



*Employer  
LaborFirst  
User Guide*

# LaborFirst Employer User Guide

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## 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 Registration

### Employer Business Registration

The first time an employer signs in to LaborFirst, they will be automatically navigated into the Employer Business Registration process. 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**

# Employer LaborFirst User Guide

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

Review the information, and 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

# Employer LaborFirst User Guide

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 15<sup>th</sup> calendar day, the incomplete registration data will be purged from the system.

**Business Details**

\* FEIN (Federal Employer Identification Number)  
10-1010101

\* Legal Business Name

DBA (Doing Business As) Name

\* Business Type

\* Business Start Date

\* First Payroll Date

\* First Payroll Amount

\* NAICS Business Industry Description

State Business ID

Business Incorporation Date

State of Incorporation

\* Date First Worker Hired

\* How many business locations do you operate in Delaware?

Independent Contractor Used?

Previous Next

**Steps**

- Introduction
- Business Details**
- Business Qualification
- Address
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- Registration Summary
- Confirmation

**Registration Steps Progress**

# Employer LaborFirst User Guide

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**

<p><b>* FEIN (Federal Employer Identification Number)</b>  <input type="text" value="10-1010101"/></p> <p><b>DBA (Doing Business As) Name</b>  <input type="text"/></p> <p><b>* Business Type</b>  <input type="text"/></p> <p><b>* Business Start Date</b>  <input type="text"/></p> <p><b>* First Payroll Date</b>  <input type="text"/></p> <p><b>* First Payroll Amount</b>  <input type="text"/></p> <p><b>* NAICS Business Industry Description</b>  <input type="text"/></p>	<p><b>* Legal Business Name</b>  <input type="text"/></p> <p><b>State Business ID</b>  <input type="text"/></p> <p><b>Business Incorporation Date</b>  <input type="text"/></p> <p><b>State of Incorporation</b>  <input type="text"/></p> <p><b>* Date First Worker Hired</b>  <input type="text"/></p> <p><b>* How many business locations do you operate in Delaware?</b>  <input type="text"/></p> <p><input type="checkbox"/> Independent Contractor Used?</p>
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**Steps**

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

**Business Details Screen**



# Employer LaborFirst User Guide

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.



The screenshot shows the 'Business Qualification' screen. On the left, there are four questions with radio button options and a text input field:

- \* Is this business a professional employer organization?
  - Yes  No
- \* Please select the employer type
  - Agricultural
  - Domestic/Household
  - Regular
- \* Do you operate a business that closes more than 30 consecutive days per year?
  - Yes  No
- \* How many employees work in Delaware?

At the bottom right of the form area are two buttons: 'Previous' and 'Next'.

On the right side of the screen is a 'Steps' sidebar with a vertical list of steps:
 

- Introduction
- Business Details
- Business Qualification** (highlighted with a blue circle)
- Address
- Officers and Owners
- Contacts
- Preferred Method of Communication
- Registration Summary
- Confirmation

**Business Qualification Screen**

## Employer LaborFirst User Guide

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

# Employer LaborFirst User Guide

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

---

Search ✎

Address not found

\* Country

\* Address Line 1  ⓘ \* City

\* State/Province  ⓘ \* Zip/Postal Code

**Mailing Address Window**

# Employer LaborFirst User Guide

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

A mailing address and one physical address are required. Click on the down arrow and select Edit to enter your mailing address.

Mailing Address

6633 MockingBird Lane Suite 71487, Wilmington, DE 19861

▼

\* Is your mailing address the same as your physical address?

Yes  No

Physical Address

▼

\* Would you like to add additional locations?

Yes  No

Previous

Next

Steps

- Introduction
- Business Details
- Business Qualification
- Address**
- Officers and Owners
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**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**

## Employer LaborFirst User Guide

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**

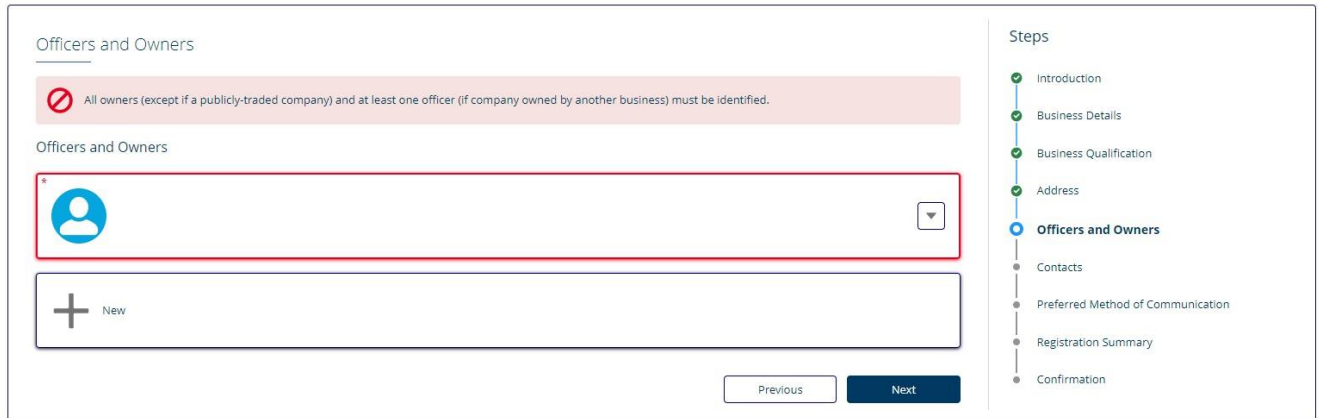
Cancel

Save

**Additional Locations Window**

# Employer LaborFirst User Guide

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**

# Employer LaborFirst User Guide

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 the Business.

