



*Third Party Administrator
LaborFirst User Manual*

Third Party Administrator LaborFirst User Manual

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Overview

We will now start working with some of the most important components of LaborFirst. At any time, please select the LaborFirst Logo in the top right corner to come back to the Table of Contents.

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

- **Enrollment Process**
 - How to navigate Delaware Labor First
 - Step-by-step guide to enrolling in Paid Family Medical Leave (PFML) or “Paid Leave”

- **Managing Your Account**
 - Updating account information

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

Before You Start

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 State of Delaware sign-in credentials. [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.

Have you completed the steps above? You can now access **LaborFirst** from the **LaborFirst tile** on your [MyDelaware](#) dashboard.



My Delaware LaborFirst Tile

Note: If a TPA is operating in the State of Delaware as an employer, they will also need to complete Employer Registration in LaborFirst. If you need more information or training materials? Documentation specifically developed for Employers, TPAs, and PEOs are available from the [LaborFirst home page](#), then select the appropriate tile for your business type.

Registration

Third-Party Administrator (TPA) Registration

Once a person has established their State of Delaware sign in credentials and selects the LaborFirst tile from MyDelaware.gov (see the prior page), they can begin working in LaborFirst.

This section of the user manual provides the steps for a Third-Party Administrator (TPA) (and Professional Employer Organization – PEOs) to complete LaborFirst registration. A TPA is an organization that provides operational services such as claims processing and employee benefits management under contract to another company.

The ‘Create Account’ screen is the first step in the TPA Registration process after a successful sign in if someone has not already registered the TPA in LaborFirst. This screen asks the TPA to enter and reenter their Employer Identification Number. Unlike employer business registration, the TPA’s FEIN does not need to match the FEIN registered in Delaware One Stop. Additionally, this screen contains a User Agreement outlining key acknowledgments to which the TPA must agree to proceed. The TPA will utilize the checkbox to certify that the above 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

* Employer Identification Number

* Re-enter Employer Identification Number

User Agreement

I understand and agree to the following:

- I am the Administrator of this Account.
- I have the authority to act on behalf of this employer.
- To the best of my knowledge, the information provided to create this Account is true and accurate.
- Any false statement or omission provided by me in creating this Account may subject me to criminal or civil penalties under the appropriate Delaware laws.
- Should I become aware that any information I provided in creating this Account is incorrect, I will immediately notify the Department of Labor.

I acknowledge the following:

- I am required to complete a one-time identity proofing process before entering the Department of Labor’s online administrative system.
- The Username for this Account will be system generated and cannot be changed.
- The Department of Labor may contact other State agencies to confirm the information contained herein is accurate.
- The Department of Labor may take action should it receive conflicting information from other State agencies, which may include but is not limited to, criminal or civil penalties.
- Violation of this User Agreement or any State or Federal laws may result in the loss of system access.
- This system uses advanced methodologies to identify individuals suspected of fraudulent activity. Fraudulent activity may be referred to the Department of Justice for prosecution.

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

Before moving on, kindly confirm that the checkbox is selected.

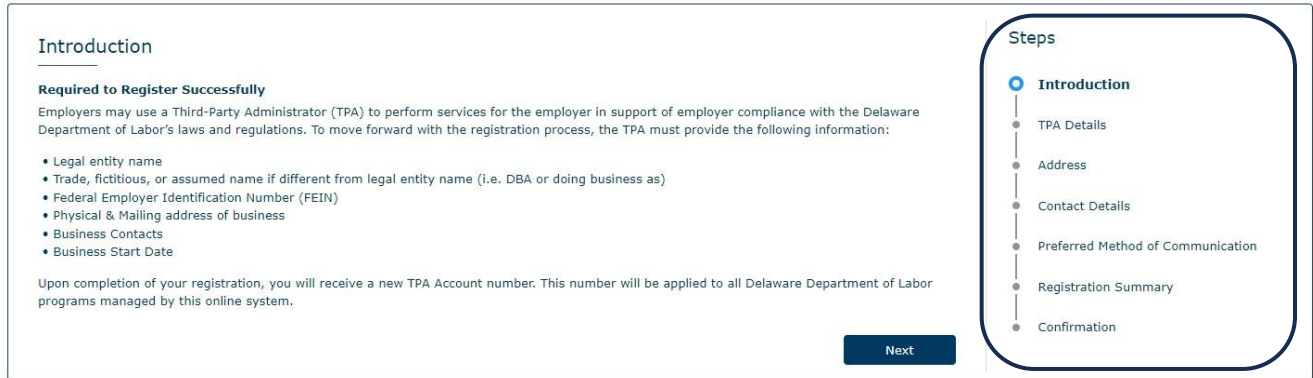
* Signature

* Date

Next

Create Account Screen

The 'Introduction' screen is the first screen in the TPA Registration process and highlights the information required to complete registration.



Introduction Screen

Each screen in the TPA registration process includes a 'Steps' status bar in the right pane. After the initial screen, **Previous** and **Next** buttons 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 registration process, all previously entered information is saved and the registration status will be incomplete. When the TPA later signs in, they are presented with the 'Introduction' screen. However, previously entered information will be saved as they navigate the registration process. The TPA may make updates, if necessary.

