

How to Create a Frances Online Account

Use this guide to create an account in Frances Online so you can apply for benefits from the Unemployment Insurance Program. Frances Online responds to the information you enter, so you may see different screens and receive different questions based on your situation.

Note: 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.”

Spanish

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

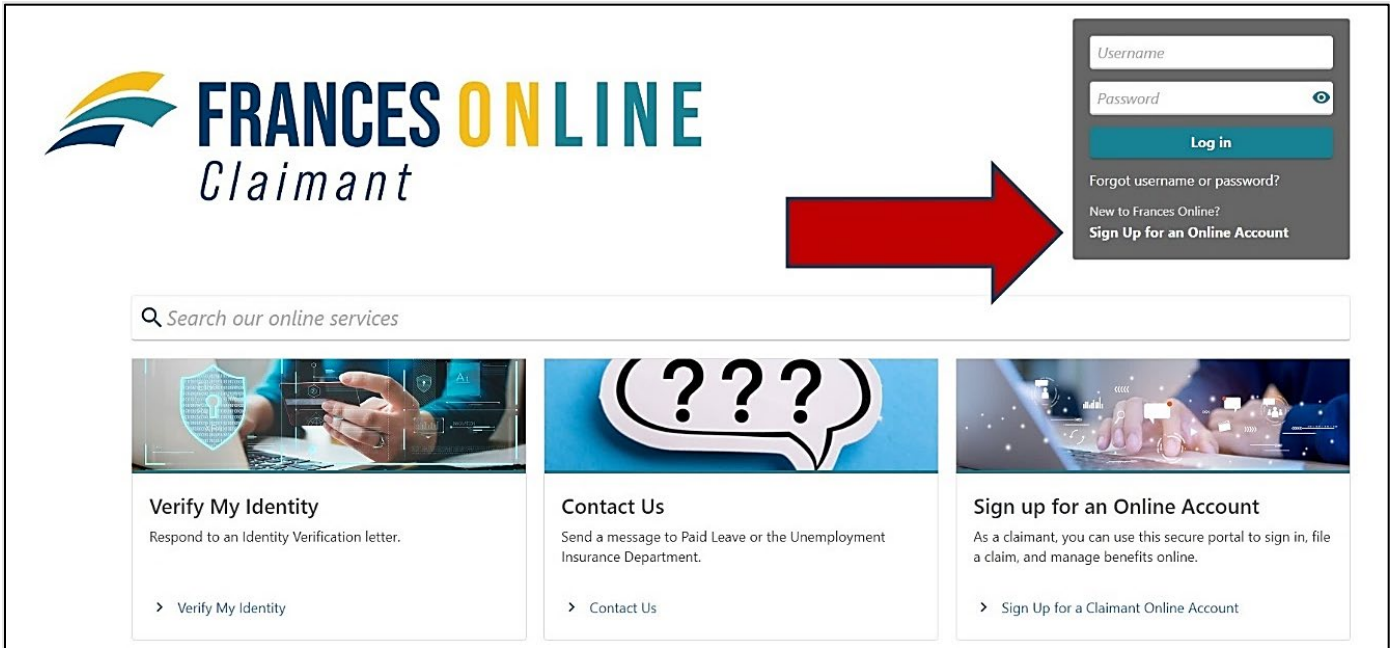
Employers, Self-Employed, and Third Party Administrators