Enter the FEIN and Business name for the business ownership. Fields will display dynamically based on the selection. 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

**Officer and Ownership Type**

 Individual  Business

\* Address Same As Mailing Address?  
 Yes  No

\* Social Security Number

\* Title

\* Social Security Number

\* First Name

Middle Initial

\* Last Name

\* Date of Birth

\* Primary Phone Number

\* Percent Owned

Officers and Owners

**Officer and Ownership Type**

 Individual  Business

\* Address Same As Mailing Address?  
 Yes  No

\* Federal Employer Identification Number (FEIN)

\* Title

\* Federal Employer Identification Number (FEIN)

\* Primary Phone Number

\* Business Name

\* Percent Owned

**Officers and Owners Window**



## Employer LaborFirst User Guide

'Contacts' is the next screen in the process. While businesses may add multiple contacts, at least one Registration Contact is required. The Registration Contact will serve as the main point of contact for all registration-related inquiries from Department of Labor Staff. The Registration Contact must be selected from the drop-down menu for at least one contact added to the account. Select **+New** to enter contacts.

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.

The screenshot displays the 'Contacts' screen. At the top, a message states: 'At least one Registration Contact is required to complete the registration process.' Below this, a list of contacts is shown. The first contact is 'Marcus Clark', which is highlighted with a red box. A dropdown menu is open next to this contact, showing 'Edit' and 'Delete' options. Below the list is a '+ New' button. At the bottom of the screen are 'Previous' and 'Next' buttons. On the right side, a 'Steps' sidebar shows the registration process progress, with 'Contacts' currently selected and highlighted in blue.

**Contacts Screen**

# Employer LaborFirst User Guide

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

\* Title

Is the person who initially created this account also the Registration Contact?  
 Yes  No

* First Name <input type="text"/>	MI <input type="text"/>
* Last Name <input type="text"/>	Suffix <input type="text"/>
* Phone Number <input type="text"/>	Fax <input type="text"/>
* Email <input type="text"/>	

**New Contacts Window**

'Preferred Method of Communication' is the next step in the business registration 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**

# Employer LaborFirst User Guide

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

Business Details

FEIN: 00-0001109	Business Name: Flourishing Business
Doing Business As:	State Business ID:
Business Type: Corporation for Profit	Business Incorporation Date: 05/09/2024
Business Start Date: 07/01/2024	State of Incorporation:
First Payroll Date: 07/01/2024	Date First Worker Hired: 07/01/2024
NAICS Code/Description: Full Service Restaurants	First Payroll Amount: \$500.00
Business Locations: 1	Independent Contractor Used: No

Qualifying Questions

- Is this business a professional employer organization? No
- Do you operate a business that closes more than 30 consecutive days per year? No
- How many employees work in Delaware? 13

Addresses

Type	Address Line 1	City	State	Zip	Country
Physical Location	6633 MockingBird Lane Suite 71487	Wilmington	Delaware	19861	United States
Mailing	6633 MockingBird Lane Suite 71487	Wilmington	Delaware	19861	United States

Officers and Owners

Title	First Name	Last Name	Percent Owned	Phone Number
CEO	Marcus	Clark	100	(214) 214-2141

Contacts

Title	First Name	Last Name	Email	Phone Number
Supervisor	Marcus	Clark	marcusclark22@sharklazers.com	(214) 333-3333
Registration Contact	Marcus	Clark	marcusclark22@sharklazers.com	(774) 383-9999

Preferred Method of Communication

Preferred Method of Communication: Email  
 Email Address: marcusclark22@sharklazers.com

Certification

Registration Certification

By checking this box, I certify, under penalty of perjury, that the information provided in this filing is true and correct to the best of my knowledge and belief.

\*Signature

\*Date

Previous
Next

### Steps

- Introduction
- Business Details
- Business Qualification
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**Registration Summary Screen**

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**Delaware Department of Labor - Confidential and Proprietary**

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**Last Revised: 12/17/24**

# Employer LaborFirst User Guide

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

**Confirmation Number: CON-00444**

Your business account has been successfully registered with the Department of Labor as of **07/30/2024**.  
Please retain a copy of this registration confirmation for your records.  
Your Department of Labor Account Number is: **1000431**

Steps

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

Proceed

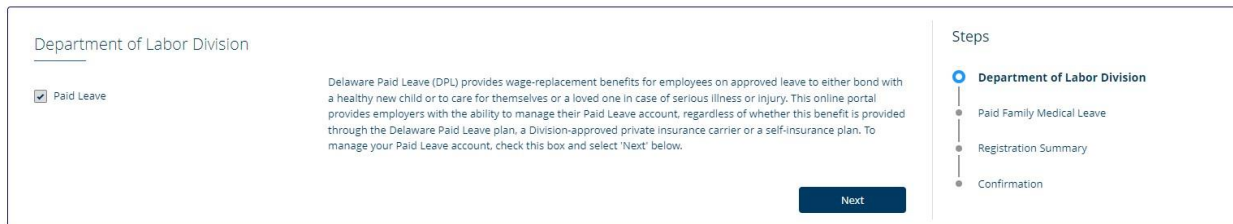
SCREENSHOT

**Confirmation Screen**

## Paid Leave Registration

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 paid leave 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

Delaware Paid Leave (DPL) provides wage-replacement benefits for employees on approved leave to either bond with a healthy new child or to care for themselves or a loved one in case of serious illness or injury. This online portal provides employers with the ability to manage their Paid Leave account, regardless of whether this benefit is provided through the Delaware Paid Leave plan, a Division-approved private insurance carrier or a self-insurance plan. To manage your Paid Leave account, check this box and select 'Next' below.

Next

Steps

- Department of Labor Division
- Paid Family Medical Leave
- Registration Summary
- Confirmation

### Department of Labor Division (Paid Leave) Screen

## Employer LaborFirst User Guide

The next screen is the ‘Paid Family Medical Leave’ screen. Components on this screen are displayed dynamically based on the employee count provided in business registration.

Please note that businesses are automatically enrolled in the Delaware Paid Leave Plan for their required lines of coverage based on employee count. However, the first question on this screen asks if this business is applying utilizing a private plan to 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 voluntarily 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**

You are not required to provide Family Caregiving / Qualified Exigency, Medical, and Parental Leave benefits. However, you can voluntarily enroll in the Delaware Paid Leave plan to offer any or all of these benefits to your employees.

