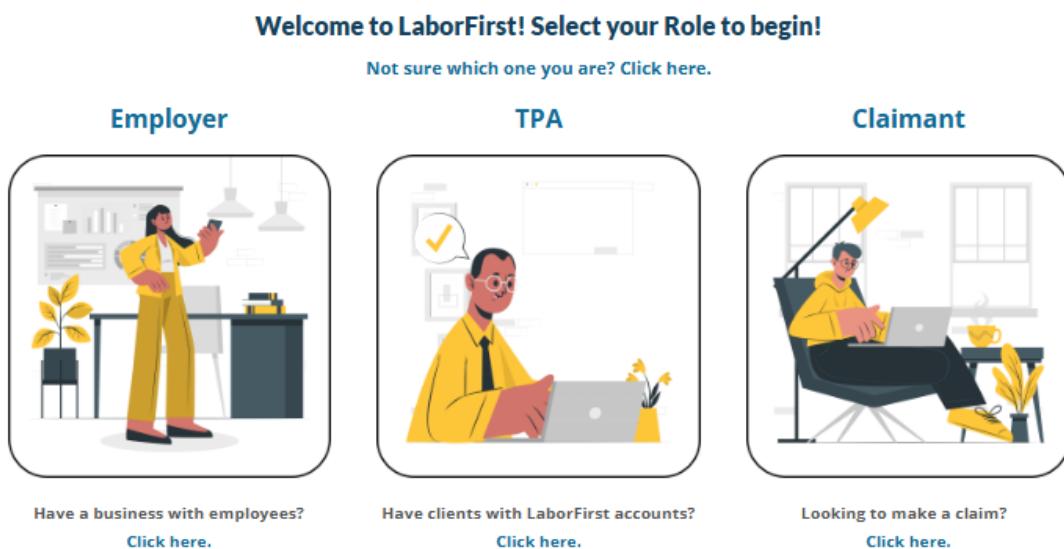


Missing DOL LaborFirst Identity Proofing Tile

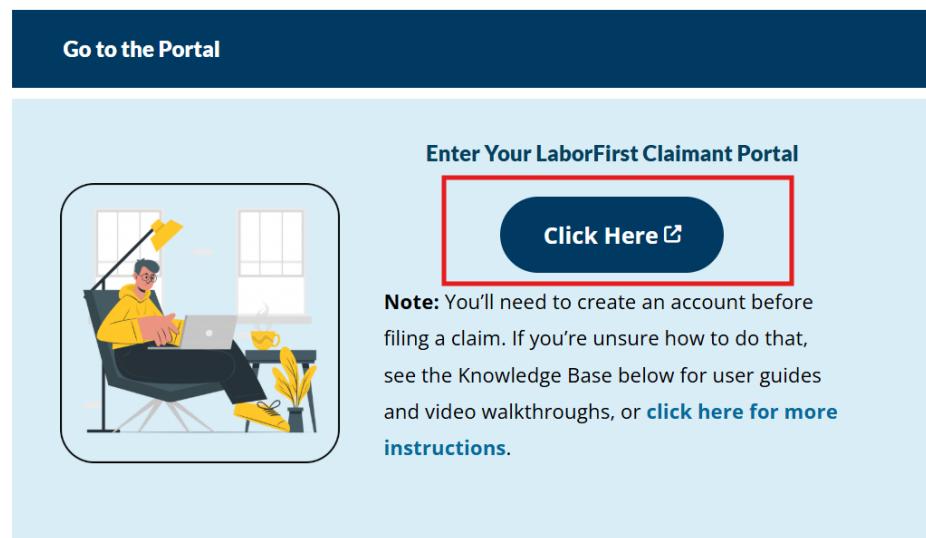
Overview

If you have logged into your myDelaware account and do not see the DOL LaborFirst Identity Proofing tile to begin the Identity Proofing process, please follow this guide below for step-by-step assistance.

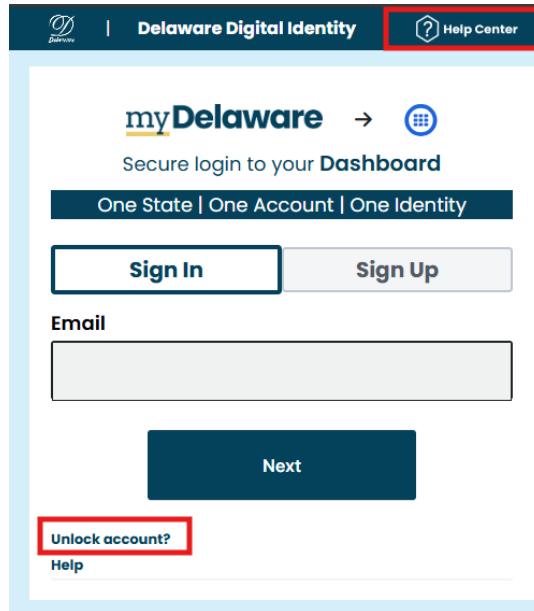
1. Go to de.gov/laborfirst and click on your role. (If you are not sure what role you are, view [our Role page](#).)