Note: Incomplete registrations will be purged from LaborFirst if not completed within 15 days.

The 'TPA Details' screen is the next step in the process and is accessed after selecting **Next** on the 'Introduction' screen. Throughout the registration process, labels marked with a red asterisk are required to proceed to the next step in the registration process. For all steps in the registration process, enter the required data, then select **Next**.

TPA Details

*** FEIN (Federal Employer Identification Number)**

*** Legal Business Name**

*** Business Start Date**

*** Phone Number**

Fax Number

I am registering as a Professional Employer Organization

Steps

- Introduction
- TPA Details**
- Address
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation

TPA Details Screen

The 'Address' screen is the next step in the registration process. At least one physical address and one mailing address are required. Select the down arrow, then **Edit** to launch the 'Mailing Address' window.

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

📍

▼

* Is your mailing address the same as your physical address?
 Yes No

* Would you like to add additional locations? ⓘ
 Yes No

Steps

- Introduction
- TPA Details
- **Address**
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation

Address Screen

The first field in the 'Mailing Address' window is a search field, which utilizes an address broker to allow the person registering to start typing the address and select from a list of results. The TPA will select their mailing address, and all additional fields on the screen will populate. However, if the TPA cannot locate their address utilizing the search field, they may select **Address not found** to manually enter their address. Once the mailing address has been entered, select **Save**.

Mailing Address

Search

Address not found

*** Country**

United States ▼

*** City**

*** Address Line 1** ⓘ

*** Zip Code**

*** State**

Delaware ▼

Cancel

Save

Mailing Address Screen

If the person registering indicates that their physical address is different from their mailing address, an additional address field will be dynamically displayed on the screen for the physical location. Follow the steps previously mentioned to enter a new physical address.

If the person registering answers “Yes” to the question “Would you like to add additional locations?” then ‘Additional Locations’ will appear in the ‘Steps’ pane on the right. To enter a new location, select **+New** to launch the ‘Additional Locations’ window.



TPA Additional Locations Screen

The 'Locations' screen allows the person registering to enter address information for additional physical locations. Because of this, the 'Address Type' field is prepopulated to 'Physical Location' in a read-only format. Enter the address details as requested, then select **Save**. Select **Proceed** to go to the next screen.

Locations

Address Type

Search

Address not found

*** Country**

*** Address Line 1** ⓘ

*** City**

*** State**

*** Zip Code**

Locations Window

'Contacts' is the next step in the process. To proceed, you must register one contact. Enter the registration contact's information in the fields on the screen, then select **Next** to continue.

Contact Details

⊘ TPA registration requires the entry of one contact to complete the registration process. Please enter the contact information below as required.

*** First Name**

*** Last Name**

*** Email Address**

*** Phone Number**

Steps

- Introduction
- TPA Details
- Address
- **Contact Details**
- Preferred Method of Communication
- Registration Summary
- Confirmation

TPA Contact Details Screen

'Preferred Method of Communication' is the next step. The Preferred Contact Method defaults to email in a read-only format; however, the person registering can edit the email provided as needed. Enter the requisite information and then select **Next**.

Note: A registration email is sent to the email entered upon successful completion of the registration process.

Preferred Method of Communication

✔ Registration requires a preferred method of communication to complete the registration process. Please provide your preferred email if different from the one shown below.

*** Preferred Method of Communication**

Email

*** Email Address**

totallyawesometpa@sharklasers.com

*** Re-enter Email Address**

totallyawesometpa@sharklasers.com

Previous

Next

Steps

- ✔ Introduction
- ✔ TPA Details
- ✔ Address
- ✔ Contact Details
- **Preferred Method of Communication**
- Registration Summary
- Confirmation

Preferred Method of Communication Screen

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A 'Registration Summary' allows the person registering to review the information entered during the registration process. Though the information on this screen is read-only, the person registering may use **Previous** to toggle back through the screens to make any necessary corrections. Review the information and, if accurate, read and agree to the disclosure, sign and date, then select **Next** to complete the registration.

Registration Summary

TPA Details
 FEIN : 00-0001107
 Business Start date : 06/09/2009
 Legal Business Name : Totally Awesome TPA
 Phone Number : (720) 456-7788
 I am registering as a Professional Employer Organization : false

Address

Type	Address Line 1	City	State	Zip	Country
Physical Location	402 Ogletown Rd	Newark	Delaware	19711	United States
Mailing	402 Ogletown Rd	Newark	Delaware	19711	United States

Contact Details

Title Type	First Name	Last Name	Email	Phone
Administrator	Totally Awesome	TPA	totallyawesometpa@sharklasers.com	(214) 214-2141
Registration Contact	Amanda Tori	Meeting	atmeeting@sharklasers.com	(979) 666-5424

Preferred Method of Communication
 Preferred Contact Method: Email
 Email Address: totallyawesometpa@sharklasers.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**

