



Department of
Labor and Industry

DOLI Quick Start – Claims (POW/MWV) Portal Guide



VIRGINIADOLI



VA_LABORINDUSTRY



VIRGINIADOLI



VA-DOLI





Wage Claims – Self Service Landing Page

1. Navigate to Labor & Employment Law by clicking photo tile or selecting "Submit Payment of Wage Claim" or "Submit Minimum Wage Claim" from the drop down and click "Get Started"



The screenshot shows the DOLI Self-Service Portal. At the top, it says "WELCOME TO THE VIRGINIA DEPARTMENT OF LABOR & INDUSTRY SELF-SERVICE PORTAL". Below this is a dropdown menu titled "I want to Select" with the following options: "Submit a Payment of Wage Claim", "Submit a Minimum Wage Claim", "Request a Child Labor Employment Certificate", "Request an Asbestos Permit - Coming Soon", "Request a Lead Permit - Coming Soon", and "Request a Demolition Permit - Coming Soon". Below the dropdown are two photo tiles: "Labor and Employment Law" and "Lead/Asbestos/Demolition Permits". To the right of the tiles are two buttons: "Need Help?" and "Contact DOLI 804-371-2327". At the bottom, it says "Welcome to the new DOLI customer service portal!".



Wage Claims – Labor Law Page



2. To submit a Wage Claim, you must first Login/Register

DOLI Login/Register

Labor Law

Welcome to the Labor and Employment Law section of the DOLI customer service portal.

- Youth Employment Certificates**

For Youth Employment Certificates, proceed to the Child Labor Permits selection. Should you have any questions or difficulties with the system, please contact DOLI's Child Labor Division a 804-371-3104 Ext. 242 or email youthemployment@doli.virginia.gov.
- Wage Claims**

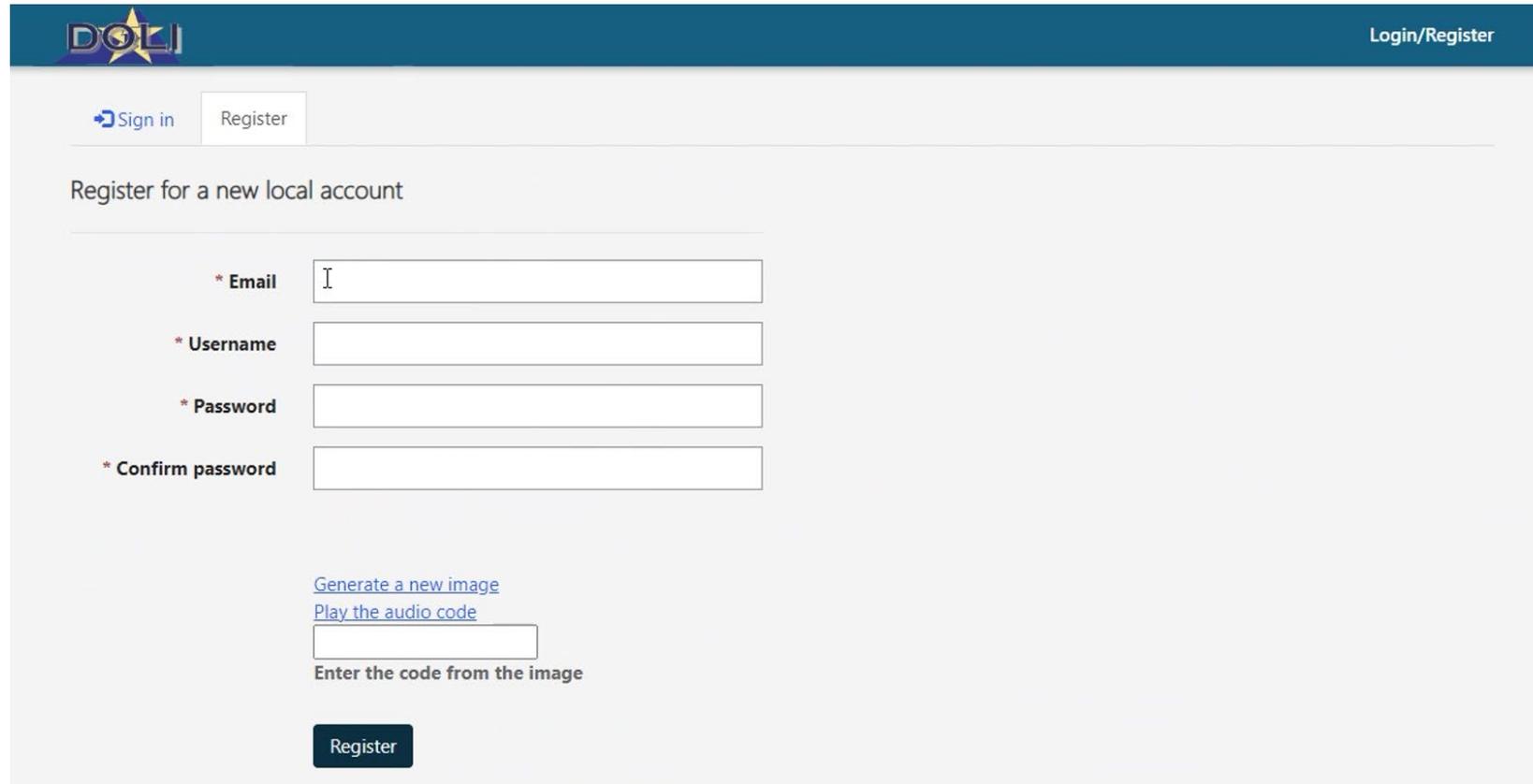
For Wage Claims, proceed to the Payment of Wage Claim or Minimum Wage Claim section. To file a claim, you will need to register an account or log into an existing account. Should you have questions for Wage related claims, please contact us at 804-786-2706 or email laborlaw@doli.virginia.gov.
- FAQS**