\* Is your business utilizing a private plan to provide paid leave benefits for one or more lines of coverage?  
 Yes  No

\* Would you like to enroll in the Delaware Paid Leave plan?  
 Yes  No

Would you like to provide your employees with additional PFML benefits (beyond what is required under the program) through a self-insured “top-up” plan administered through Delaware LaborFirst?  
 Yes  No

Steps

- Department of Labor Division
- Paid Family Medical Leave**
- Registration Summary
- Confirmation

Previous Next

### Paid Family Medical Leave Screen

# Employer LaborFirst User Guide

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**



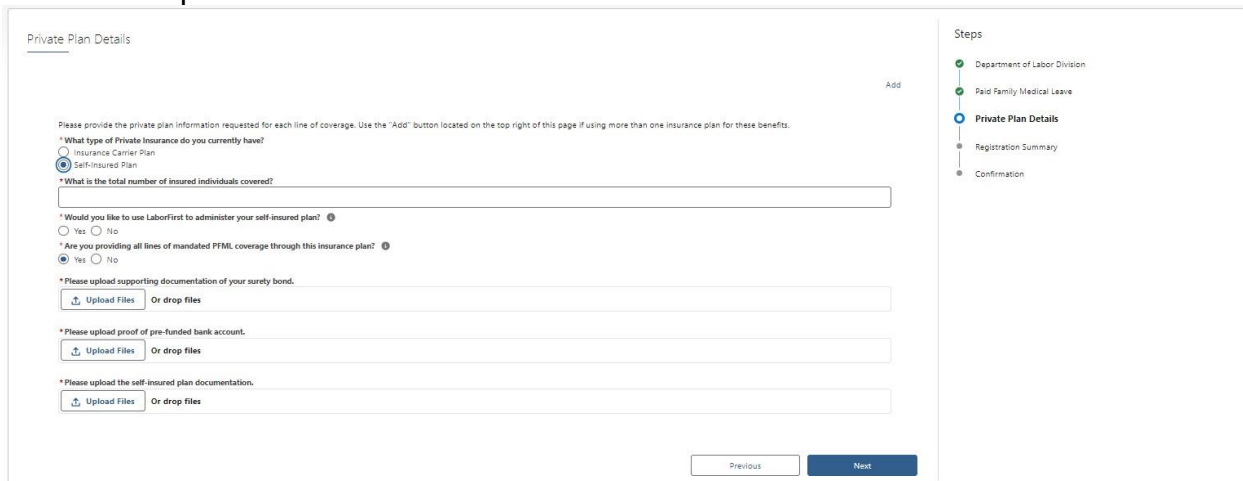
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Employers who meet the criteria to apply for a self-insured plan will see the first question on the 'Private Plans Details' screen asking the employer to indicate what type of Private Insurance they currently have: Insurance Carrier Plan or Self-Insured 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**.



Private Plan Details

Add

Please provide the private plan information requested for each line of coverage. Use the "Add" button located on the top right of this page if using more than one insurance plan for these benefits.

\* What type of Private Insurance do you currently have?

Insurance Carrier Plan

Self-Insured Plan

\* What is the total number of insured individuals covered?

\* Would you like to use LaborFirst to administer your self-insured plan?

Yes  No

\* Are you providing all lines of mandated PFML coverage through this insurance plan?

Yes  No

\* Please upload supporting documentation of your surety bond.

Or drop files

\* Please upload proof of pre-funded bank account.

Or drop files

\* Please upload the self-insured plan documentation.

Or drop files

Steps

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

Previous Next

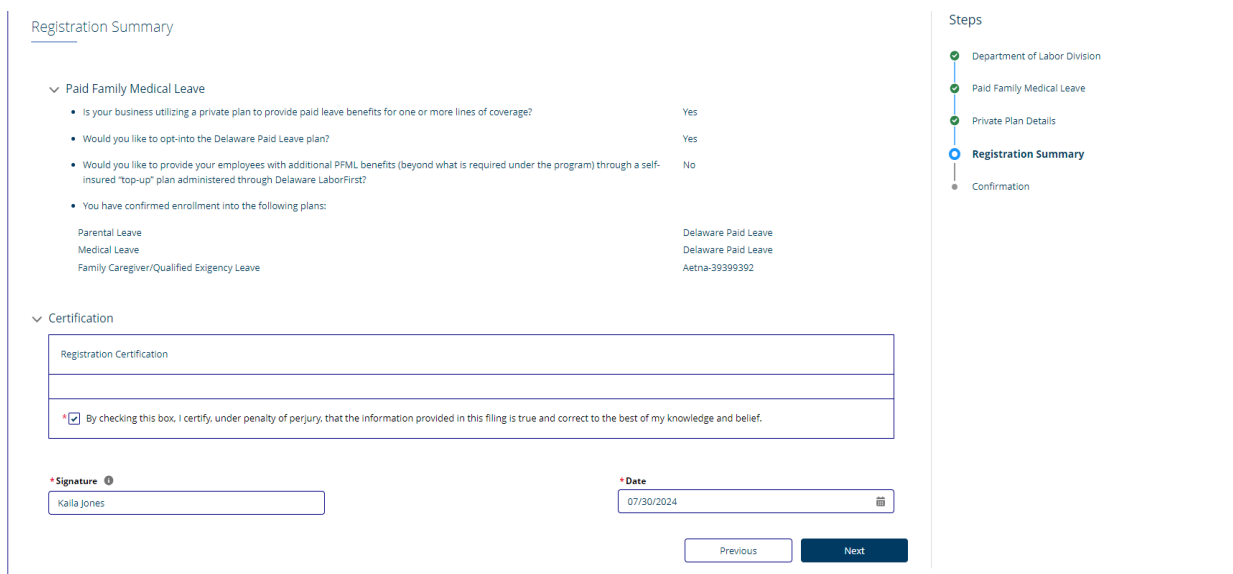
**Self-Insured Details Screen**

# Employer LaborFirst User Guide

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.



The screenshot shows the 'Registration Summary' screen. On the left, there are two main sections: 'Paid Family Medical Leave' and 'Certification'. The 'Paid Family Medical Leave' section contains several questions with 'Yes' or 'No' answers. The 'Certification' section has a text area for 'Registration Certification' and a checkbox for a legal statement. Below this are fields for 'Signature' (containing 'Kaila Jones') and 'Date' (containing '07/30/2024'). At the bottom are 'Previous' and 'Next' buttons. On the right side, there is a 'Steps' sidebar with a vertical progress indicator showing: 'Department of Labor Division', 'Paid Family Medical Leave', 'Private Plan Details', 'Registration Summary' (highlighted with a blue circle), and 'Confirmation'.