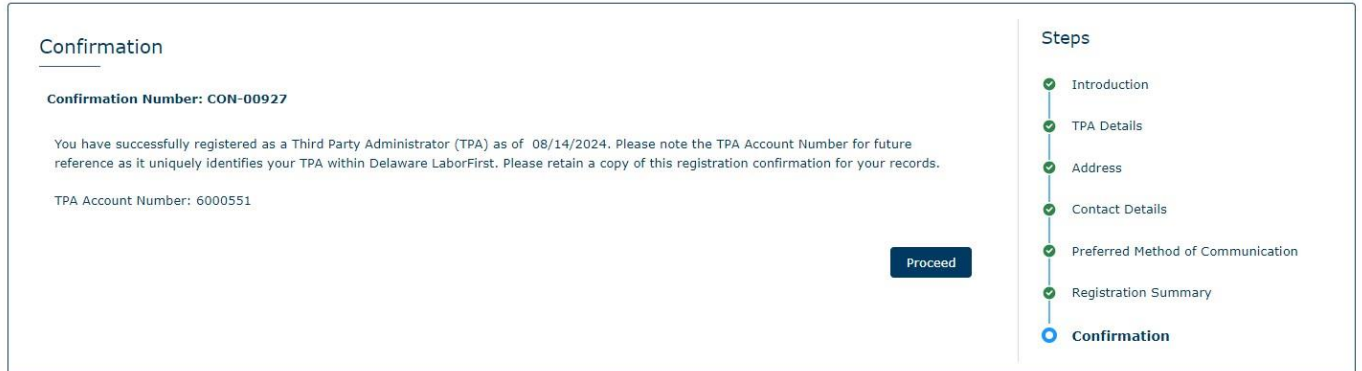
Previous
Next

Steps

- Introduction
- TPA Details
- Address
- Contact Details
- Preferred Method of Communication
- **Registration Summary**
- Confirmation

Registration Summary Screen

Upon successful completion of the registration process, the 'Confirmation' screen appears and an email is sent to the registration contact. LaborFirst provides the TPA Account Number and Confirmation Number for reference. Select **Proceed** to return to the 'TPA Home Page'.

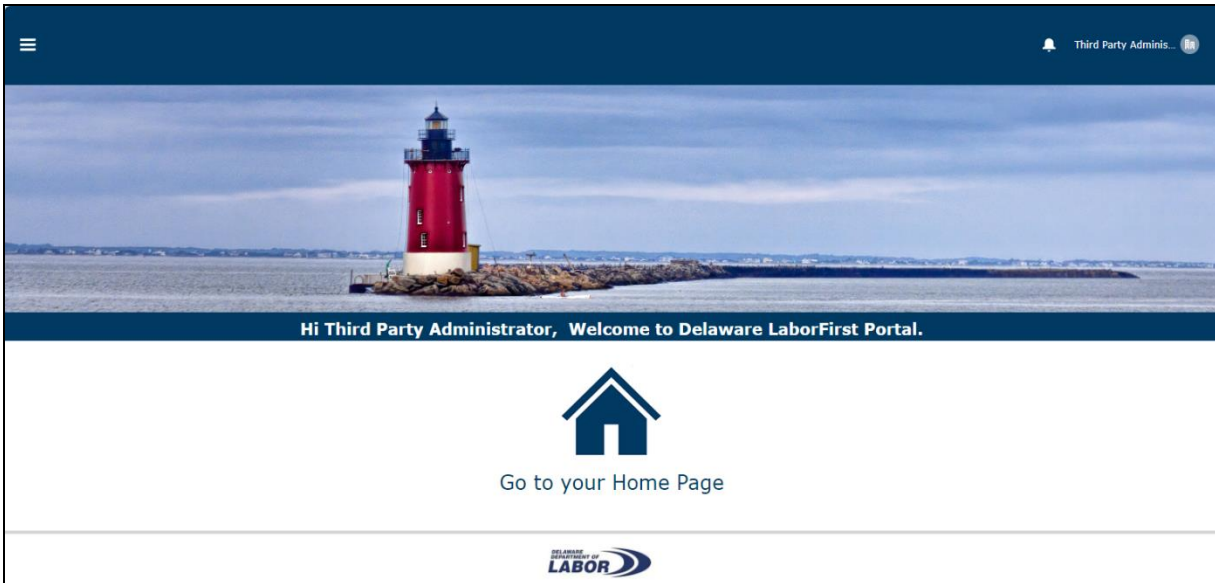


Registration Confirmation Screen

TPA Portal General Navigation

TPA Portal Page

After signing in, the TPA user will land on the TPA Portal Page. From here a user can access their Home Page, view Notifications, use the Profile Icon, or use the 'Menu' (three lines in the upper left corner) to move to various screens.



TPA Portal Page

TPA Home Screen

Select **Go to your Home Page** to move to the screen shown below. Here, you can view the linked business accounts. Entity Relationships are dynamically displayed once the employer and TPA relationship is established.

By selecting the **Employer**, the TPA will be navigated to the employer’s account and will may be able to view/edit different areas within the employer portal based on the level of access. Please review the [Employer LaborFirst User Guide](#) for more details.