More information on the Youth Employment Certificate process can be found [here](#). More information on the Payment of Wage/ Minimum Wage process can be found [here](#).



Wage Claims – Sign in / Register

- 3. Sign in or toggle "Register" to create account
 - Complete all information

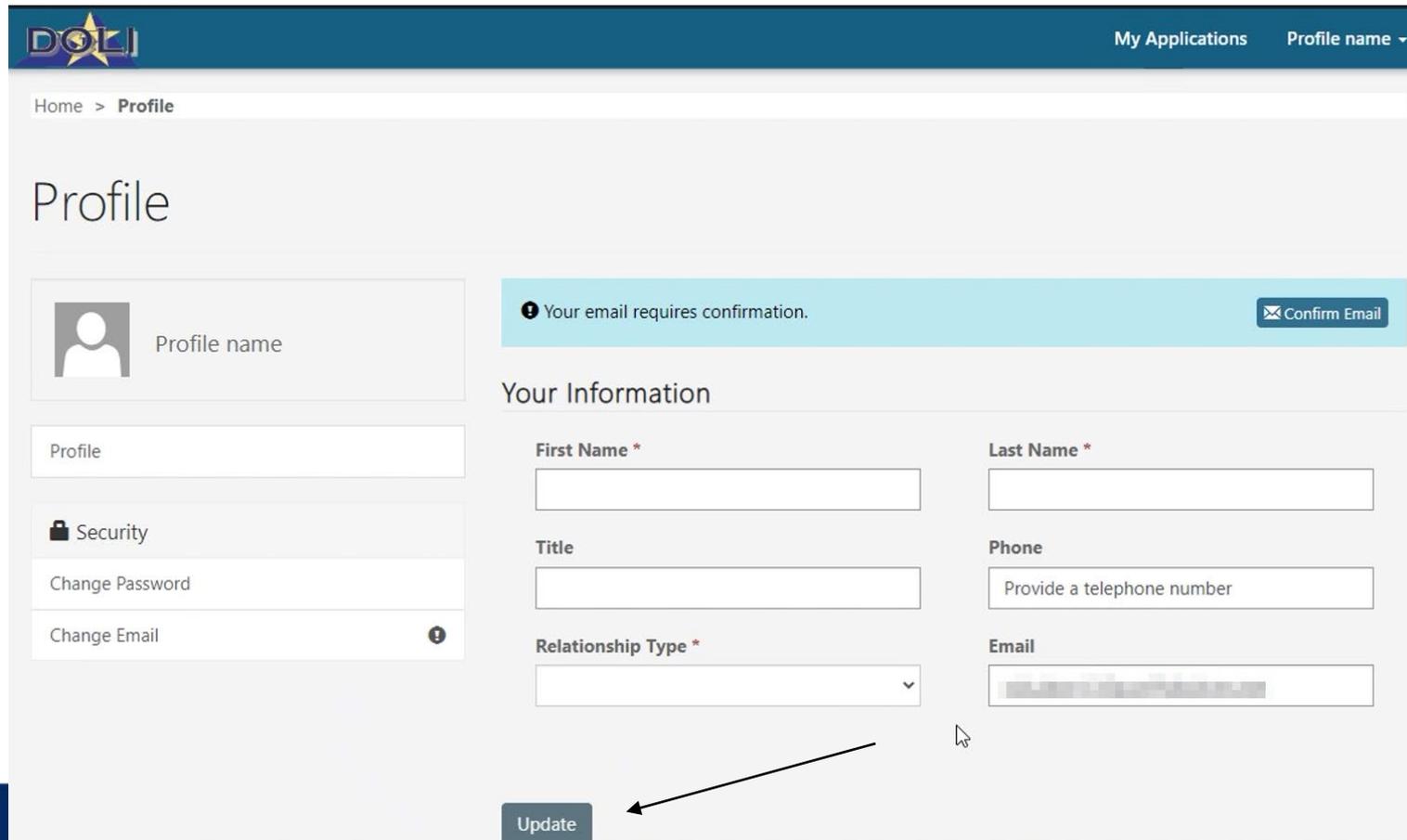


The screenshot shows the DOLI registration page. At the top left is the DOLI logo, and at the top right is the text "Login/Register". Below the logo are two buttons: "Sign in" (with a blue arrow icon) and "Register". The main heading is "Register for a new local account". The form contains four required fields: "* Email", "* Username", "* Password", and "* Confirm password". Below these fields are two links: "Generate a new image" and "Play the audio code", followed by a small input box for the code. The text "Enter the code from the image" is positioned below the code input box. At the bottom of the form is a dark blue "Register" button.

Complete Profile



4. Complete profile information, select Relationship Type as "Claimant" and click "Update"
 - Note: Email confirmation is required before completing the claim form.





Email Confirmation

5. User receives email confirmation to email provided and confirms

D DOLI-MSD365Admin@doli.virginia.gov
To: [Redacted] [Redacted]

Dear [Redacted],
