary' screen is correct. Select **Next** to proceed to the 'Confirmation' screen.

Registration Summary Screen

The final screen in the Paid Leave Enrollment process is the 'Confirmation Screen'. Select **Finish** to be navigated to the 'Employer Portal Landing Screen'.

Confirmation

Confirmation Number: CON-00445

You have made the following selections for paid leave coverage:

- Parental Leave: **Delaware Paid Leave**
- Medical Leave: **Delaware Paid Leave**
- Family Caregiving/Qualified Exigency Leave: **Aetna-39399392**

Please retain a copy of this registration confirmation for your records.

Finish

Steps

- ✓ Department of Labor Division
- ✓ Paid Family Medical Leave
- ✓ Private Plan Details
- ✓ Registration Summary
- ○ **Confirmation**

Confirmation Screen

Once an employer has completed the PFML Enrollment process, they can view the Line(s) of Coverage on the 'Account Division' screen in their LaborFirst account. This screen provides information on the business's current line(s) of coverage after the person registering selects the Paid Leave Division Link located on the Home Screen.

Account Division
PFML-1000431

Account	Registration Date	Registration Status
Thriving Business	7/30/2024, 12:00 AM	Registered

Report Summary

Action Items

No Pending Actions !

Lines of Coverage (3)

Line of Coverage ID	Line of Coverage	Line of Coverage Status	Effective Date	
LOC-00671	Parental Leave	Delaware Paid Leave	1/1/2026	▾
LOC-00672	Medical Leave	Delaware Paid Leave	1/1/2026	▾
LOC-00673	Family Caregiver/Qualified Exigency...	Private Insurance Pending Approval	1/1/2025	▾

View All

Notes & Attachments (0)

Title	Type	Created By	Last Modified

Account Division Screen