Entity Relationship
4 Items • Updated a few seconds ago

	Employer	Authorization Type	Start Date	End Date	Status	
1	Kristi Davis Designs	Administrator	9/10/2024		Requested	▼
2	Steve Smith's Surf Shop	Administrator	9/10/2024		Approved	▼
3	Frozen Yogurt Shop	Maintain Profile	9/10/2024		Requested	▼
4	Taco Town	Maintain Profile	10/1/2024		Requested	▼

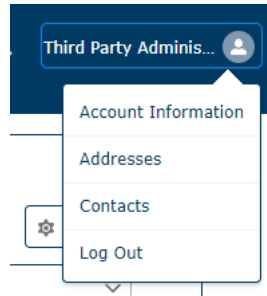
Notes & Attachments
0 Items • Sorted by Last Modified • Updated a few seconds ago

Title	Created By	Last Modified	Size
No Items to display.			

TPA Home Screen

Profile Icon

The TPA Profile Icon is at the top right corner of the screen. From here, the TPA can view Account Information, Addresses, and Contacts. The Profile Icon also allows the user to **Log Out** of the system.



TPA Profile Icon Dropdown Menu

Account Information

The 'Account Information' screen allows the TPA to view their account details. The information presented is the information currently on file – Either provided at registration or updated by Delaware Department of Labor staff.



Account Name	
Efficient TPA	
Preferred Contact Method	
Email	
Registration Status	Registered
Registration Date	7/16/2024
Business Start Date	7/1/2020

Account Information Screen

Addresses

The 'Addresses' Screen allows the TPA to view, add, edit, or delete addresses associated with the account.

Accounts > Efficient TPA
Addresses

3 items • Updated a few seconds ago

	Address ID	Address (City)	Address (State/Province)	Address (Country/Territory)	
1	ADR-000000404	Newark	DE	US	⌵
2	ADR-000000405	Newark	DE	US	⌵
3	ADR-000000406	Newark	DE	US	⌵

Addresses Screen

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To edit an address that already exists within the system, select the down arrow to the right of the address, then **Edit**. Once the desired changes are made, select **Save** to return to the 'Addresses' screen.

Edit ADR-000000404

* = Required Information

*** Account**

*** Primary Location**

Address

*** Address Type**

Address (Country/Territory)

Address (Street)

Address (City) **Address (State/Province)**

Address (ZIP/Postal Code)

Physical Location Number

Edit Addresses Screen

To enter a new address, select **New** in the top right corner of the screen.

The screenshot shows a web form titled "New Address" with a close button (X) in the top right corner. A legend indicates that an asterisk (*) denotes required information. The form is organized into several sections:

- Information:**
 - * Account:** A dropdown menu showing "Efficient TPA" with a close button (X).
 - * Primary Location:** A dropdown menu showing "No".
 - * Address Type:** A dropdown menu showing "--None--".
- Address:**
 - Search Address:** A text input field with a search icon.
 - Address (Country/Territory):** A dropdown menu showing "United States".
 - Address (Street):** A large text input field.
 - Address (City):** A text input field.
 - Address (State/Province):** A dropdown menu showing "--None--".
 - Address (ZIP/Postal Code):** A text input field.
- Physical Location Number:** A text input field located at the bottom right of the form area.

At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save".

New Address Screen

Contacts

The 'Contacts' Screen allows the user to edit and/or enter to contact details to the account.

Accounts > Efficient TPA				
Contacts				
2 items • Sorted by Last Name • Updated a few seconds ago				
				<input type="button" value="New"/>
				<input type="button" value="⚙️"/> <input type="button" value="🔄"/> <input type="button" value="⌵"/>
Contact Name	Title Type	Email	Phone	
1 Third Party Administrator	Administrator	bosebih.jujopil@gotgel.org	(720) 111-2222	<input type="button" value="⌵"/>
2 Bill Billings	Registration Contact	bbillings@gmail.com	(979) 888-6666	<input type="button" value="⌵"/>

Contacts Screen

To edit an existing contact, select the down arrow, then **Edit**.

Edit Third Party Administrator

* = Required Information

Account Name
Efficient TPA

* Title Type
Administrator

* Name

Salutation
--None--

First Name
Third Party

Middle Name
Middle Name

* Last Name
Administrator

Suffix
Suffix

* Phone
(720) 111-2222

* Email
bosebih.jujopll@gotgel.org

Home Phone

Edit Third Party Administrator Screen

To add a new contact, select **New** in the top right corner of screen.

New Contact

* = Required Information

Contact Information

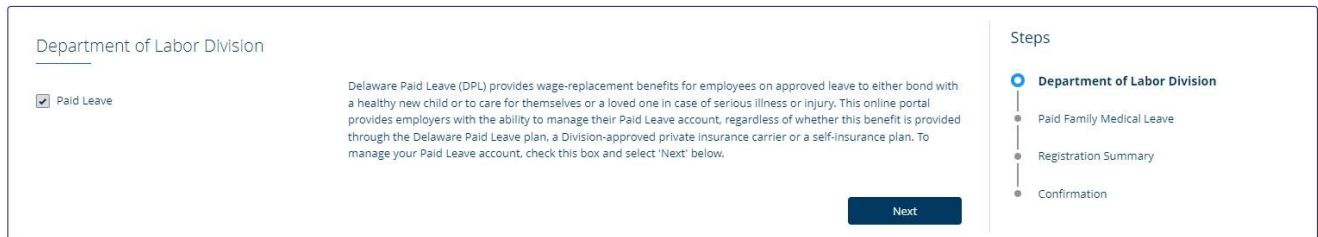
Account Name Yedai TPA Co.	* Title --None--
* Name Salutation --None--	
First Name First Name	
* Last Name Last Name	
* Phone	* Email

New Contact Screen

Paid Leave Registration

Once a business has registered, the employer or their TPA may complete 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 TPA or employer logs out of LaborFirst, 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

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 Screen

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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.