**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

## 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

# Employer LaborFirst User Guide

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

**JPMORGAN TRUST CO. OF DELA**  
 Employer Account Number: 1000032

**Account Summary**

Account Divisions (1)

Name	Type	Registration Status	Registration Date
PFML-1000032	PFML	Registered	9/11/2024, 8:36 AM

View All

**Action Items**

You're All Caught Up!

**Correspondence**

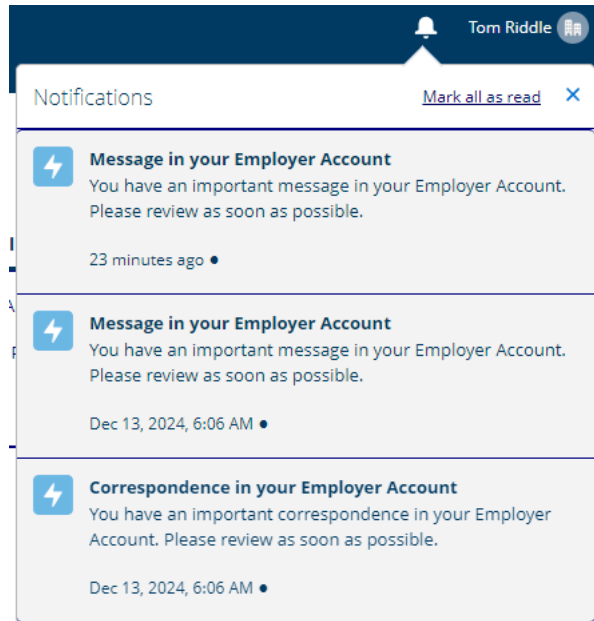
Notes & Attachments (0)

Title	Type	Created By	Last Modified
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## Employer Portal Home Screen

## Notifications

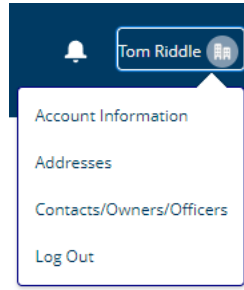
Two icons are always displayed at the top of the Employer Portal, pictured below: Notifications and the Profile Icon. The Notifications Icon will contain important alerts to review.



**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	
Account Name	DBA
Tom's Riddle Shop	
Business Type	Preferred Contact Method
Corporation for Profit	Email
State Business Id	Email Address
	vamosari@azuretechtalk.net
Registration Status	Business Incorporation Date
Registered	
NAICS Title	State of Incorporation
339930-Doll, Toy, and Game Manufacturing	
Registration Date	
2024-12-12	

## Account Information 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 > Tom's Riddle Shop  
Addresses

2 items • Updated a few seconds ago

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

**Addresses Screen**

✕

### New Address

\* = Required Information

#### Information

**\* Account**

✕ Thriving Business

**Address**

🔍

**Address (Country/Territory)**

▼ United States

**Address (Street)**

**Address (City)**

**Address (State/Province)**

▼ --None--

**Address (ZIP/Postal Code)**

**Country**

▼ United States

**\* Primary Location**

▼ No

**\* Address Type**

▼ --None--

**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

Accounts > Tom's Riddle Shop  
Contacts

3 items • Sorted by Last Name • Updated a few seconds ago

Contact Name	Title Type	Email	Phone Number	
1 Tom Riddle	Administrator	vamosari@azuretechtalk.net		
2 Tom Riddle	Registration Contact	vamosari@azuretechtalk.net	(213) 434-3511	
3 Steve Smith	Internal User	timyjapo@teleg.eu	(302) 3332222	

**Contacts Screen**

✕

### New Contact

\* = Required Information

**Contact Information**

Account Name  
Thriving Business

**\* Title Type**  
  
Complete this field.

**\* Name**

**Salutation**

**First Name**

**Middle Name**

**\* Last Name**

**Suffix**

**Middle Name**

**\* Phone Number**

**\* Email**

**New Contact Window**

# Employer LaborFirst User Guide

Contacts **Owners/Officers**

Accounts > Thriving Business  
Owner/Officers

1 item • Updated a few seconds ago

Owner Id	Name	Title	Percent Owned
1 E-000286	Amanda Stevens	CEO	100%

**Owner/Officers Screen**

×

### New Owner/Officers: Individual

\* = Required Information

**Information**

<p>Account Thriving Business</p> <p><b>* Title</b> <input type="text" value="--None--"/></p> <p><b>Middle Initial</b> <input type="text"/></p> <p><b>SSN</b> <input type="text"/></p> <p><b>Address Line 2</b> <input type="text"/></p> <p><b>State</b> <input type="text" value="Delaware"/></p> <p><b>Country</b> <input type="text" value="United States"/></p> <p><b>* Percent Owned</b> <input type="text"/></p>	<p><b>* Officer Type</b> ⓘ <input type="text" value="Individual"/></p> <p><b>* First Name</b> <input type="text"/></p> <p><b>* Last Name</b> <input type="text"/></p> <p><b>Address Line 1</b> <input type="text"/></p> <p><b>City</b> <input type="text"/></p> <p><b>Zip</b> <input type="text"/></p> <p><b>Email</b> <input type="text"/></p> <p><b>* Phone Number</b> <input type="text"/></p>
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**New Owner/Officers: Individual Screen**

