

Active UI Claimants: How to Create a Frances Online Account

If you have an Unemployment Insurance (UI) claim that was active before March 4, 2024, you will need to create an account in Frances Online before you can use the new system to continue filing weekly claims. This includes participants in the Work Share program and the Self-Employment Assistance program who have claimed benefits prior to March 4, 2024.

Once you create your account, your existing profile and claim information will be available in the new system.

Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. We are making regular updates to the system, so the screens you see may look a little different from the images in this guide. You can use the “next” and “previous” buttons to move between screens and update your answers without losing your information. Selecting “cancel” will erase your progress.

Step 1 — Go to frances.oregon.gov.

- Under “Employees and Claimants,” click “Log on to Frances Online.”

State of Oregon Employment Department

Job Seekers Unemployment Businesses Agency Information Modernization Paid Leave Oregon Forms Videos

FRANCES ONLINE

Employees and Claimants
Apply for Paid Leave Oregon benefits, check on a claim, update information, or upload documents.

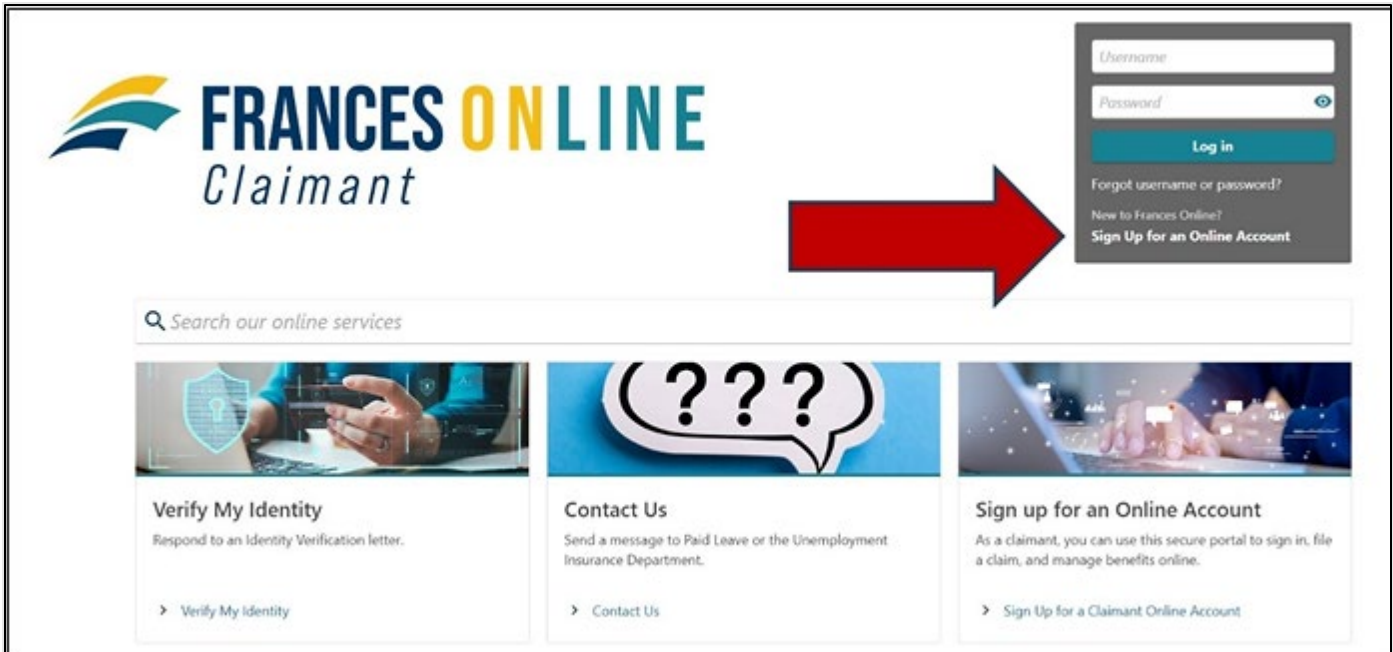
- > Log on to Frances Online
- > Verify My Identity

Employers, Self-Employed, and Third Party Administrators
File a payroll report, file payroll reports on behalf of others, choose self-employed Paid Leave Oregon coverage, apply for an equivalent plan, or apply for an assistance grant.