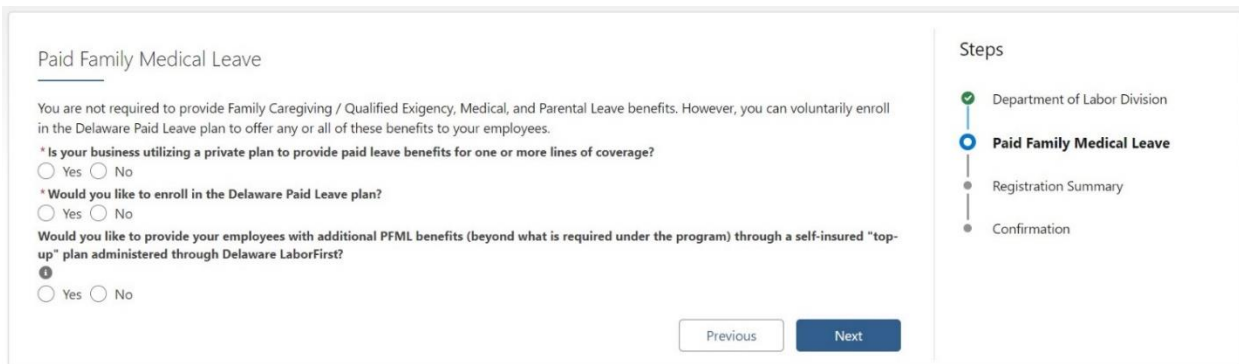
Please note that businesses are automatically enrolled in the Delaware Paid Leave Plan for their required lines of coverage based on employee count. However, the first question on this screen asks if this business is applying utilizing a private plan to provide paid leave benefits for one or more lines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

An employer or their TPA will answer the following questions and select **Next**.



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

If the TPA selects **Yes** when asked if the employer wishes 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**.

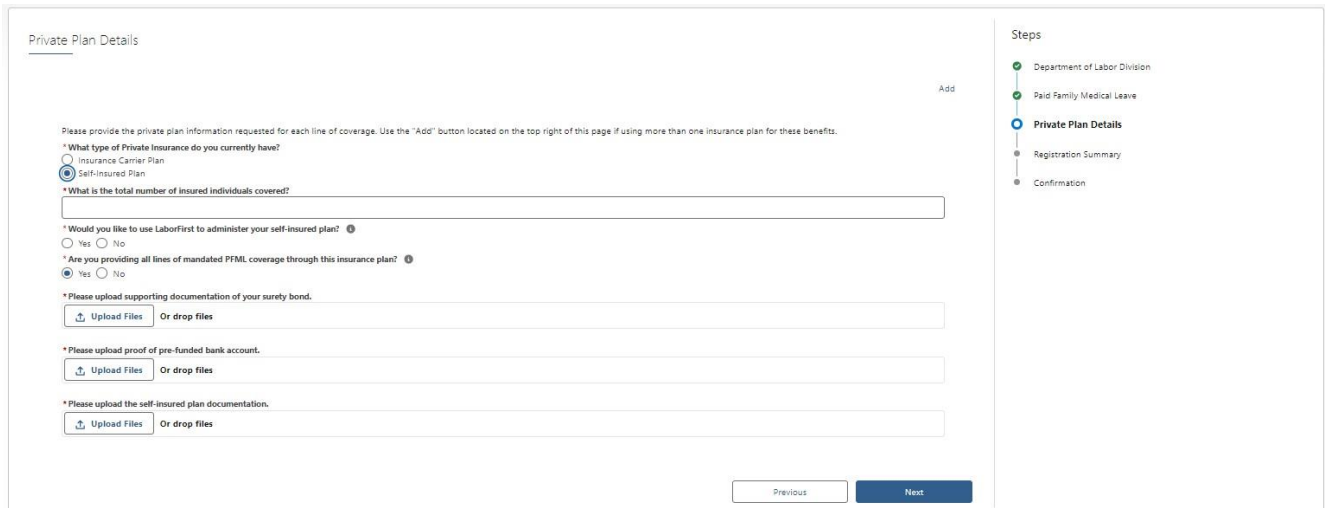
Private Plan Details Screen

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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**.



The screenshot shows the 'Private Plan Details' screen. At the top right, there is an 'Add' button. Below it, a note reads: '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.'

The main content area contains the following questions and fields:

- What type of Private Insurance do you currently have?**
 - Insurance Carrier Plan
 - Self-Insured Plan
- What is the total number of insured individuals covered?**
 - Text input field
- Would you like to use LaborFirst to administer your self-insured plan?**
 - Yes No
- Are you providing all lines of mandated FML coverage through this insurance plan?**
 - Yes No
- Please upload supporting documentation of your surety bond.**
 - Upload Files | Or drop files
- Please upload proof of pre-funded bank account.**
 - Upload Files | Or drop files
- Please upload the self-insured plan documentation.**
 - Upload Files | Or drop files

At the bottom right, there are 'Previous' and 'Next' buttons. On the right side, a 'Steps' sidebar shows a progress indicator with five steps: Department of Labor Division, Paid Family Medical Leave, Private Plan Details (highlighted), Registration Summary, and Confirmation.