## Employer LaborFirst User Guide

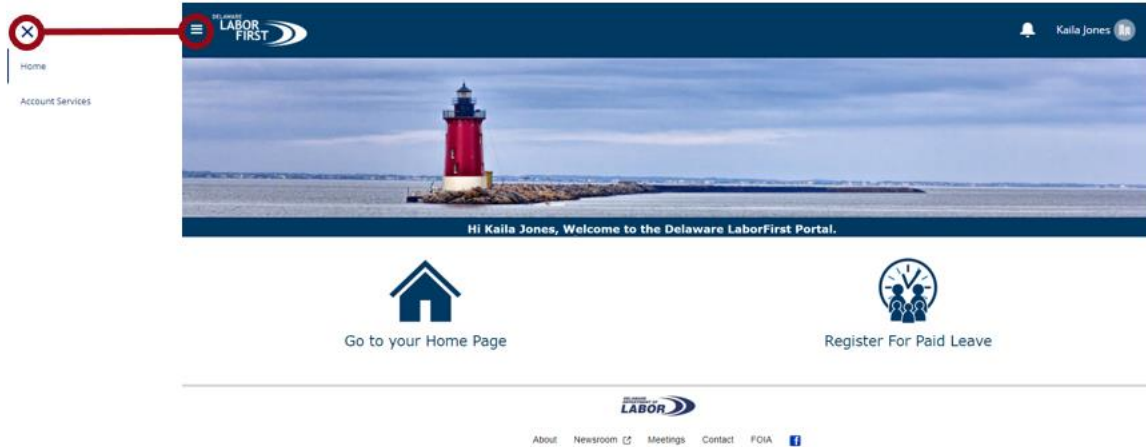
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### Log Out

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.

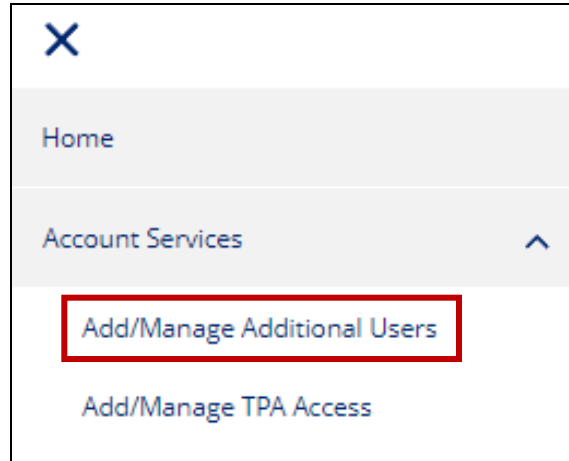


### Employer Portal Menu

## 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**



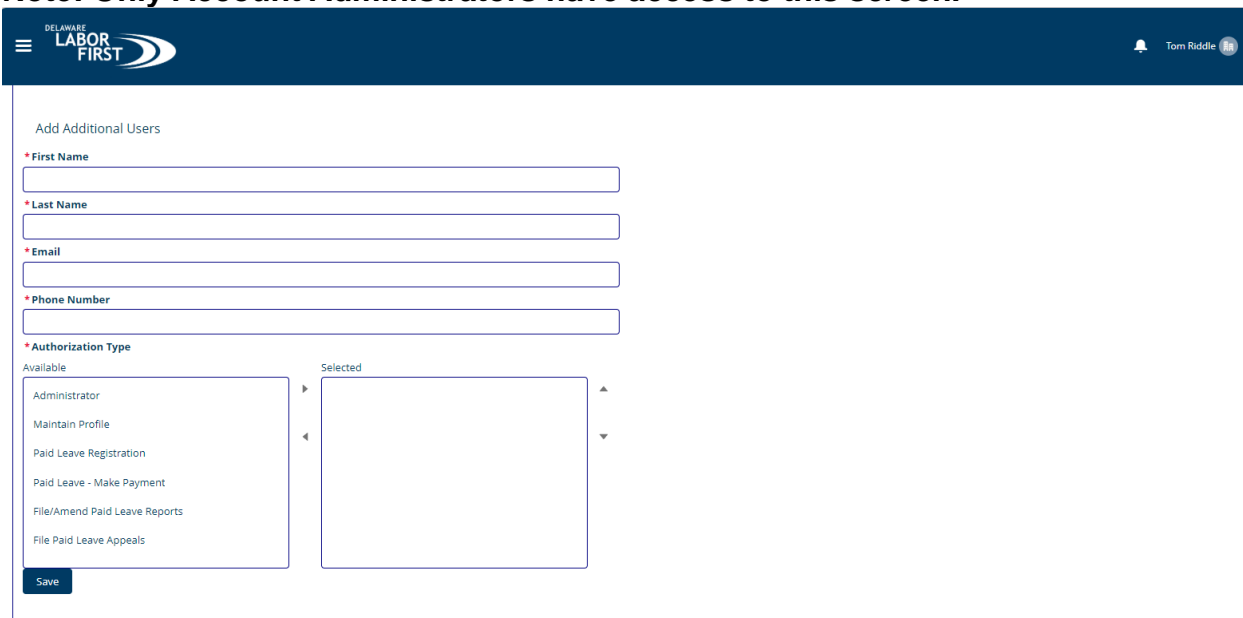
## Employer LaborFirst User Guide

After selecting **Add/Manage Additional Users**, the account administrator can both add new Additional Users, as well as manage relationships with existing Additional Users. To add a new Additional User to the LaborFirst account, enter their First Name, Last Name, Email, and Phone Number. Please note: the email entered must be unique and cannot exist in LaborFirst. Next, then select the Authorization Type in order to indicate the Additional User’s access level to the LaborFirst account. The 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.
- Paid Leave - Make A Payment: allows access to the ‘Make a Payment’ process within the Paid Leave division.
- File / Amend Paid Leave Records: allows the TPA to file a quarterly wage and hour report.
- Paid Leave - File Waivers and Reclassifications: allows the TPA to access the ‘File Waiver’ and ‘File Reclassification’ links within the Paid Leave division.
- File Paid Leave Appeals: allows the TPA to access to ‘File Appeal’ link.

After the information is entered and saved, the individual being added as an internal user will then create a State of Delaware account on My.Delaware.gov. From there, they will be navigated to the ‘Introduction’ screen. From there, they will select **Next** to move forward to the ‘Identify User’ screen. On this screen, they will enter the company FEIN, agree to the certification statement, sign, and date to complete their access registration. For details on obtaining Delaware state sign in credentials, please visit the [LaborFirst website](#) or see page 2 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.