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

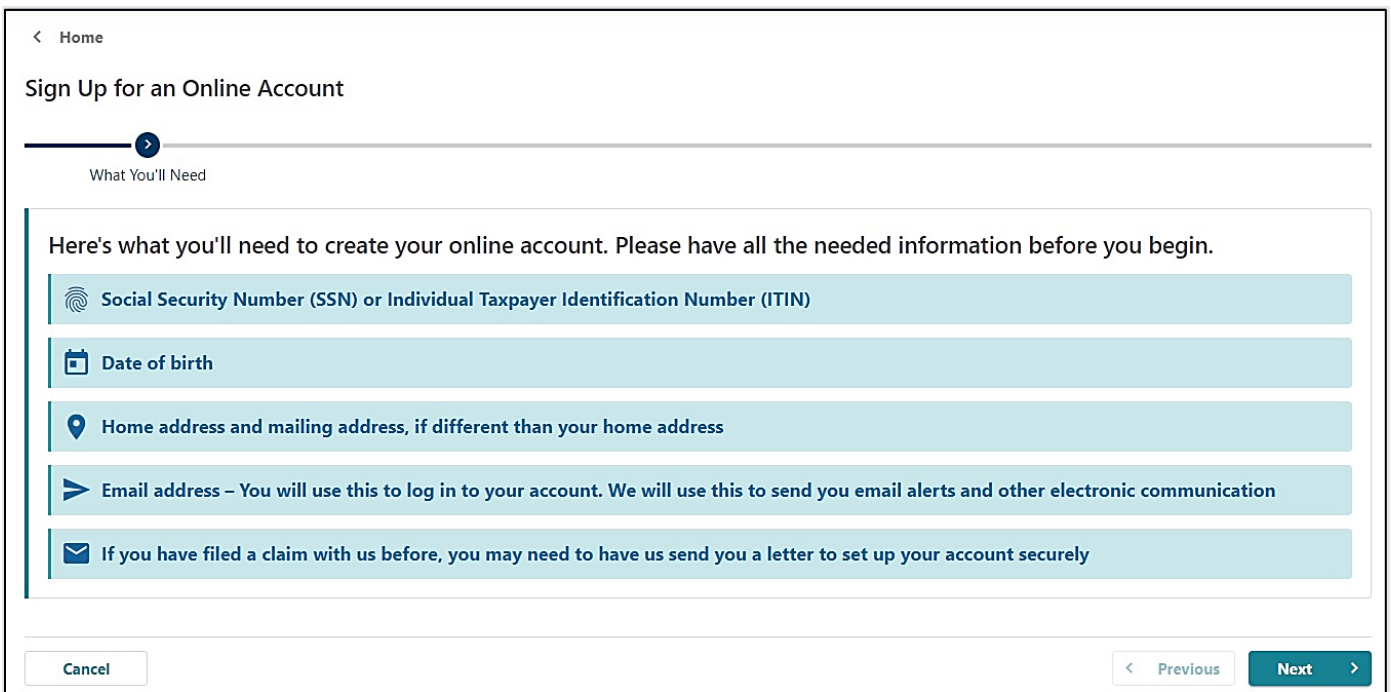
Step 2 — On the next screen, click on “Sign Up for an Online Account.”

- 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.

- Gather the required information and select the “Next” button.



Step 4 — 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.

The screenshot shows a mobile application interface for creating an online account. At the top, there is a progress bar with two steps: 'What You'll Need' (completed, indicated by a checkmark) and 'Verify My Email' (current step, indicated by a right-pointing arrow). Below the progress bar, the title 'Sign Up for an Online Account' is followed by the current step title 'Verify My Email'. There is a text input field for 'Email' with a red asterisk indicating it is required. Below the input field is a blue button labeled 'Verify My Email'. At the bottom of the screen, there are three buttons: 'Cancel' on the left, 'Previous' in the middle, and 'Next' on the right with a right-pointing arrow.

Step 5 — You can create an account with a Social Security Number (SSN) or an Individual Taxpayer Identification Number (ITIN).

- If you plan to file an Unemployment Insurance claim, use your Social Security Number to set up your online account.
- 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 'Identification' step of the account creation process. The progress bar at the top shows three steps: 'What You'll Need' (completed), 'Verify My Email' (completed), and 'Identification' (current step, indicated by a right-pointing arrow). The main content area is titled 'Identification Information' and contains the following text: 'If you plan to file an Unemployment Insurance claim, use your Social Security Number (SSN) to set up your online account.' and 'If you plan to file a Paid Leave Oregon claim, you can use an Individual Taxpayer Identification Number (ITIN) or your Social Security Number (SSN).'. Below this is a question: 'What ID type would you like to use?' with two radio button options: 'Social Security Number (SSN)' (selected) and 'Individual Taxpayer Identification Number (ITIN)'. There are three required text input fields: 'Please enter your Social Security Number (SSN):', 'Confirm your Social Security Number', and 'What is your date of birth?'. Each input field has a red asterisk and the word 'Required' below it. The date of birth field includes a calendar icon. At the bottom, there are three buttons: 'Cancel', 'Previous', and 'Next' with a right-pointing arrow.

After you click “Next,” if Frances Online finds a record of you in our system, we will need to connect that information to your new account. This usually occurs because you have filed a claim with us in recent years prior to the launch of Frances Online.

- If we find a record of you in our system, we will need to take some additional steps to confirm your account and protect your information. If so, you will advance to the “Letter ID” screen and can go to Step 6 now.
- If we didn’t find a record of you in our system, you will move forward to continue creating your account and can go to Step 7 now.

Step 6 — Request a Letter ID to confirm your account.