2. Click **Click Here** to enter your portal. This image shows the Claimant portal, but the Employer and TPA pages are similar.

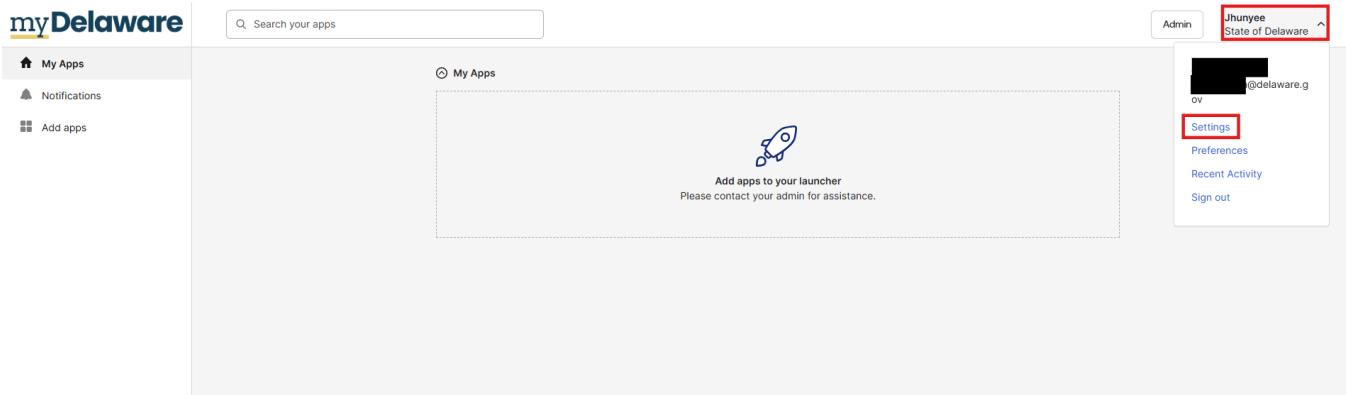


3. Log in with your myDelaware credentials. If you forgot your password, you can click **Unlock Account** or **Help Center** for more assistance.



Missing DOL LaborFirst Identity Proofing Tile

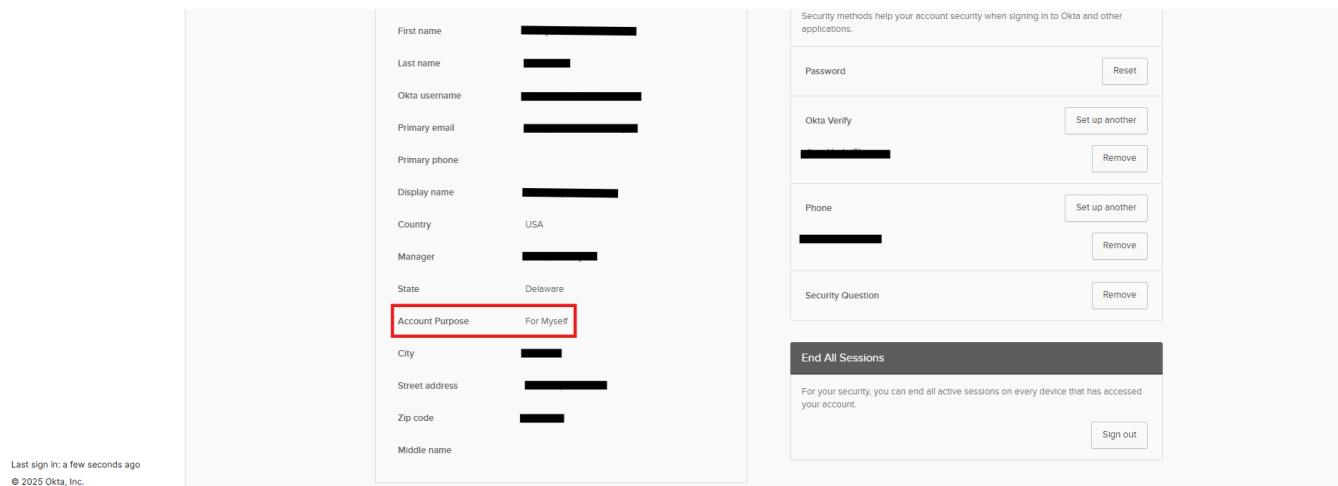
4. Once logged in, you will be sent to “My Apps” page. If you don’t see the DOL LaborFirst Identity Proofing tile, click your name in the top right-hand corner, then click **Settings**.