 Additional Users

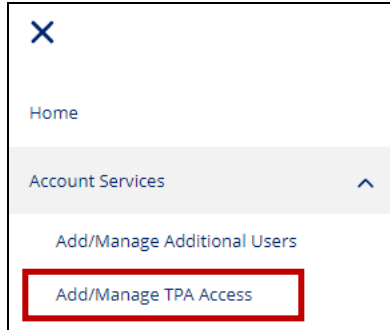
	First Name	Last Name	Email	Phone Number	Authorization Type	Status
1	<input type="text" value="Search"/>		additionaluser1@yopmail.com	(860) 515-9865	Administrator	Active
2	Alexis	Adams	additionaluser2@yopmail.com	(979) 666-5424	Administrator	Active

## ESS Manage Users Screen

## Add and Manage TPA Access

### Add Third Party Administrator (TPA)

In addition to adding and managing internal users, Account Administrators can also grant access to TPAs utilizing the account services dropdown from the menu. From here the user can view and manage their TPA relationships.



**Manage TPA Access**

# Employer LaborFirst User Guide

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.
- Paid Leave - Make A Payment: allows access to the 'Make a Payment' process within the Paid Leave division.
- File / Amend Paid Leave Records: allows the TPA to file a quarterly wage and hour report.
- Paid Leave - File Waivers and Reclassifications: allows the TPA to access the 'File Waiver' and 'File Reclassification' links within the Paid Leave division.
- File Paid Leave Appeals: allows the TPA to access to 'File Appeal' link.

Note: You can select any Third Party Administrator (TPA) who has signed up with LaborFirst. If your TPA is not listed, please ask them to register.

Accounts > Tom's Riddle Shop  
Third Party Administrator

0 items • Updated a minute ago

Account Number	Agent Name	Authorization Type	Start Date	End Date	Status
No items to display.					

**Manage TPA Access Screen**

## Employer LaborFirst User Guide

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

### New Entity Relationship

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**\* Third Party Administrator**

**\* Employer**

**\* Start Date**

**End Date**

Relationship Type TPA

**\* Authorization Type**

Available		Chosen
<ul style="list-style-type: none"> <li>Administrator</li> <li>Maintain Profile</li> <li>Paid Leave Registration</li> <li>Paid Leave - Make Payment</li> </ul>	▶	

**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.

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### 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](#)

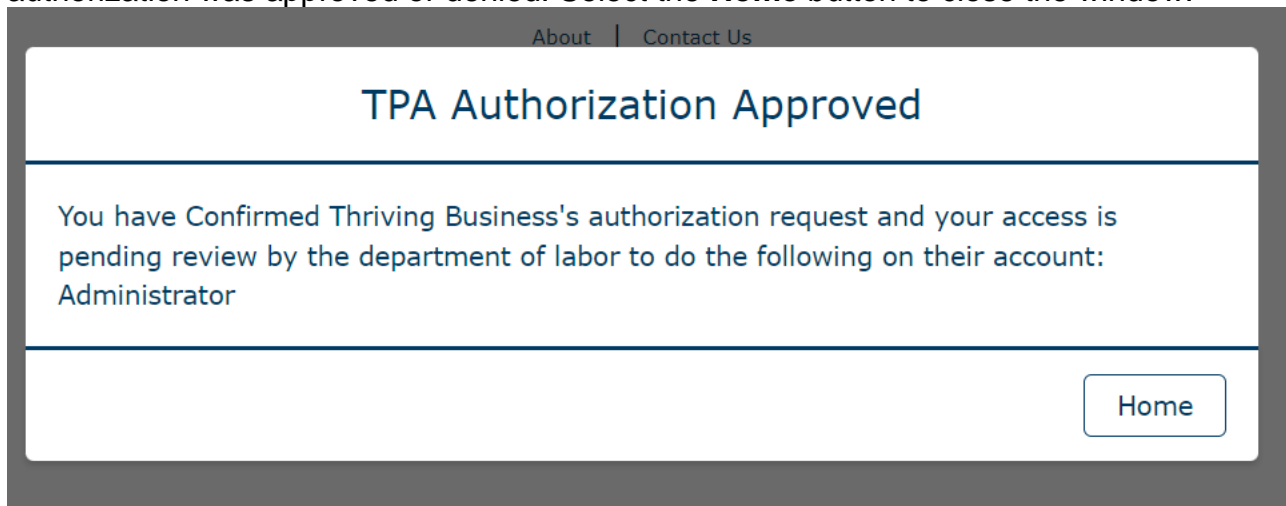
[Authorization Denied](#)

Sincerely,

Delaware Department of Labor

### TPA Authorization Email Request

Selecting **Confirm Authorization** or **Authorization Denied** will both result in the TPA 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. Select the **Home** button to close the window.



**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.

# Employer LaborFirst User Guide

## Manage TPA Access

The Account Administrator(s) can manage TPA access by selecting the 'drop down arrow' associated with the record they wish to edit. This will open the 'Edit Entity Relationship Window'. From there, the Account Administrator(s) can edit the Authorization Type, in addition to terminating the relationship by entering an 'End Date'.

Accounts > Salters Accounting Inc Third Party Agents							New
3 items • Updated a few seconds ago							⊞
	Account Number	Agent Name	Authorization Type	Start Date	End Date	Status	
1	6000346	Evans TPA	Maintain Profile	4/15/2024		Approved	⊞
2	6000349	Yedal TPA Co.	Maintain Profile	4/18/2024		Denied	⊞
3	6000349	Yedal TPA Co.	Maintain Quarterly Reports	4/18/2024		Pending Review	⊞

### Manage TPA Access Screen



Edit Entity Relationship

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\*Third Party Administrator

\*Employer

\*Start Date

End Date

Relationship Type TPA

\*Authorization Type

Available	Chosen
Paid Leave - Make Payment	Administrator
File/Amend Paid Leave Reports	
Paid Leave - File Waivers and ...	
File Paid Leave Appeals	

**Edit Entity Relationship Window**

## Account Division 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 an overview of the Paid Leave Account Division information, including: Line(s) of Coverage, Employee Status, Employee Classifications, Appeals, Action Items and Notes and Attachments.