Your Claim for Unpaid Wages submission has been received by the Virginia Department of Labor and Industry. Once it has been fully reviewed, you will be contacted by a Labor Law staff member with next steps.

Please note that due to high volume of claims received, it may take up to thirty (30) days to fully process and review your claim. Please do not contact the Department requesting an update on your claim's status, as this will only delay the process.

Regards,
Labor and Employment Law Division



D DoNotReply (DOLI) <DoNotReply@doli.virginia.gov>
To: [Redacted]

Your account requires confirmation. Please click the following link to complete the registration.

[Complete Registration](#)

Or you can copy the following URL and paste it into your web browser.

<https://d365-doli-ce-sysint.powerappsportals.us/Account/Manage/ConfirmEmail?userId=c9fb86fa-b12d-ef11-840a-001dd800ba2a&code=2%2FKdY8E2dXiQsEnf9oPKapZUQKdpTweZVAJKXfejCN4pgsQips%2FU4LunXZTnOIRf4kj2EzdYM0EI7ffb9Yx4y7RDOrcz%2FpzKv2aZbcztTZadSyQL7qOgScQTdrb5jsXVJEt9rLFWT%2FdASYG4ohpTWKyWjNuQzjfezOwiQH1W%2BZsyn%2Fe7zbm4Tb58U>

If you believe you received this email in error, please contact Customer Service for assistance.

Please do not reply to this message. This email address is not monitored so we are unable to respond to any messages sent to this address.

