Office of Foreign Labor Certification
Labor Condition Application (LCA) Help Desk Fact Sheet
February 2009

Purpose

The Office of Foreign Labor Certification has implemented a dedicated Help Desk Unit at the Chicago National Processing Center to serve as a resource to those employers and or their representatives filing Labor Condition Applications (LCAs) with the Department of Labor. The purpose of the LCA Help Desk is to provide assistance with questions specific to the Department's LCA filing process and the H-1B, H-1B1 Chile, H-1B1 Singapore and E-3 Australia temporary visa programs. The LCA H-1B program is administered by the Department of Labor in accordance with the Code of Federal Regulations at 20 CFR section 655.700 (*et seq.*).

Procedure

Please submit your question by e-mail to LCA.Chicago@dol.gov. The subject line of your email should include the *<LCA Case Number>* and whether the inquiry is either a *<General LCA Question>*, *<Case Status Inquiry>*, or *<LCA Account Question/Issue>*.

The body of your e-mail should include the following information:

> ➢ LCA Case Number
> ➢ Contact information (i.e., return phone number or e-mail address) and, if applicable, relationship to the application (e.g., attorney/agent representing employer)
> ➢ Your specific question and/or additional information, as appropriate, such as employer name or specific filing issue(s)

The LCA Help Desk e-mail box will be monitored by the Chicago National Processing Center during their business hours of 8:30 AM to 5:00 PM Central Time Monday through Friday. Your e-mail inquiries will be handled as expeditiously as possible.

Technical Assistance with the LCA Online System

For computer- related issues such as access to the system, the resetting of user passwords or computer system problems, please contact the following e-mail address: LCAHELP@dol.gov.