- To keep your information secure, we will send you a Frances Access Letter through the U.S. mail. This may take several days to arrive in your mailbox depending on your location.
- The letter will contain a code, known as a **Letter ID**, that you will use to confirm your account.
- The Frances Access Letter will be sent to the address we have for you in our system.
 - **If your address has changed since your most recent claim, you will need to update it before we send you a Frances Access Letter.** To update your address, please call or send us a message.
 - Currently, call volumes and hold times are very high, so sending a message through our Contact Us form is encouraged.
 - To send us a message: Visit frances.oregon.gov and click on “Log on to Frances Online.”
 - From the claimant portal, click on “Contact Us.”
 - Select the program that you are planning to file a claim with (Paid Leave or Unemployment Insurance), then select “Request an Address Change” for the message category.
 - Enter “Address Change” in the subject line and include in the message that you need to change your address so that you can request a Frances Access Letter and set up your online account.
 - Unemployment Insurance: 1-877-FILE 4 UI (1-877-345-3484)
 - Paid Leave Oregon: 1-833-854-0166
- Check your mail regularly because the Letter ID is valid for a limited amount of time.
- When the Frances Access Letter arrives, follow the instructions on the letter.
 - You can also follow the “[How to Create A Frances Online Account with a Frances Access Letter](#)” guide.

Step 7 — If Frances Online did not find a record of you in our system, you will continue on to the Name screen, where you will tell us how we should refer to you.

What You'll Need Verify My Email Identification **Name**

Name

What is your legal first name? *
Required

What is your legal middle name?

What is your legal last name? *
Required

What name do you prefer we use?

What are your pronouns?

- He/Him/His
- She/Her/Hers
- They/Them/Theirs
- Prefer not to say
- No Preference
- Not Listed

[Cancel](#) [< Previous](#) [Next >](#)

Step 8 — On the Addresses screen, tell us where to send important mail and information.

- After entering your address, you need to select the red text that reads “Click here to verify your address” to confirm the address.
 - You must complete this step to move on from this screen.
- You can also add a different address where you would like to receive mail.

What You'll Need Identification Name **Addresses**

Physical Address

Street *
Required

Street Line 2

Unit Type Unit City *
Required

State Zip * County
Required

Attention

[Click here to verify your address](#)

Do you have a different address where you'd like to receive mail? *
 Yes No

[Cancel](#) [< Previous](#) [Next >](#)

Step 9 — 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.

The screenshot shows a progress bar at the top with six steps: 'You'll Need', 'Verify My Email', 'Identification', 'Name', 'Addresses', and 'Communication'. The 'Communication' step is currently active. The form is titled 'Communication Preferences' and includes the following sections:

- Communication Preferences:** A message states, 'We may send you some important documents and information electronically (through email), unless we must, by law, send it by mail.' There are two radio button options: 'I want to receive letters and other information electronically – through email.' (which is selected) and 'I want to receive letters and other information by mail.'
- Language:** A dropdown menu labeled 'What language do you want to get our services in?' is set to 'English'.
- Phone:** A section asking 'If we need to reach you by phone, what is the best contact number?' contains several fields: 'Primary Phone Country' (set to 'USA'), 'Primary Phone Type' (set to 'Required'), 'Primary Phone Number' (set to 'Required'), and a question 'Do you have a second phone number you wish to provide?' with 'Yes' and 'No' radio buttons.

At the bottom of the form, there are 'Cancel', 'Previous', and 'Next' buttons.

Step 10 — On the Identification and Accessibility page, please enter your driver’s license or state-issued ID information.

- If you would like additional free help to use our services, select “Yes” under Accessibility.

The screenshot shows a progress bar at the top with six steps: 'You'll Need', 'Identification', 'Name', 'Addresses', 'Communication', and 'ID and Accessibility'. The 'ID and Accessibility' step is currently active. The form is titled 'Driver's License or State ID' and includes the following sections:

- Driver's License or State ID:** A message states, 'Please provide your state driver's license or state identification information below.' There is a checkbox option 'I do not have a driver's license or state-issued ID.' Below this are three required fields: 'Issuing State' (dropdown menu), 'Driver's License or State ID Number' (text input), and 'Expiration Date' (text input with a calendar icon).
- Accessibility:** A section asking 'Do you need help to use our services?' with a message: 'We provide free help so you can use our services. Some examples are: sign language interpreters, spoken-language interpreters, written materials in other languages, large print, audio, and other formats.' Below this are 'Yes' and 'No' radio buttons.

At the bottom of the form, there are 'Cancel', 'Previous', and 'Next' buttons.

Step 11 — To create an account, you need to enter your verified email address again and create a password.

- You 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.

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 ^{*}

Verify My Email

Password ^{*}

Confirm Password ^{*}

Password Recovery

Select a secret question and answer that you will remember if you forget your password.

Secret Question

Secret Answer

Step 12 — 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.

