

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](#).)

Welcome to LaborFirst! Select your Role to begin!


Not sure which one you are? [Click here.](#)

Employer




Have a business with employees?
[Click here.](#)

TPA



Have clients with LaborFirst accounts?
[Click here.](#)


Claimant




Looking to make a claim?
[Click here.](#)

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

Go to the Portal



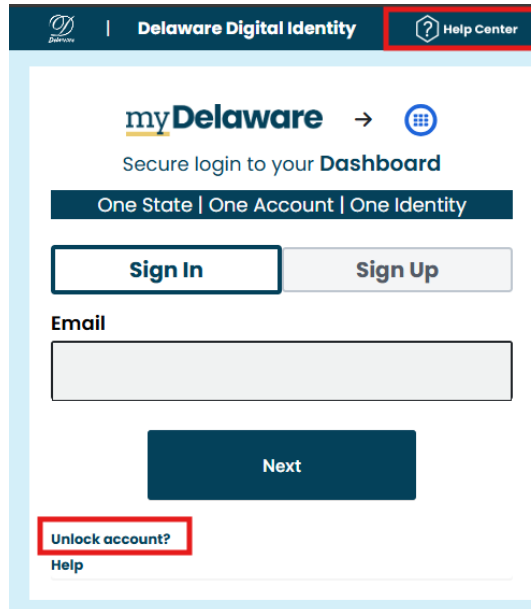
Enter Your LaborFirst Claimant Portal

Click Here 

Note: You'll need to create an account before filing a claim. If you're unsure how to do that, see the Knowledge Base below for user guides and video walkthroughs, or [click here for more instructions](#).

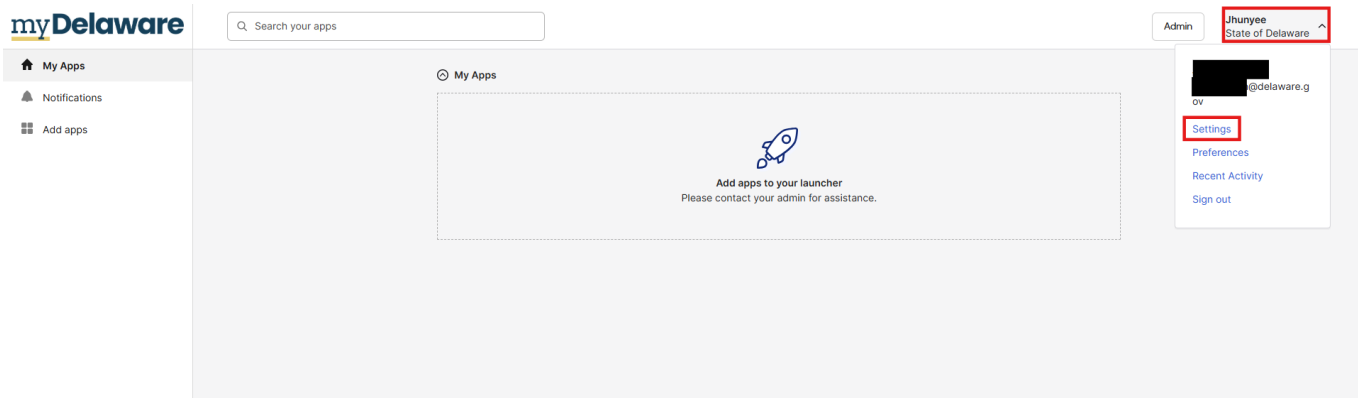
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3. Log in with your myDelaware credentials. If you forgot your password, you can click **Unlock Account** or **Help Center** for more assistance.

A screenshot of the myDelaware login interface. At the top, there is a navigation bar with the Delaware state seal, the text "Delaware Digital Identity", and a "Help Center" link. The main content area features the "myDelaware" logo, a right-pointing arrow, and a grid icon. Below this is the text "Secure login to your Dashboard" and a dark blue bar with the text "One State | One Account | One Identity". There are two buttons: "Sign In" (highlighted with a red box) and "Sign Up". Below the buttons is an "Email" label and a text input field. A dark blue "Next" button is positioned below the input field. At the bottom left, there is a link "Unlock account?" (highlighted with a red box) and a "Help" link.