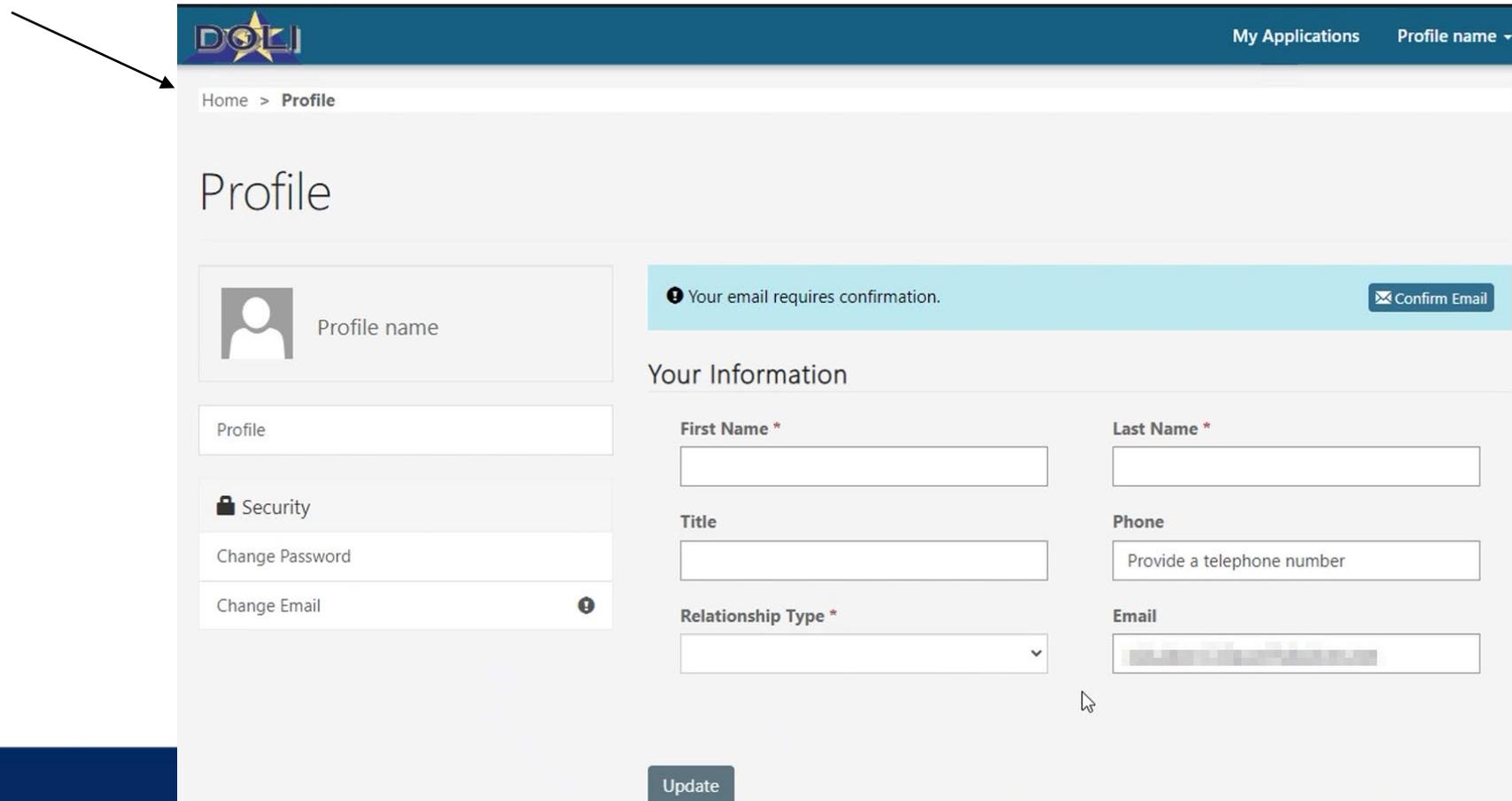
Thank You,

Customer Service



Complete Profile