**Account Division**  
PFML-1000525

Account: Tom's Riddle Shop | Registration Date: 12/13/2024, 8:06 AM | Registration Status: Registered

**Lines of Coverage (3)**

Line of Coverage ID	Line of Coverage	Line of Coverage Status	Effective Date
LOC-00768	Parental Leave	Delaware Paid Leave	1/1/2026
LOC-00769	Medical Leave	Delaware Paid Leave	1/1/2026
LOC-00770	Family Caregiver/Qualified Exigency ...	Private Insurance Pending Approval	

**Action Items**

- File an Appeal
- Make A Payment

**Employee Classification** | Appeals

Employee Classifications (0) [New]

**Report Summary** | Rates

Account Division Periods (0)

**Account Periods** | Contribution

**Notes & Attachments (2)**

Title	Type	Created By	Last Modified
Voluntary Enrollment in the ...	File	Tom Riddle	12/13/2024, 8:06 AM
Confirming Employer Privat...	File	Tom Riddle	12/13/2024, 8:06 AM

## Account Division Screen

## **Action Items**

Actions Items dynamically display on the Account Division screen to notify the employer of available actions specifically related to Paid Leave. The Action Items Available are 'File an Appeal' and 'Make a Payment'.

## **Appeals**

### **File an Appeal**

The first Action Item available to the employer is to 'File an Appeal'. If an employer disagrees with the Delaware Department of Labor's (DeDOL) decision, they can file an appeal. Appealable items include: Use of Private Plan, Contribution Calculation, Required Paid Leave Coverage, Interest and Penalties, and Violation of Act.

To begin the process, select 'File an Appeal' under 'Action Items'.

# Employer LaborFirst User Guide

The 'Items Available to Appeal' screen is the first screen presented in this process. Both fields contain a drop down menu. The first question asks employers to select the 'Appealable Item'. As previously mentioned, the appealable items include: Use of Private Plan, Contribution Calculation, Required Paid Leave Coverage, Interest and Penalties, and Violation of Act. This is a required field and must be completed in order to continue with the appeal filing process.

Next, the employer is asked to select the 'Document Under Appeal'. Documents display dynamically based on available documents to appeal. This list will not display any notices where an active appeal exists, or any documents with creation dates greater than a year old.

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

## Items Available to Appeal Screen

# Employer LaborFirst User Guide

The 'Personal Information' screen allows the employer to indicate if an interpreter is required. Upon selecting the check box to indicate that an interpreter is required for the appeals process, a 'Language' field dynamically displays, allowing the employer to enter the desired language. Upon making selections, select **Next**.

**Personal Information Screen**

The 'Additional Information' screen asks the employer if they need special assistance. If they select 'Yes', an additional text box populates asking the employer to provide more information regarding the assistance required. Enter the requisite information and select **Next**.

Additional Information

\* Do you need special assistance?  
Yes

\* Please Explain

Previous Next

Steps

- Items available to appeal
- Personal Information
- Additional Information**
- Reason For Appeal
- Upload Documents
- Confirmation

**Additional Information Screen**

The 'Reason for Appeal' screen provides a text field that allows the employer to provide context regarding the circumstances for the appeal. Enter as much information needed to paint a full picture of the situation, then select **Next**.

**Reason for Appeal Screen**

The 'Upload Documents' screen is used to submit documentation to support the appeal. Utilize the 'Supporting Documentation' field and select either 'Upload Files' or 'Drop Files' to provide additional documentation. Though this step is not required, it is recommended that the employer upload any relevant documentation that will support the appeal. These documents will vary depending on the nature of the appeal, but may include private plan documents, wage and hour reports, calculation invoices, etc.

Additionally, this screen contains the 'Request Hearing' field. If the employer selects **Yes**, the Appeals Staff will move forward with scheduling a hearing. However, if the employer selects **No**, the appeal will be decided based solely on the information provided in this process, as indicated by the help text.

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

**Upload Documents Screen**



## Employer LaborFirst User Guide

The 'Confirmation' screen is displayed upon the successful submission of an appeal request. It contains the confirmation number, date and time the request was submitted. Review the information and select **Finish**.



### Confirmation Screen

## Appeal Screen

Employers can view Appeal Details by navigating to the 'Appeal' screen from the 'Account Division Screen'. First, select the 'Docket ID' under the Appeals Section.

**Account Division**  
PFML-1000525

Account: Tom's Riddle Shop | Registration Date: 12/13/2024, 8:06 AM | Registration Status: Registered

**Lines of Coverage (3)**

Line of Coverage ID	Line of Coverage	Line of Coverage Status	Effective Date
LOC-00768	Parental Leave	Delaware Paid Leave	1/1/2026
LOC-00769	Medical Leave	Delaware Paid Leave	1/1/2026
LOC-00770	Family Caregiver/Qualified Exigency ...	Private Insurance Pending Approval	

**Action Items**

- File an Appeal
- Make A Payment

**Employee Classification** | **Appeals**

Employee Classifications (0) [New]

**Report Summary** | Rates

Account Division Periods (0)

**Account Periods** | Contribution

**Notes & Attachments (2)**

Title	Type	Created By	Last Modified
Voluntary Enrollment in the ...	File	Tom Riddle	12/13/2024, 8:06 AM
Confirming Employer Privat...	File	Tom Riddle	12/13/2024, 8:06 AM

**Account Division Screen: Appeals Section**

# Employer LaborFirst User Guide

The 'Appeal' Screen contains additional details from the Appeal Request. All fields on this screen are read-only. When a hearing has been scheduled, the hearing record populates.

DELAWARE LABOR FIRST

Marcus Clark

Appeal: A-0008

+ Follow Printable View

Status: Validate Appeal Appeal Category: Use of Private Plan

Docket ID: A-0008 Appeal Category: Use of Private Plan

Account Division: PFMU Status: Validate Appeal

Actions

Appeal Parties (1)		
Appeal Participants	Party Type	Appellant
Employer	Employer	<input checked="" type="checkbox"/>

View All

Additional Appeal Actions (0)

## Appeal Screen

## Employee Classification

### Create Employee Classification

Employee Classification allows employers to create different groups of employees when they have separate contributions for different staff members. To create a new Employee Classification group, select 'New' under the Employee Classification section of the 'Account Division' screen.

The screenshot displays the 'Account Division' screen for PFML-1000525. At the top, there is a navigation bar with the Delaware Labor First logo and a user profile for Tom Riddle. Below this, account details are shown: Account (Tom's Riddle Shop), Registration Date (12/13/2024, 8:06 AM), and Registration Status (Registered). A 'Printable View' button is located in the top right corner.