- > Log on to Frances Online

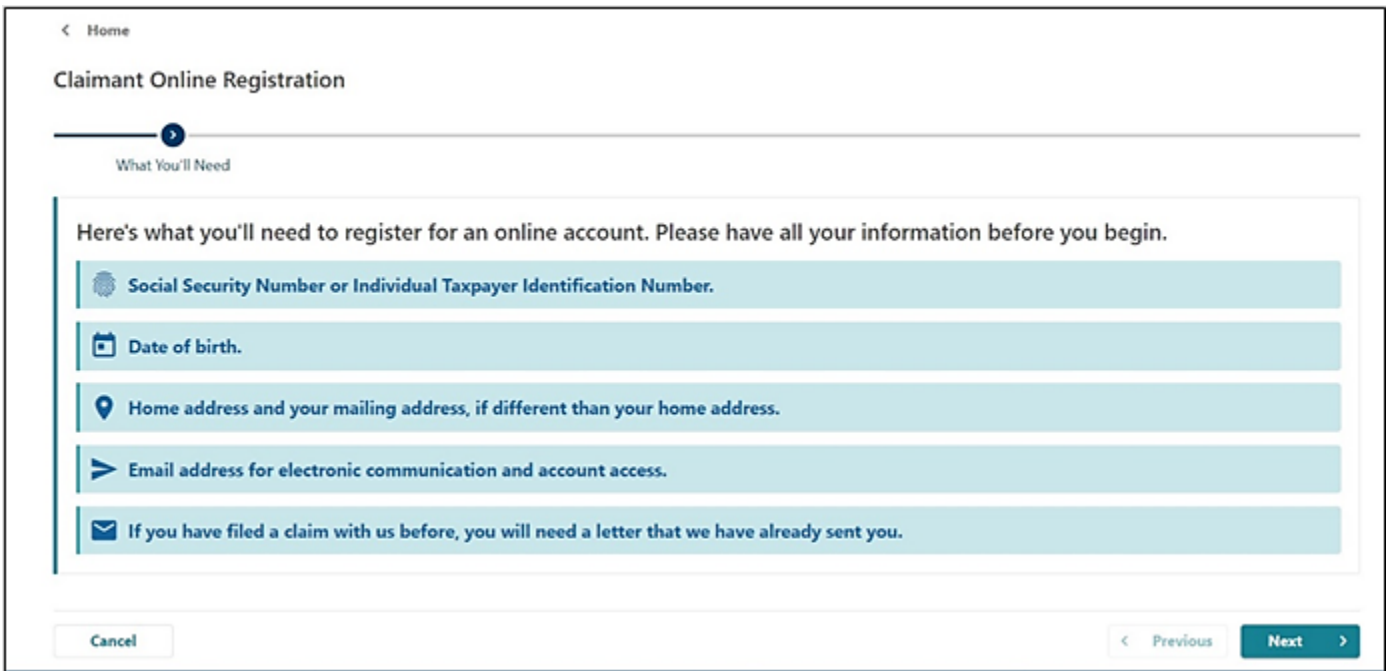
Step 2 — On the next screen, click on “Sign Up for an Online Account.”

- Moving forward, you can reach this page directly at frances.oregon.gov/claimant.



Step 3 — The next screen shows what information you need to create an account in Frances Online.

- As an active UI claimant, you will also need additional information from your UI claim.



Step 4 — Because you have an active UI claim, you must create your Frances Online account using a Social Security Number (SSN).

- You will see the option to use an Individual Tax Identification Number (ITIN) to create your account, **but DO NOT use this option.** If you use an ITIN at this step, your claim information will not be connected to your new account. An ITIN can only be used for Paid Leave Oregon claims.
- Enter your date of birth and select “Next.”