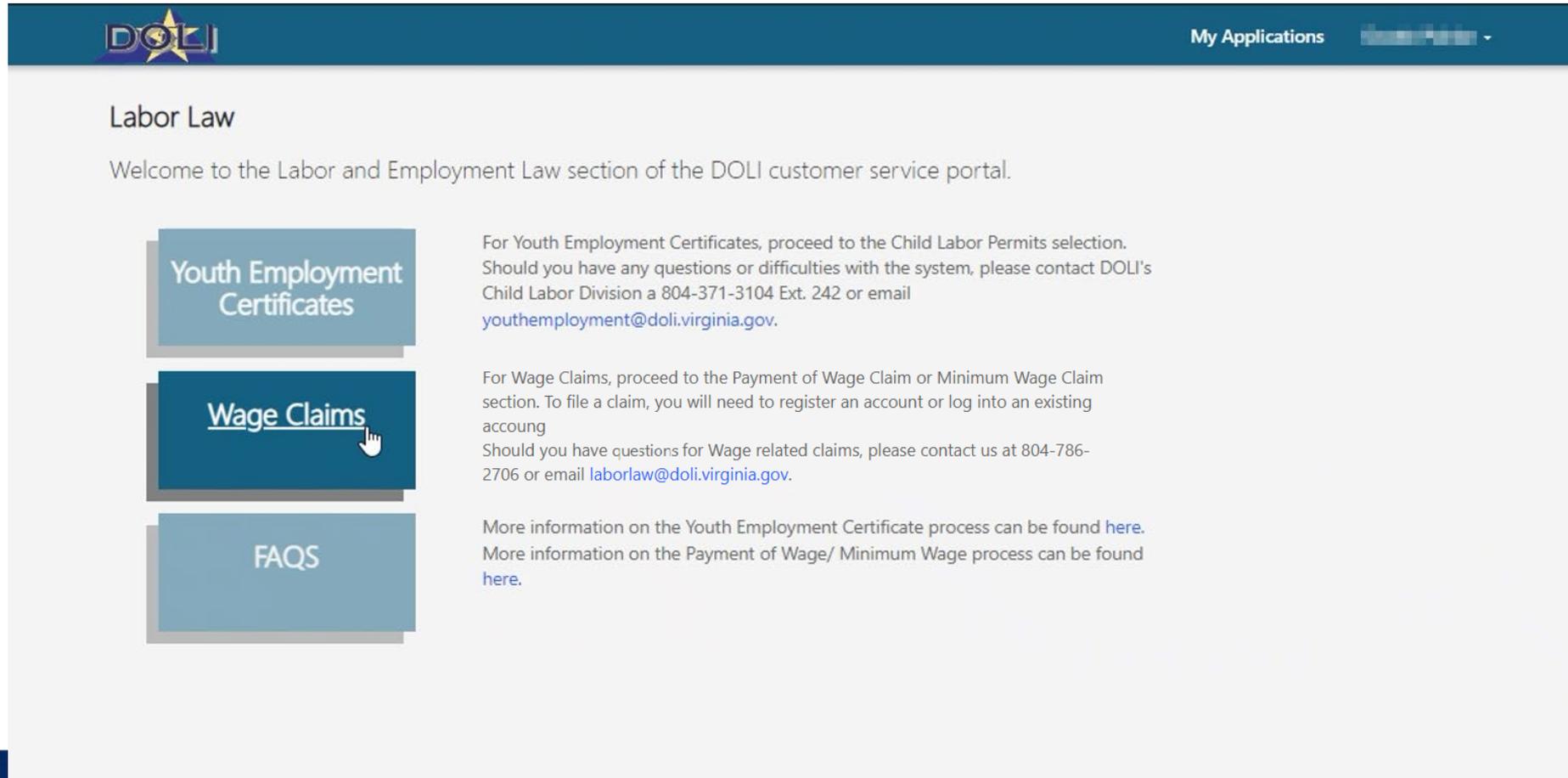
6. Navigate to the Home hyperlink next to the Profile link to complete your Claim.



