

## How to Verify Your Frances Online Account

We need to confirm your account and information before you can receive benefits from the Unemployment Insurance Program.

Some important things to know:

- **You may be asked to complete some, or none, of these tasks to help verify your identity.**
- We may require identity verification at several points during the course of a claim.
- We use several different tools to protect your benefits from identity theft.

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.

### **Driver's license or state-issued identification document (ID)**

If you have a driver's license or state-issued ID, use the number on it when you create your Frances Online account. This is an important step in confirming your information. If you don't have a driver's license or state-issued ID, we can use other ways to confirm your information later.

### **Responding to letters sent through the U.S. mail**

We may mail you a letter with a special one-time passcode or a request for additional information that you will need to confirm. Make sure you give us a mailing address that you check often. Update your mailing address if you move.

You can respond to these letters in Frances Online to confirm your account. Go to [frances.oregon.gov](https://frances.oregon.gov) and select "Verify My Identity" in the "Employees and Claimants" section or the "Verify My Identity" panel. Follow the instructions to verify your identity.

# Unemployment Insurance — Why We Confirm Your Frances Online Account

State of Oregon  
Employment Department  
Frances Online for Claimants

Frances Rollout Testing

Español

18-Mar-2024

## FRANCES ONLINE

Claimant

Username

Password

Log in

Forgot username or password?

New to Frances Online?  
Sign Up for an Online Account

Search our online services

**Verify My Identity**  
Respond to an Identity Verification letter.  
Verify My Identity

**Contact Us**  
Send a message to Paid Leave or the Unemployment Insurance Department.  
Contact Us

**Sign up for an Online Account**  
As a claimant, you can use this secure portal to sign in, file a claim, and manage benefits online.  
Sign Up for a Claimant Online Account

If you are already logged into Frances Online, select “I Want To…” and then select “Verify My Identity.”

- Follow the instructions to confirm your account.

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Español

18-Mar-2024

GUS MORGAN  
\*\*\*-\*\*-2023  
550 E JOHNSON ST  
CARLTON OR 97111-1060

Welcome, gus morgan  
You last logged in on Tuesday, Mar 18, 2025 10:09:52 AM  
Manage My Profile

Home Action Center Settings **I Want To...**

What are you looking for?

**Verify My Identity**  
Respond to an Identity Verification letter.  
Verify My Identity

**Messages**  
View messages I've sent or received from the Oregon Employment Department.  
View Messages  
Send a Message

**Letters**  
View letters I've received from the Oregon Employment Department.  
View Letters

**Names, Addresses, and Contacts**  
View or update names, addresses, and contacts associated to this customer.  
Manage Names and Addresses  
Update Contact Information  
Update Pronouns

**Report Fraud**  
Let the Oregon Employment Department know about Unemployment Insurance (UI) or Paid Leave fraud.  
Report UI General Fraud  
Report Paid Leave General Fraud  
Report Paid Leave ID Theft

**Payment Plans**  
Set up a voluntary payment plan or apply for hardship.  
Payment Plan Application  
Hardship Application

The letter you receive may have other specific instructions for you to follow.