The screenshot shows the 'Claimant Online Registration' page. At the top, there is a progress bar with two steps: 'What You'll Need' (marked with a checkmark) and 'Identification' (marked with a question mark). Below the progress bar, the 'Identification Information' section is visible. It contains two radio button options: 'Social Security Number' and 'ITIN'. Below these options is a text input field for 'What is your date of birth?' with a 'Required' label and a calendar icon. At the bottom of the form, there are three buttons: 'Cancel', 'Previous', and 'Next' (which is highlighted in green).

Step 5 — You will be prompted to provide detailed claim information to confirm your identity. We need to verify your identity to match your previous claim with your new account.

- You have two options:
 - **Use information from your most recent Unemployment Insurance claim.**
 - This can be done immediately.
 - This option is **highly recommended** for Unemployment Insurance claimants who had an active claim before the launch of Frances Online on March 4, 2024.
 - **Use a Letter ID**
 - If you had an active Unemployment Insurance claim before the launch of Frances Online on March 4, 2024, **choosing this option means that we will send you a letter through the U.S. mail.** The letter will contain a Letter ID that you can enter here to verify your account. **This option will take several days and could cause a delay to the payment of your benefits until you complete the Frances Online registration process and file your weekly claim online.**
 - If you have received a letter from us since March 4, 2024, you will enter the Letter ID to verify your identity. **Note:** The Letter ID that you need starts with an “L” and would be on any letter we sent to you on or after March 4, 2024.
 - If you do not want to wait for a letter, select the “Previous” button to go back and verify using information from your existing claim.

Step 6 — Once your identity has been confirmed, choose if you would like to receive important documents electronically or through the mail.

- If you select to have letters sent electronically, be aware that some letters are still required by law to be sent through the U.S. mail, so check your mail regularly.
- We also need a phone number.

Communication Preferences

We may send you some important documents and information electronically (through email), unless we must, by law, send it by mail.

I want to receive letters and other information electronically – through email.

I want to receive letters and other information by mail.

What language do you want to get our services in?

English

Phone

If we need to reach you by phone, what is the best contact number?

Primary Phone Country

USA

Primary Phone Type *

Required

Primary Phone Number *

Required

Do you have a second phone number you wish to provide? *

Yes No

Cancel Previous Next

Step 7 — You will need to provide and verify your email address.

- After you enter your email and select “Verify My Email,” we will send a unique code to your email address.
- Enter that code in the field to verify and continue.
- You will also need to create a unique password with letters, numbers, and symbols that you can remember and keep secret.
- Please select a secret question and provide an answer in case you need to reset your password.

Identification Identity Verification Verification Options Verification Questions Communication Web Access

Create Your Account

Enter the information you would like to use to create your online account. You will use the email address and password you enter to access your account.

Your password must meet the following requirements:

- Be at least 14 characters in length
- Contain both letters and numbers
- Contain both uppercase and lowercase letters
- Contain special characters

Email *

Required

Verify My Email

Password *

Required

Confirm Password *

Required

Step 8 — Certify that the information is correct and accurate by entering your name in the field at the bottom of the page.

- If anything is incorrect, use the “Previous” button to go back and change it.

Ready to Submit

Review your answers and make sure they are correct. If you don't send us the correct information, this will slow our review of your application. If you need to make any corrections, use the Previous button. When you are done, complete your certification below and click **Next**.

Full Name
ROBERT MURPHY ROBERTSON

Preferred Name
BOB

ID
Social Security Number : ***-**-0210

Physical Address
875 UNION ST NE SALEM OR 97311-0800

Phone Number
(123) 456-7890

Email
bob@email.com

Certification
By entering your name in the box below, you are certifying provided is true and correct to the best of your knowledge and belief.

Required

Cancel Previous Next

Step 9 — You may need to check the box or complete another action to confirm you are not a robot.

- Select “Submit” to finish creating your account in Frances Online.