Labor Law Page



7. Navigate to Labor Law Page and note that Wage Claims is now available. Click Wage Claims.

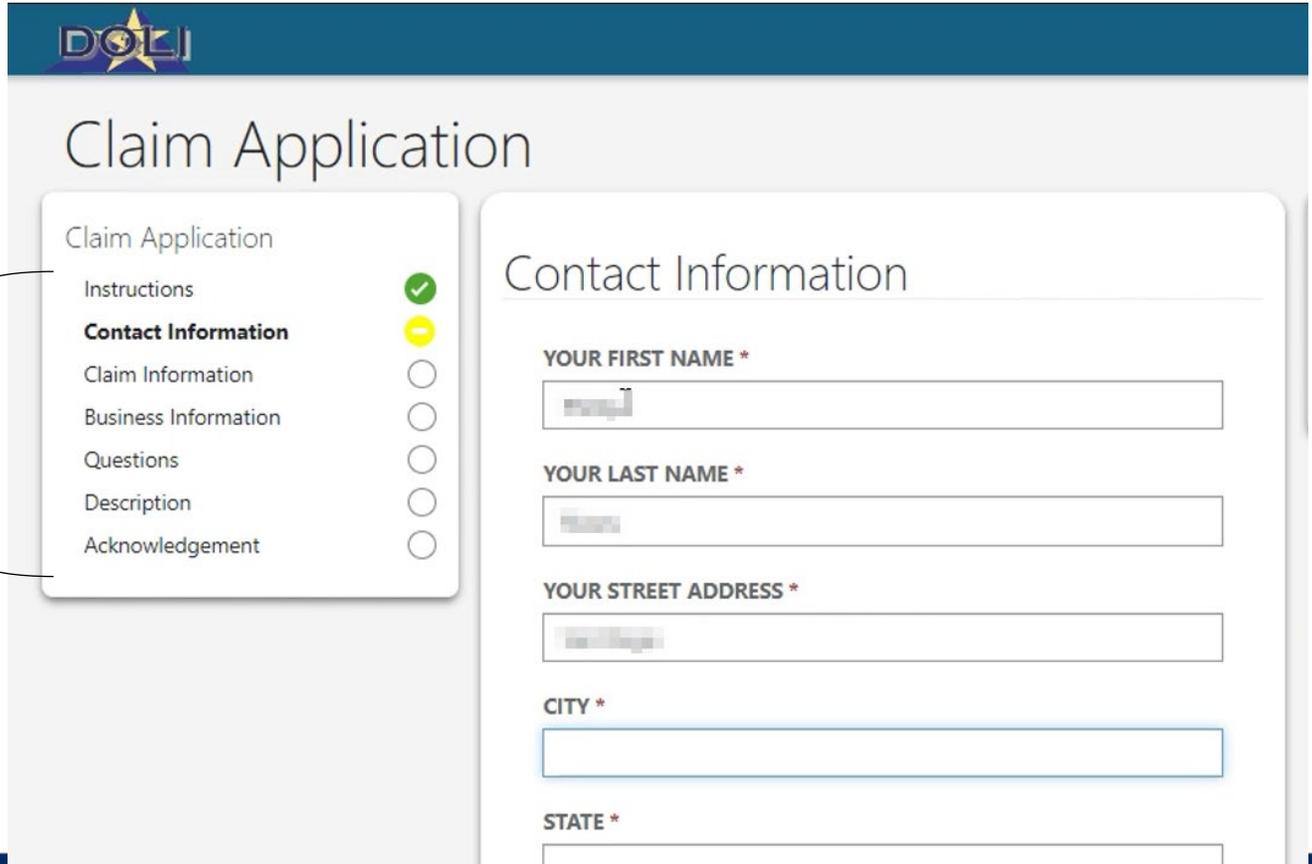


The screenshot shows the DOLI Labor Law page. At the top left is the DOLI logo. At the top right is a navigation menu with "My Applications" and a dropdown arrow. Below the header, the page title "Labor Law" is displayed, followed by a welcome message: "Welcome to the Labor and Employment Law section of the DOLI customer service portal." On the left side, there are three buttons: "Youth Employment Certificates", "Wage Claims" (which is highlighted with a hand cursor), and "FAQS". To the right of these buttons, there is explanatory text for each section. For Youth Employment Certificates, it says: "For Youth Employment Certificates, proceed to the Child Labor Permits selection. Should you have any questions or difficulties with the system, please contact DOLI's Child Labor Division a 804-371-3104 Ext. 242 or email youthemployment@doli.virginia.gov." For Wage Claims, it says: "For Wage Claims, proceed to the Payment of Wage Claim or Minimum Wage Claim section. To file a claim, you will need to register an account or log into an existing account. Should you have questions for Wage related claims, please contact us at 804-786-2706 or email laborlaw@doli.virginia.gov." For FAQs, it says: "More information on the Youth Employment Certificate process can be found [here](#). More information on the Payment of Wage/ Minimum Wage process can be found [here](#)."



Wage Claim – Complete all fields

8. Complete all required fields on the form and click "Next"



Claim Application

- Claim Application
- Instructions
- Contact Information**
- Claim Information
- Business Information
- Questions
- Description
- Acknowledgement

Contact Information

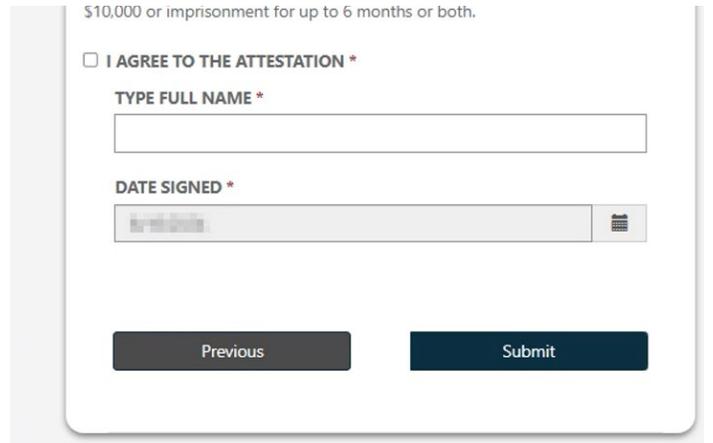
YOUR FIRST NAME *

YOUR LAST NAME *

YOUR STREET ADDRESS *

CITY *

STATE *