Private Plan Details Screen

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 TPA’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

▼ Paid Family Medical Leave

- Is your business utilizing a private plan to provide paid leave benefits for one or more lines of coverage? Yes
- Would you like to opt-into the Delaware Paid Leave plan? Yes
- 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? No
- You have confirmed enrollment into the following plans:

Parental Leave	Delaware Paid Leave
Medical Leave	Delaware Paid Leave
Family Caregiver/Qualified Exigency Leave	Aetna-39399392

▼ 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** ⓘ

Kaila Jones

***Date**

07/30/2024
 ⓘ

Previous

Next

Steps

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

ESS Registration Summary Screen

The final screen in the Paid Leave Enrollment process is the 'Confirmation Screen'. Select **Finish** to return to the 'TPA Portal Page'.

The screenshot shows a web interface for the Confirmation Screen. On the left, under the heading "Confirmation", the confirmation number "CON-00445" is displayed. Below this, a message states: "You have made the following selections for paid leave coverage:" followed by a bulleted list: "Parental Leave: Delaware Paid Leave", "Medical Leave: Delaware Paid Leave", and "Family Caregiving/Qualified Exigency Leave: Aetna-39399392". A note at the bottom left says "Please retain a copy of this registration confirmation for your records." A blue "Finish" button is located at the bottom right of the main content area. On the right side, a "Steps" sidebar shows a vertical list of steps: "Department of Labor Division", "Paid Family Medical Leave", "Private Plan Details", "Registration Summary", and "Confirmation". The "Confirmation" step is highlighted with a blue circle and a vertical line. A vertical "SCREENSHOT" watermark is visible on the right edge of the screenshot.

Confirmation Screen

Log Out

At the bottom of the Profile Icon dropdown list the user can **Log Out**. This returns the user to the initial TPA sign in screen.

Menu

In the top left corner of the screen, you will see a menu icon. The menu helps you move to various screens for Account Services.

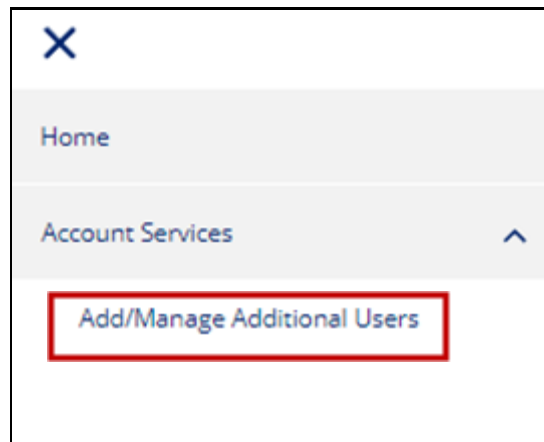


TPA Menu

Add and Manage Users

Add Additional Users

An Account Administrator can add additional users to their LaborFirst account. 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 access as the account owner.



Account Services Dropdown Menu

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.

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 2 in this document.)

Add Additional Users

* First Name

* Last Name

* Email

* Phone Number

Add Additional Users Screen

Manage Additional Users

The Account Administrator can manage additional users that were added to the employer and/or TPA account. As previously mentioned, only the administrator will have access to this screen to edit a user's access, select the pencil icon. Administrators cannot deactivate other users with Administrator permissions.

Add Additional Users

* First Name

* Last Name

* Email

* Phone Number

Save

	First Name	Last Name	Email	Phone Number	Status
1	Additional	User	additionalusertest@aol.com	(302) 3332222	Active

Additional Users

Active

Active

Inactive

Manage Users Screen

Manage TPA Access

Employers who already have an agreement with a TPA will request establishing a TPA relationship in LaborFirst from the Employer Portal. The employer will initiate the relationship by selecting a TPA registered in Delaware Labor First, the relationship start date, end date (if known), and access level.

TPA Authorization levels:

- 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.

Upon submission, the designated TPA will receive an email notification prompting them to Approve or Deny authorization (see next page)

Note: The 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 **Authorization Denied** will presented one of the following messages depending upon whether the authorization was Approved or Denied.

About | Contact Us

TPA Authorization Approved

You have Confirmed Thriving Business's authorization request and your access is pending review by the department of labor to do the following on their account:
Administrator

TPA Authorization Approved Notification

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

Account Division Screen

Once an employer has completed the Paid Leave Registration 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 Printable View

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', 'File Waiver', 'File Reclassification', 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**.