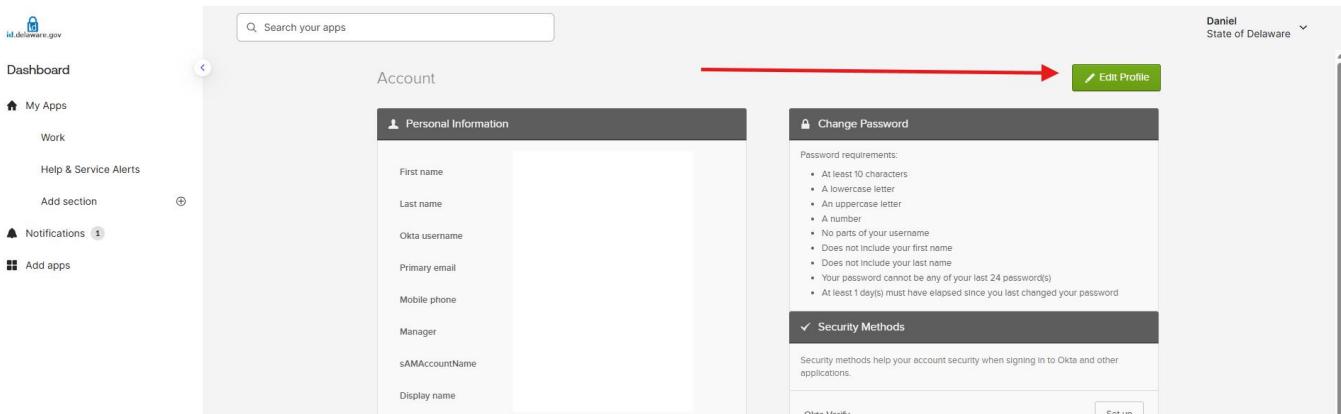
5. You will be directed to your Account page which includes your Personal Information and Security Methods used to sign into myDelaware.

Under Personal Information make sure your Account Purpose is set correctly.

- **For Claimants:** It should be set to For Myself
- **For Employers:** It should be set to For My Business
- **For TPAs:** It should be set to Third-Party Administrator

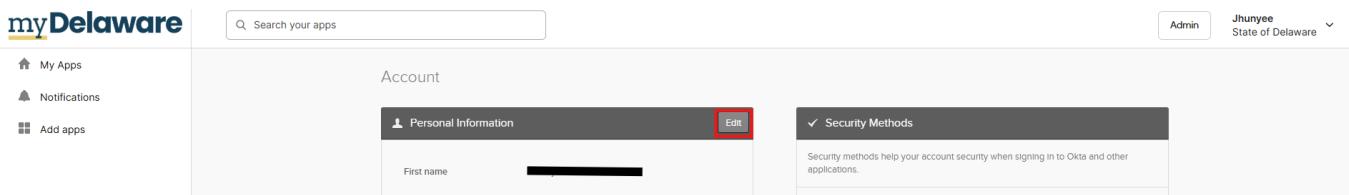


6. If Account Purpose is not set correctly, click **Edit Profile**. You may be asked to provide your log in credentials and verify your identity again for security.



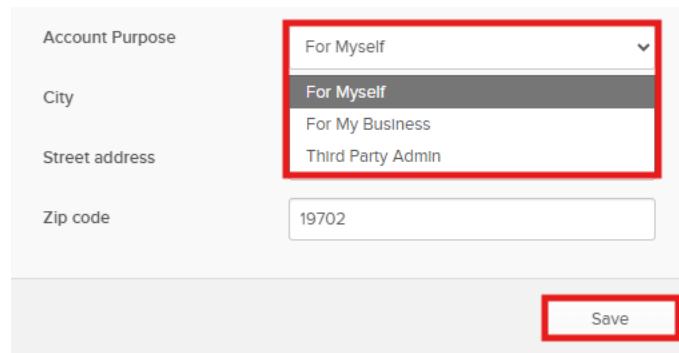
The screenshot shows the id.delaware.gov dashboard with the 'Account' section selected. The 'Personal Information' card is open, showing fields for First name, Last name, Okta username, Primary email, Mobile phone, Manager, sAMAccountName, and Display name. The 'Edit Profile' button is located in the top right corner of this card. To the right of the 'Personal Information' card is the 'Change Password' card, and below it is the 'Security Methods' card.

7. Click **Edit** on the Personal Information header.



The screenshot shows the myDelaware dashboard with the 'Account' section selected. The 'Personal Information' card is open, showing fields for First name and Last name. The 'Edit' button is located in the top right corner of this card. To the right of the 'Personal Information' card is the 'Security Methods' card.

8. Then click the **Account Purpose dropdown** and select the correct option for your role then click **Save**.



The screenshot shows the 'Edit' form for account purposes. The 'Account Purpose' dropdown is open, showing three options: 'For Myself' (selected and highlighted with a red box), 'For My Business', and 'Third Party Admin'. Below the dropdown is a 'City' field, a 'Street address' field, and a 'Zip code' field containing '19702'. At the bottom right is a 'Save' button, which is also highlighted with a red box.

7. In the left panel, click **MyApps** and refresh your browser. You should now see the “DOL LaborFirst Identity Proofing” tile which you can use to begin the Identity Proofing process for LaborFirst.

If you are still unable to see the Identity Proofing tile after changing your Account Purpose please contact 302-761-8375 or email PFML@delaware.gov for further assistance.