U.S. Department of Labor
Employment and Training Administration
OFFICE OF FOREIGN LABOR CERTIFICATION
2019 iCERT System FAQs – Round 2
January 6, 2019

QUESTION: My login password was valid when I attempted to log into the iCERT system on or before January 1, 2019, and <u>was not</u> set to expire before January 8, 2019. Will my login credentials continue to work when electronic filing services are restored at 2:00 p.m. EST, January 7, 2019?

> **ANSWER**: Yes. Your iCERT account is not locked and you may continue using your current password as soon as electronic filing services through the iCERT system are restored. You will not be required to change your password upon attempting to log into the iCERT system. If you experience any technical difficulties using your current password, please contact the iCERT Technical Help Desk staff at OFLC.Portal@dol.gov and provide the following information associated with your account to help expedite your request:
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> > <u>iCERT Account</u>
> > Username
> > Law Firm/Business Name
> > Federal Employer Identification Number

QUESTION: My login password expired on January 1, 2019, or expired at some time during the current iCERT system service interruption. Will I be required to reset my iCERT system login password when the Department restores services at 2:00 p.m. EST, January 7, 2019, <u>before</u> I am able to submit H-2B applications?

> **ANSWER**: Under normal business operations, the password associated with your iCERT account would need to be reset after initial login using your secret question and answer. Once that step is successfully completed, the iCERT system would accept your new password and require you to login a second time using that new credential.
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> However, the Department understands that the iCERT system service interruption has prevented system account holders with expired passwords from accessing the system to perform the required reset action. Due to the time sensitivity in submitting H-2B applications, to make sure that all users would have prompt access to their account the Department proactively took action to <u>automatically extend the password expiration periods</u> for iCERT system account holders who have one or more pending H-2B applications containing an employment start date on or after April 1, 2019.
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> The new password expiration dates have been set to **Monday, January 14, 2019**. These accounts are not locked and iCERT system account holders will not be required to change their passwords upon attempting to log into the iCERT system. We provided a courtesy email notification to these affected iCERT system account holders sometime after 5:00 p.m. EST, Sunday, January 6, 2019.

Important Note: If you believe that your password has expired during the iCERT system service interruption and did not receive a courtesy email this evening from the Department, please contact the iCERT Technical Help Desk immediately at OFLC.Portal@dol.gov and provide the following information associated with your account to help expedite your request:

iCERT Account
Username
Law Firm/Business Name
Federal Employer Identification Number

QUESTION: I am an employer impacted by the iCERT system failure that occurred in the early morning of January 1, 2019. What will happen when I try to log into the iCERT system and fail to properly enter my password three times?

ANSWER: The iCERT system was designed to comply with the security standards and guidance associated with the National Institute of Standards and Technology (NIST); E-Government Act, including Title III, *Federal Information Security Management Act* (FISMA); the Clinger-Cohen Act; Office of Management and Budget (OMB) Circular A-130; and Homeland Security Presidential Directives HSPD 7, 8 and 12. Accordingly, when system operation resumes the iCERT system will continue to disable an account where the system account holder provides three failed password attempts. iCERT system account holders may re-enable their accounts by using the secret question and answer pair.

If you do not remember your secret question and answer pair, please contact the iCERT Technical Help Desk immediately at OFLC.Portal@dol.gov and provide the following information associated with your account to help expedite your request:

iCERT Account
Username
Law Firm/Business Name
Federal Employer Identification Number

QUESTION: I was notified during the system failure that my account was locked out even though I had a correct password. I received a new temporary password and was unable to use it because the iCERT system was not accessible. How can I know before iCERT system service is restored at 2:00 p.m. EST, January 7, 2019, whether I need to reset my password or can my password be reset for me?

> **ANSWER**: The Department identified a very small number of iCERT system account holders who were issued temporary passwords on or just before January 1, 2019, and who also have one or more pending H-2B applications containing an employment start date on or after April 1, 2019. Each of these iCERT system account holders were sent a courtesy email notification sometime after 5:00 p.m. EST, Sunday, January 6, 2019, containing a new password that may be immediately used as soon as iCERT system service is restored. These accounts are not locked and the iCERT system account holders will not be required to change the new password immediately upon login.
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> The new password expiration dates have been set to **Monday, January 14, 2019**.
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> If you received a temporary password from the iCERT system on January 1, 2019, but were unable to use it before the current service interruption occurred and did not receive an email from the Department sometime after 5:00 p.m. EST, Sunday, January 6, 2019, please contact the iCERT Technical Help Desk immediately at OFLC.Portal@dol.gov and provide the following information associated with your account to help expedite your request:
>
> > iCERT Account
> > Username
> > Law Firm/Business Name
> > Federal Employer Identification Number