QUESTION: When I take an action to update my initiated Form ETA-9142B (e.g., change number of workers requested, upload a replacement supporting document), the FLAG System does not appear to save my changes. Is there a technical problem with FLAG users updating initiated applications?

ANSWER: The FLAG Help Desk Team acknowledges there is a technical glitch preventing FLAG users from saving changes or updates to the Form ETA-9142B when the application is in initiated status and where information is already entered into and saved on Appendix C (Foreign Labor Recruiter Information). However, there is a simple workaround to this technical glitch.

We recommend that FLAG account users follow these steps to successfully save changes or updates to an initiated Form ETA-9142B application that also contains information on Appendix C:

1. Click "Edit" from the initiated cases table for the Form ETA-9142B application you wish to change or update.
2. Once the system loads the application you selected, immediately navigate to section "Appendix C – Foreign Labor Recruiter Information".
3. After successfully navigating to the Appendix C section screen, navigate to any section(s) and field(s) of the Form ETA-9142B that you wish to update and enter your changes or upload your replacement supporting documentation – they will be saved successfully.
4. Repeat steps 1-3 above any time you open an initiated Form ETA-9142B application containing information on Appendix C to successfully make changes or updates.

If you have not yet initiated your application, we recommend that FLAG users complete Form ETA-9142B as normal, but begin completing the Appendix C as one of the last steps before performing a final review and submitting the application for processing. These steps apply only when FLAG users are making changes or updates to an existing initiated Form ETA-9142B and where information is already entered into and saved on Appendix C.

QUESTION: I need to link a valid Prevailing Wage Determination (PWD) to a Form ETA-9142B application I created that is currently in initiated status. However, I'm having difficulty searching and retrieving some of my PWDs through my FLAG account. What action(s) can I take to locate my PWDs to link one of them to my initiated Form ETA-9142B application?

ANSWER: If you are unable to find the PWD using the default Lookup function when preparing a new Form ETA-9142B application, please ensure the PWD you are trying to locate first meets the following conditions:
- Contains a P-400 case number (H-2B Prevailing Wage)
- Is still within the validity period
- Is not Withdrawn
- Is Determined (for Non-Emergency Filing)
- Is Submitted (for Emergency Filing)

If the PWD meets these conditions and you are still unable to locate the PWD, you can locate a PWD by using the "Find a PW submitted in iCERT" function in the top right of the same PWD Lookup screen. This function

will permit you to search for all available PWDs issued, regardless of whether the request was submitted in iCERT or the FLAG System. Please click on the link, enter the PWD case number, and click the "Search" function. The FLAG System will search and retrieve the PWD case and permit you to select that case number to link to your initiated Form ETA-9142B application.

QUESTION: I need to upload a large supporting document or file with my Form ETA-9142B application in initiated status, but the FLAG System will not accept it. Why is this happening?

ANSWER: As a matter of long-standing practice (starting with iCERT in 2013), the FLAG System will not accept files larger than 30MB (or 30,000KB). Additionally, FLAG users should also be aware that large files (greater than 20MB or 20,000KB) may take longer to upload and save. To improve the performance of the file upload function and ensure larger files are attached to your Form ETA-9142B application, it is good practice to compress and optimize the size of your PDF file(s).

To compress and optimize the size of PDF files, open the file in Adobe Acrobat. Then navigate to "File" and select "Reduce File Size". Alternatively, you can simply navigate to "File" and choose "Save as Other" and then select "Reduced Size PDF".

QUESTION: Why does my application indicate "No" in question F.b.11 "If a valid PWD has not been obtained due to an emergency situation under 20 CFR 655.17, indicate whether a completed Form ETA-9141 is attached to this application." when I am submitting either a non-emergency Form ETA-9142B application or an emergency application which has a valid PWD linked to it?

ANSWER: The FLAG Help Desk Team acknowledges there is a technical data mapping glitch with Form ETA-9142B applications in initiated status where a value of "No" is displayed in Field F.b.11 for all Form ETA-9142B applications prepared after December 12, 2019. We recognize that FLAG users are not able to modify this data mapping value, but this technical glitch does not prevent the submission of the application. The Office of Foreign Labor Certification (OFLC) staff who review these applications after submission are aware of this data mapping glitch, that is beyond the control of FLAG users, and deem the "No" value to be the same as "N/A" for purposes of application review. OFLC has reviewed H-2B applications submitted after December 12, 2019, in this manner without delays in processing.

QUESTION: Why does some of the information on my Form ETA-9142B application appear to get overwritten with new or different data?

ANSWER: The FLAG Help Desk Team has received episodic reports of data associated with the same Form ETA-9142B being overwritten, but this reported problem is not widespread and is challenging to replicate, as there are a number of factors that could cause this issue.

As a reminder, regarding the proper use of FLAG accounts, the best practice is for **one** FLAG user to create or modify a **single** Form ETA-9142B application at **one** time. If multiple FLAG users in a network simultaneously modify a **single** Form ETA-9142B application in initiated status, the FLAG System will save the latest revision to that Form ETA-9142B and any other prior changes or saved versions will be overwritten. This is a standard operating practice of web applications. For instance, if two FLAG users in a network are working the same application and one is entering data in Section B and the other in Section C, but neither has entered data in the other section, whoever saves last will be the only section with data.

Additionally, under FLAG System Rules of Behavior, FLAG accounts should be created and used by only a single user. Account sharing (using another person's email address, password, second-factor authentication

method, and/or back-up codes to log in to FLAG) is **prohibited**, and FLAG users found to be sharing accounts can have their access to the FLAG System revoked by the Department.

QUESTION: Why am I having trouble with FLAG since the last maintenance window? Also, I keep seeing file upload error messages. How can I upload my file and attach it to my case?

ANSWER: The FLAG Technical Team is constantly working to improve the system and resolve issues that users are experiencing. To ensure you have the latest system updates, please clear your browser cache using the below instructions. Clearing your cache does not affect your account or case data and should be done every time you log into the system after a maintenance window, before doing anything else.

Instructions on how to clear your browser cache
Chrome:
- Right-click on the page and choose "Inspect."
- In the window that comes up, navigate to the "Application" tab. You may have to click on the >> to find it.
- Then, in the left navigation, choose "Storage" (under Manifest).
- Under the red circle, choose "Clear site data."
- Then, with the window still open, click and hold on the Refresh button in Chrome and choose "Empty cache and hard reload."

This will load the latest copy of the site. You can close out of the extra Inspect window. To clear cache in other browsers please see: **https://www.pcmag.com/article/333441/how-to-clear-your-cache-on-any-browser**

FLAG is not able to accept files larger than 30MB (or 30,000KB). Files that are approaching that size may take longer to upload and save. To improve the performance of file uploads and ensure larger files are attached to your application, it is good practice to reduce and optimize PDF file size for any PDFs over 1MB (or 1,000KB). To do that, open the file in Adobe Acrobat. Then navigate to "File" and select "Reduce File Size." You can also navigate to "File," choose "Save as Other'" and then select "Reduced Size PDF."

QUESTION: My clients don't know how to use the FLAG System. Will the U.S. Department of Labor provide additional trainings or webinars?

ANSWER: The FLAG Technical Team has created how-to content, including videos posted on YouTube, to guide users through the major features of the system. The videos and user guides cover topics such as creating an account and logging in, creating and joining a network, and filling each form.

- Video Tutorials: **https://flag.dol.gov/support/videotutorials**
- User Guides: **https://flag.dol.gov/support/userguides**
- Frequently Asked Questions: **https://flag.dol.gov/support/FAQ**