The main content area is divided into two sections. The left section, titled 'Lines of Coverage (3)', contains a table with the following data:

Line of Coverage ID	Line of Coverage	Line of Coverage Status	Effective Date
LOC-00768	Parental Leave	Delaware Paid Leave	1/1/2026
LOC-00769	Medical Leave	Delaware Paid Leave	1/1/2026
LOC-00770	Family Caregiver/Qualified Exigency ...	Private Insurance Pending Approval	

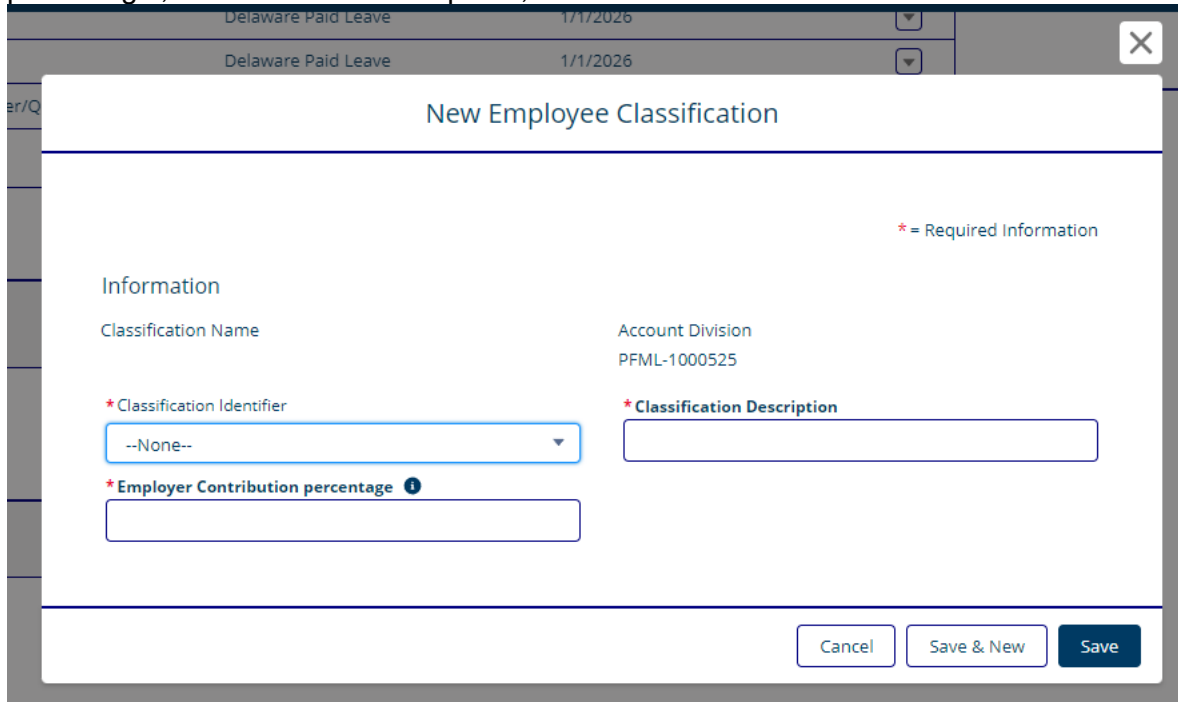
Below the table is a 'View All' link. To the right of the table is an 'Action Items' section with two options: 'File an Appeal' and 'Make A Payment'.

The bottom section, titled 'Employee Classification', shows 'Employee Classifications (0)' and a 'New' button, which is highlighted with a red box in the original image.

### Employee Classification Section

# Employer LaborFirst User Guide

From here, the employer will enter the 'Classification Identifier', 'Employer Contribution percentage', 'Classification Description', and select **Save**.



**New Employee Classification Window**

# Employer LaborFirst User Guide

## Employee Classification Screen

To view and edit existing Employee Classification records, navigate to the 'Employee Classification' section of the 'Account Division' screen. Select the 'Classification Name' associated with the desired record.

The screenshot displays the 'Account Division' screen for 'Tom's Riddle Shop'. At the top, there is a navigation bar with the Delaware Labor First logo and a user profile for Tom Riddle. Below this, account details are shown: Account (Tom's Riddle Shop), Registration Date (12/13/2024, 8:06 AM), and Registration Status (Registered).

The main content area is divided into two sections. The first section, 'Lines of Coverage (3)', contains a table with the following data:

Line of Coverage ID	Line of Coverage	Line of Coverage Status	Effective Date
LOC-00768	Parental Leave	Delaware Paid Leave	1/1/2026
LOC-00769	Medical Leave	Delaware Paid Leave	1/1/2026
LOC-00770	Family Caregiver/Qualified Exigency ...	Private Insurance Pending Approval	

To the right of this table is an 'Action Items' column with options: 'File an Appeal' and 'Make A Payment'. A 'View All' link is located at the bottom right of the table.

The second section, 'Employee Classification', is highlighted with a red box. It shows 'Appeals' and a 'New' button. Below this is a table with the following data:

Classification Name	Classification Description	Classification Identifier
PLEC-0016	Test	1

A 'View All' link is also present at the bottom right of this table.

### Account Division Screen: Employee Classification Section

# Employer LaborFirst User Guide

The 'Employee Classification' screen contains additional details, including: Classification Name, Identifier, Employer Contribution percentage, Account Division, and Classification Description. To make edits, select the 'Edit' button in the top right corner.

Employee Classification  
PLEC-0016

Classification Name  
PLEC-0016

Classification Identifier  
1

Employer Contribution percentage  
80%

Account Division  
PFML-1000525

Classification Description  
Test

Edit Printable View

## Employee Classification Screen

## Employer LaborFirst User Guide

The 'Edit Employee Classification' Window allows the employer to make edits as needed. Once finished, select **Save**.

Edit PLEC-0016

\* = Required Information

Classification Name PLEC-0016	Account Division PFML-1000525
* Classification Identifier <input type="text" value="1"/>	* Classification Description <input type="text" value="Test"/>
* Employer Contribution percentage ⓘ <input type="text" value="80%"/>	

**Edit Employee Classification Window**