Progress: 1 2 3 4 5 6

1 Name **2** Addresses 3 Communication 4 ID and Accessibility 5 Web Access 6 Review and Submit

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

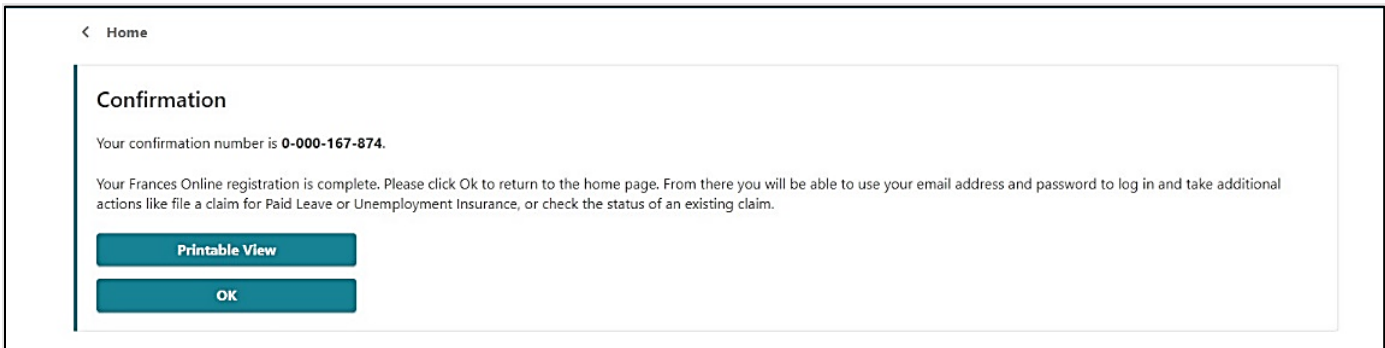
Phone Number
(123) 456-7890

Email
bob@email.com

Certification

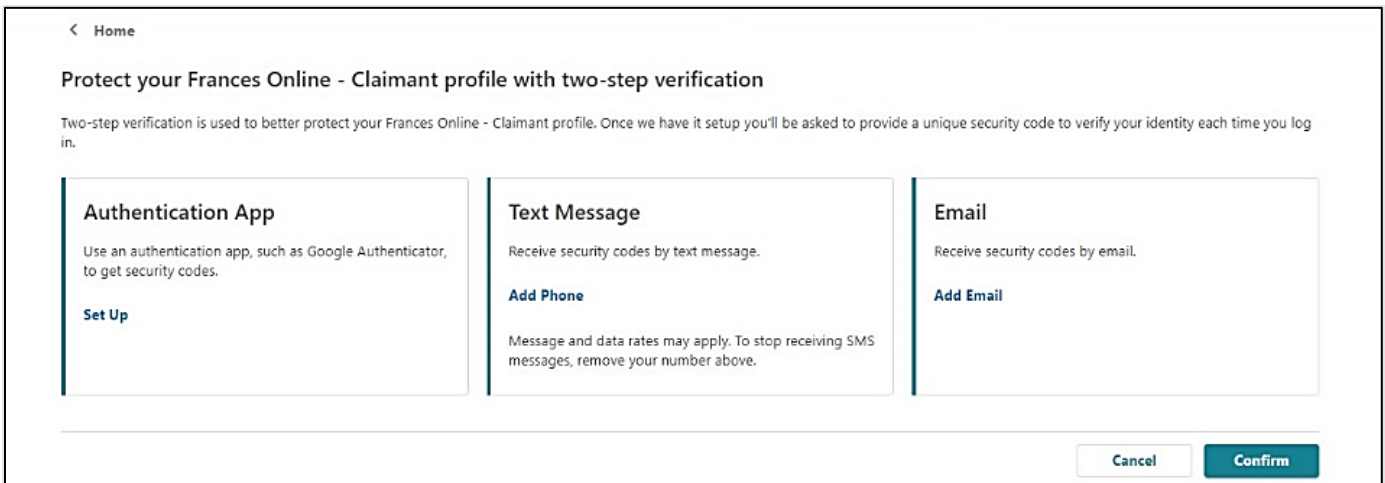
By entering your name in the box below, you are certifying _____ provided is true and correct to the best of your knowledge and belief. ^{*}

Step 13 — The final screen will show a confirmation number that you can save if you need to contact us and ask questions.



Step 14 — 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!



You are now ready to use Frances Online to:

- File an initial claim for Unemployment Insurance benefits.
- File weekly benefit claims.
- File a Paid Leave claim.
- Send secure messages to staff at Oregon Employment Department.
- Update your information.
- Appeal administrative decisions, and more!