Confirm Submission

Are you sure you would like to submit?

I'm not a robot

Cancel Previous Submit

Step 10 — The final screen will show a confirmation number that you can save if you need to contact us and ask questions.

< Home

Confirmation

Your confirmation number is **0-000-167-874**.

Your Frances Online registration is complete. Please click Ok to return to the home page. From there you will be able to use your email address and password to log in and take additional actions like file a claim for Paid Leave or Unemployment Insurance, or check the status of an existing claim.

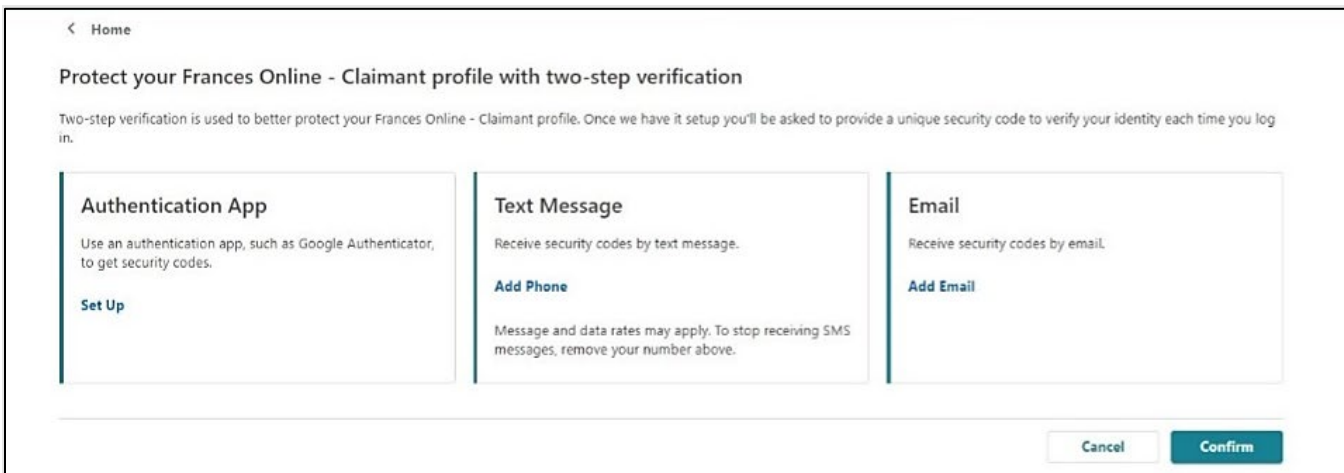
Printable View

OK

Step 11 — Once you finish creating your account, Frances Online will log you out and send you back to the Frances Online Claimant home page.

For your final step, log back in and protect your account by setting up two-factor authentication.

- We only ask you to do this the first time you sign in after setting up your account.
- You can choose to connect to an authentication app, an email, or a cell phone that receives text messages.
- Once you add your choice and save, you're done!



The screenshot shows a mobile application interface for setting up two-step verification. At the top, there is a back arrow and the text "Home". Below that is the heading "Protect your Frances Online - Claimant profile with two-step verification". A sub-heading explains: "Two-step verification is used to better protect your Frances Online - Claimant profile. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you log in." There are three main options presented in separate boxes: 1. "Authentication App" with the description "Use an authentication app, such as Google Authenticator, to get security codes." and a "Set Up" button. 2. "Text Message" with the description "Receive security codes by text message." and an "Add Phone" button. Below this is a note: "Message and data rates may apply. To stop receiving SMS messages, remove your number above." 3. "Email" with the description "Receive security codes by email." and an "Add Email" button. At the bottom right of the screen are two buttons: "Cancel" and "Confirm".

You are now ready to use Frances Online to:

- File weekly benefit claims [1](#)
- File a Paid Leave claim [1](#)
- Send “Contact Us” messages to staff at Oregon Employment Department [1](#)
- Update your information [1](#)
- Appeal administrative decisions, and more!