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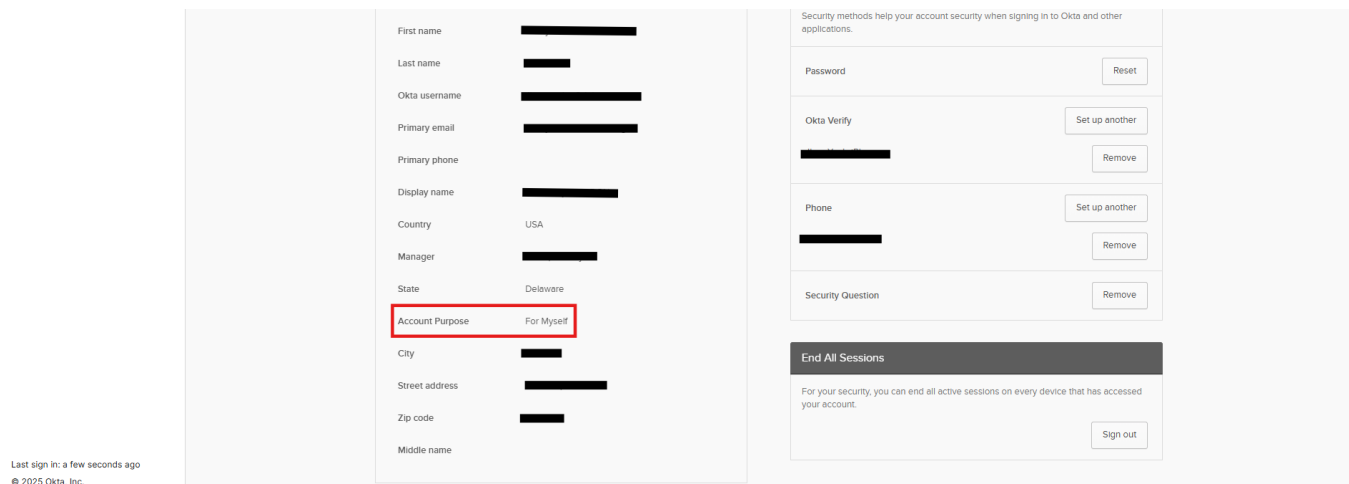
4. Once logged in, you will be sent to “My Apps” page. If you don’t see the DOL LaborFirst Identity Proofing tile, click your name in the top right-hand corner, then click **Settings**.



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

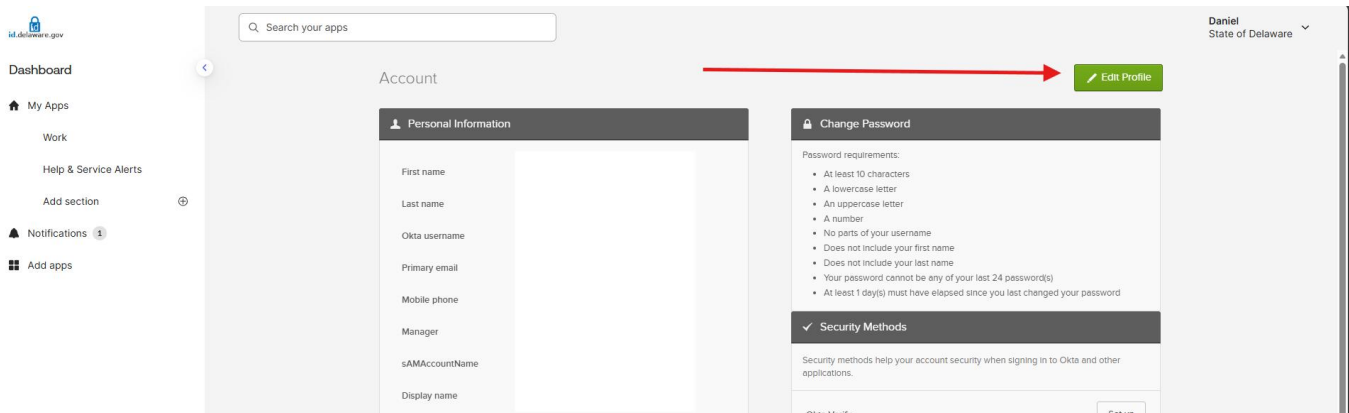
Under Personal Information make sure your Account Purpose is set correctly.

- **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

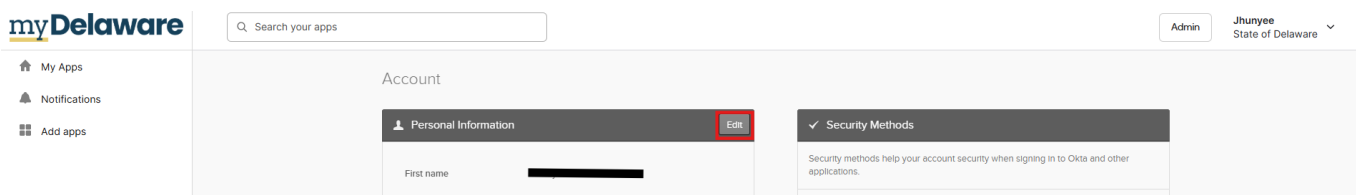


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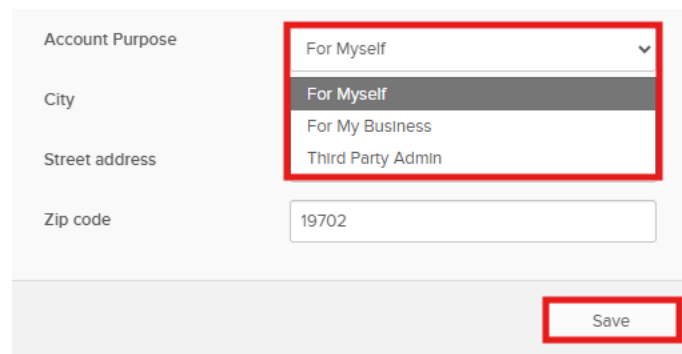
6. If Account Purpose is not set correctly, click **Edit Profile**. You may be asked to provide your log in credentials and verify your identity again for security.



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



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



The screenshot shows the 'Account Purpose' dropdown menu. The dropdown is open, showing options: 'For Myself', 'For Myself', 'For My Business', and 'Third Party Admin'. The 'Save' button is located at the bottom right of the form, 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.