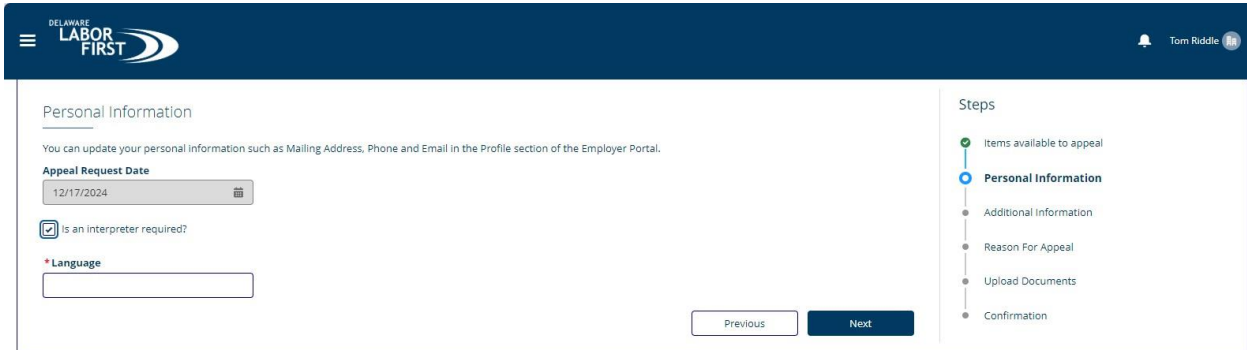
The ‘Items Available to Appeal’ screen is the first screen presented in this process. Both fields contain a drop down menu. The first question asks employers to select the ‘Appealable Item’. As previously mentioned, the appealable items include: Use of Private Plan, Contribution Calculation, Required 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

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

You can update your personal information such as Mailing Address, Phone and Email in the Profile section of the Employer Portal.

Appeal Request Date
12/17/2024

is an interpreter required?

* Language

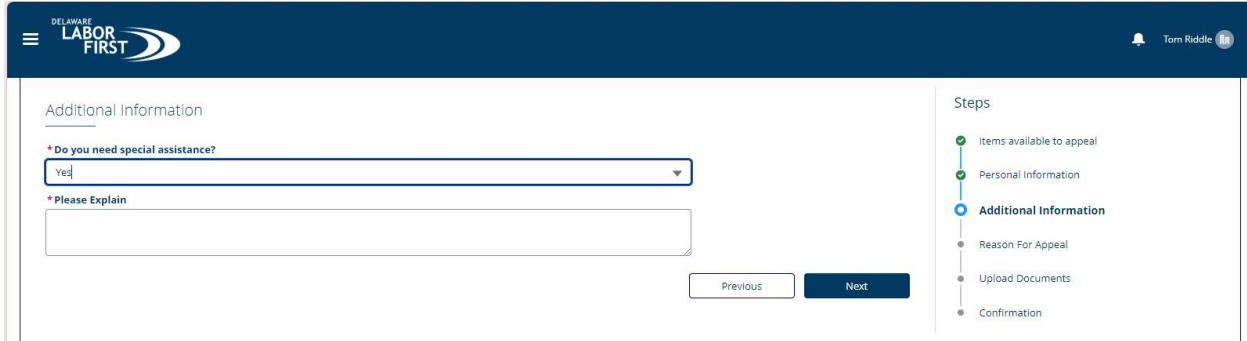
Previous Next

Steps

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

Personal Information Screen

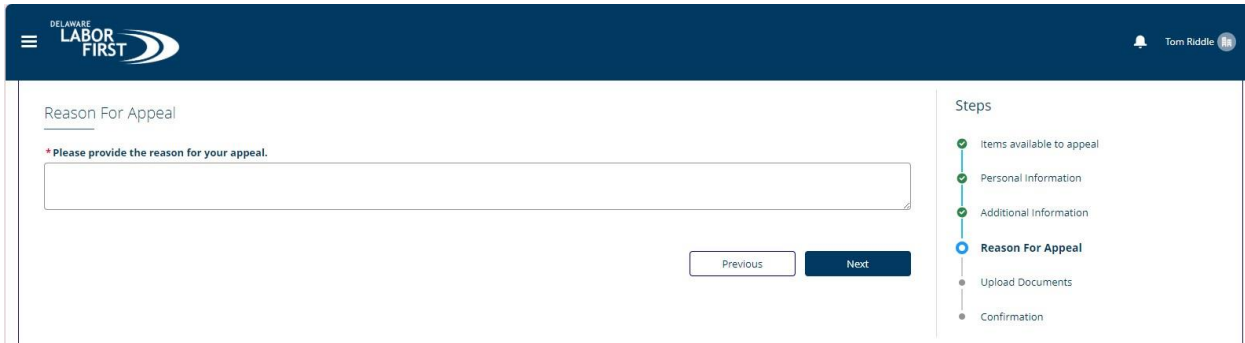
The 'Additional Information' screen asks the employer if they need special assistance. If they select 'Yes', an additional text box populates asking the employer to provide more information regarding the assistance required. Enter the requisite information and select **Next**.



The screenshot displays the 'Additional Information' screen. At the top left is the 'DELAWARE LABOR FIRST' logo. At the top right, the user's name 'Tom Riddle' is shown. The main content area is titled 'Additional Information' and contains two required fields: a dropdown menu for '* Do you need special assistance?' with 'Yes' selected, and a text box for '* Please Explain'. Below these fields are 'Previous' and 'Next' buttons. On the right side, a 'Steps' sidebar lists the following steps: 'Items available to appeal', 'Personal Information', 'Additional Information' (highlighted with a blue circle), 'Reason For Appeal', 'Upload Documents', and '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

*Please provide the reason for your appeal.