\$10,000 or imprisonment for up to 6 months or both.

I AGREE TO THE ATTESTATION *

TYPE FULL NAME *

DATE SIGNED *

Previous Submit



Submission Confirmation



9. User receives submission confirmation



Success

We received your claim submission.

Okay



MINIMUM WAGE – Application

10. User completes all fields, signs acknowledgement and submits.

Claim Application

Claim Application

- Instructions** ●
- Contact Information ○
- Claim Information ○
- Business Information ○
- Questions ○
- Description ○
- Acknowledgement ○

Virginia Department of Labor and Industry
Labor & Employment Law Division

INSTRUCTIONS FOR COMPLETING "CLAIM FOR UNPAID WAGES" FORM

PLEASE READ THESE INSTRUCTIONS CAREFULLY

NOTE: You must file your claim with the Department within three (3) years of the date your wages were earned. You may file a claim for unpaid wages with this agency or file a civil suit against your employer but not both. If you decide to initiate a civil proceeding against your employer, all collection actions by this agency will cease.

DEFINING "WAGES": Under Virginia's payment of wage laws, "wages" are specifically moneys earned for work performed. Sick leave, vacation leave, paid time off, and severance are considered "fringe benefits" and the Department DOES NOT have enforcement over them. Claims for unpaid fringe benefits will not be investigated. If you have not been paid a fringe benefit to which you believe you are entitled, you may file a civil suit against your employer.

EMPLOYEES PAID BY THE HOUR: If you are claiming wages based on an hourly wage, include the dates, days, and hours worked for which you were not paid and include the total amount of wages you are claiming. Please provide

\$10,000 or imprisonment for up to 6 months or both.

I AGREE TO THE ATTESTATION *

TYPE FULL NAME *

DATE SIGNED *

Previous
Submit

Contact Us



804.371.2327



laborlaw@doli.virginia.gov



Department Of
Labor And Industry

Boiler Safety

Labor Law

VO