Previous Next

Steps

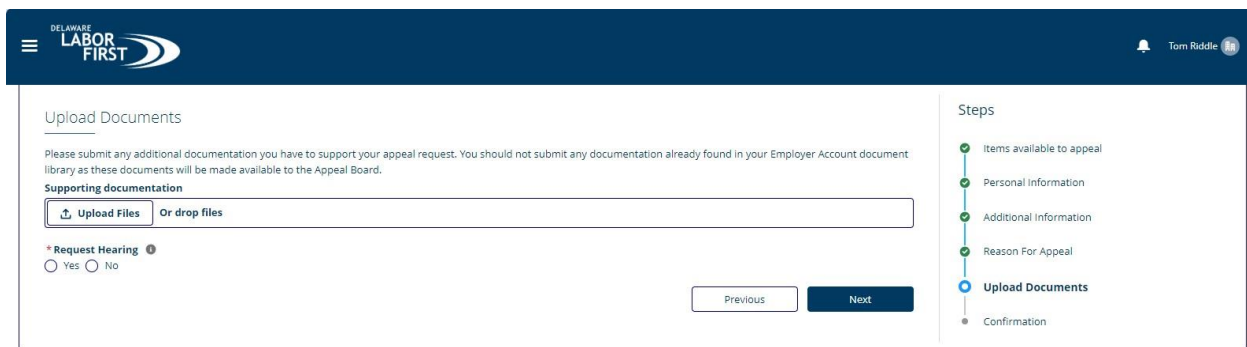
- Items available to appeal
- Personal Information
- Additional Information
- Reason For Appeal
- Upload Documents
- Confirmation

Reason for Appeal Screen

The 'Upload Documents' screen is used to submit documentation to support the appeal. Utilize the 'Supporting Documentation' field to upload files and/or drop files as needed. 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

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	

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

Third Party Administrator LaborFirst User Manual

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:

Docket ID: A-0008

Account Division: PEML

Appeal Category: Use of Private Plan

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 shows the 'Account Division' interface for PFML-1000525. The account is for 'Tom's Riddle Shop', registered on 12/13/2024 at 8:06 AM. The 'Lines of Coverage' section lists three items: Parental Leave, Medical Leave, and Family Caregiver/Qualified Exigency. The 'Employee Classification' section shows 'Employee Classifications (0)' with a 'New' button highlighted in a red box. Below this are sections for 'Report Summary', 'Account Periods', and 'Notes & Attachments'.

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	

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

Employee Classification Section

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

* = Required Information

Information

Classification Name

Account Division

PFML-1000032

Classification Identifier

--None--

Employer Contribution percentage ⓘ

Classification Description

Cancel Save

New Employee Classification Window

Employee Classification Screen

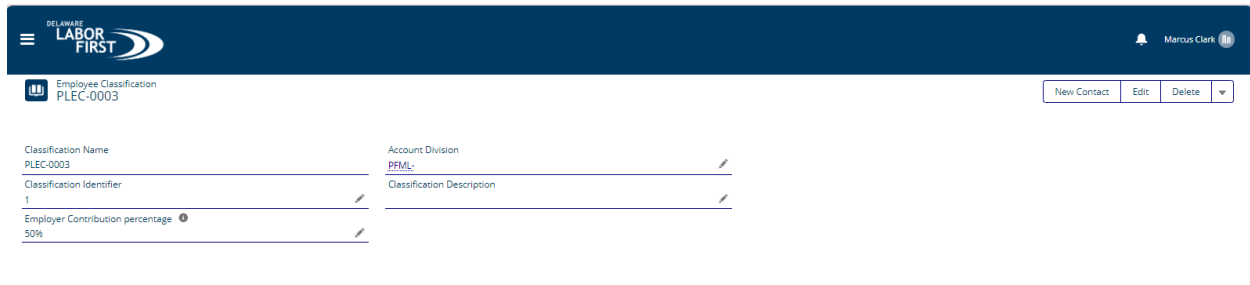
To view and edit existing Employee Classification records, navigate to the 'Employee Classification' section of the 'Account Division' screen. Select the 'Classification Name' associated with the desired record.

The screenshot displays the LaborFirst interface for the 'Tom's Riddle Shop' account. It shows account details, a list of three lines of coverage, and the 'Employee Classification' section. The 'Employee Classification' section contains one record with the following details:

Classification Name	Classification Description	Classification Identifier
PLEC-0016	Test	1

Account Division Screen: Employee Classification Section

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		New Contact Edit Delete	
Classification Name	PLEC-0003	Account Division	PFML
Classification Identifier	1	Classification Description	
Employer Contribution percentage	50%		

Employee Classification Screen

Third Party Administrator LaborFirst User Manual

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

Account Division

Edit PLEC-0003

* = Required Information

Classification Name
PLEC-0003

Account Division
PFML-

Classification Identifier
1

Employer Contribution percentage ⓘ
50%

Classification Description

Cancel Save

Edit Employee Classification Window