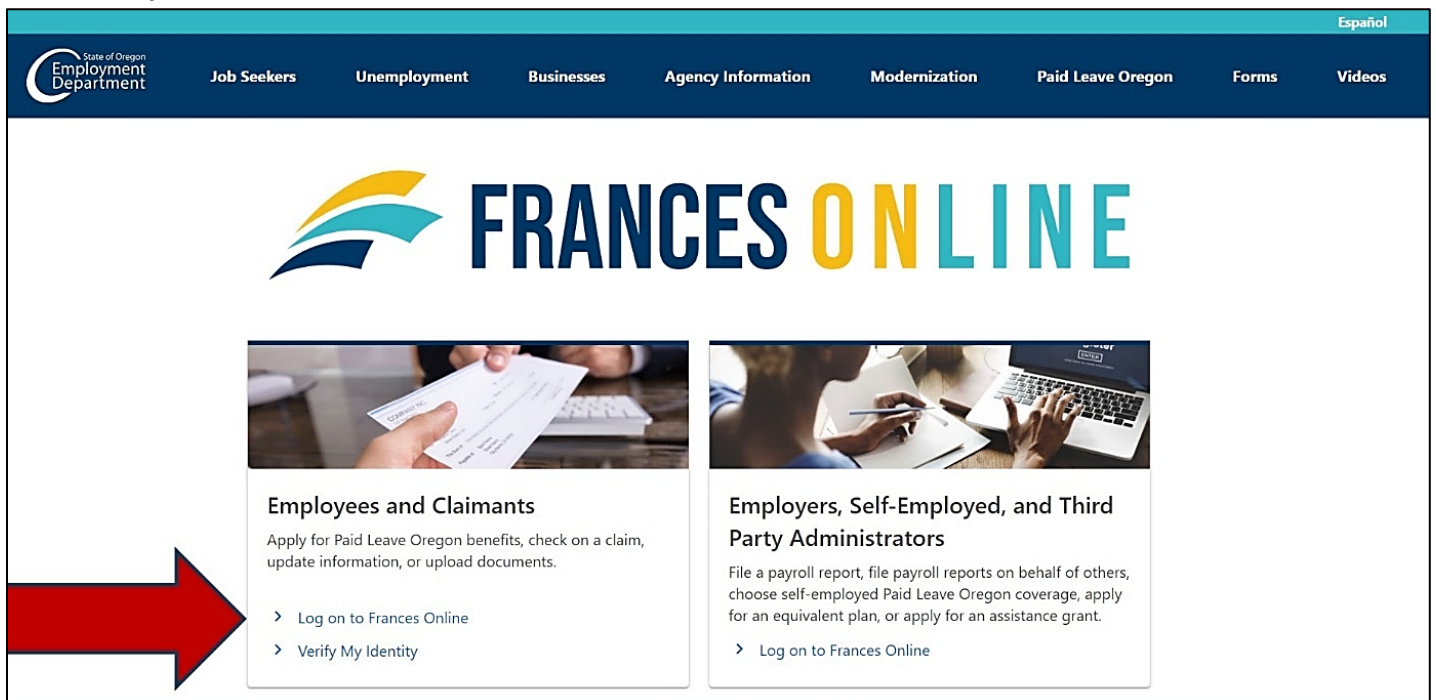# Create a Frances Online Account
using a Frances Access Letter

Use this guide to create an account in Frances Online **after you have requested and received a Frances Access Letter with a valid Letter ID**. You need a Frances Online account to apply online 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."
- You may have completed these initial steps before when requesting a Frances Access Letter, but you will need to repeat them to reach the Letter ID screen and finish setting up your account.

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

- In the future, 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.

Sign Up for an Online Account

What You'll Need — Verify My Email

Verify My Email

Email *

Required

Verify My Email

Cancel   < Previous   Next >

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."

What You'll Need — Verify My Email — Identification

Identification Information

If you plan to file an Unemployment Insurance claim, use your Social Security Number (SSN) to set up your online account.

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).

What ID type would you like to use?

◉ Social Security Number (SSN)

◯ Individual Taxpayer Identification Number (ITIN)

Please enter your Social Security Number (SSN): *

Required

Confirm your Social Security Number *

Required

What is your date of birth? *

Required 🗓

Cancel   < Previous   Next >

Step 6 — We need to connect your account to a record in our system.

- If you requested a Frances Access Letter through the U.S. Mail, or recently received another letter from us with a valid **Letter ID**, select "Yes."
    - o If you do not have a valid Letter ID, you will need to request a Frances Access Letter. You can do that on this screen or use the "How to Create a Frances Online Account" guide for help.

Are you able to locate a Letter ID that meets the description above from a letter we've mailed you?

| Yes | No |

Enter the Letter ID found in the top right corner on the first page of the letter we mailed to you. *

Required

- The Letter ID starts with "L" and is followed by 10 digits. It is in the top right corner of the first page in letters we send.
- **Enter the "L" and the following 10 digits in the field.**

Step 7 — 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 8 — 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 *
[Required]

Verify My Email

Password *
[Required] 👁

Confirm Password *
[Required] 👁

Password Recovery

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

Secret Question
[What is the first and last name of your favorite childhood friend? ⌄]

Secret Answer
[••••••••] 👁

Step 9 — 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.

‹ Home

Claimant Online Registration

●————●————●————●————●————●
ame   Addresses   Communication   ID and Accessibility   Web Access   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. *

[Required]

Cancel   ‹ Previous   Next ›

Step 10 — The final screen will show a confirmation number that you can save if you need to contact us and ask questions.
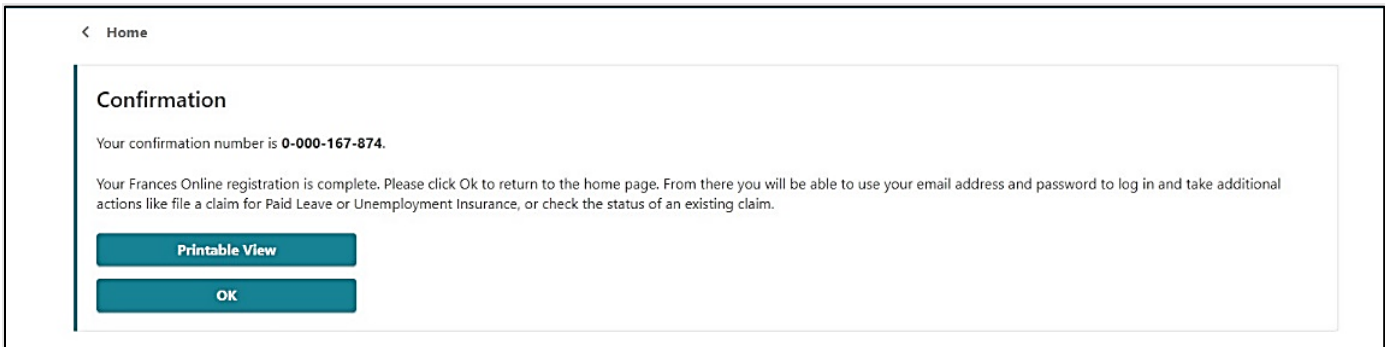
Step 11 — Once you finish creating your account, Frances Online will log you out and send you back to the Frances Online Claimant home page.

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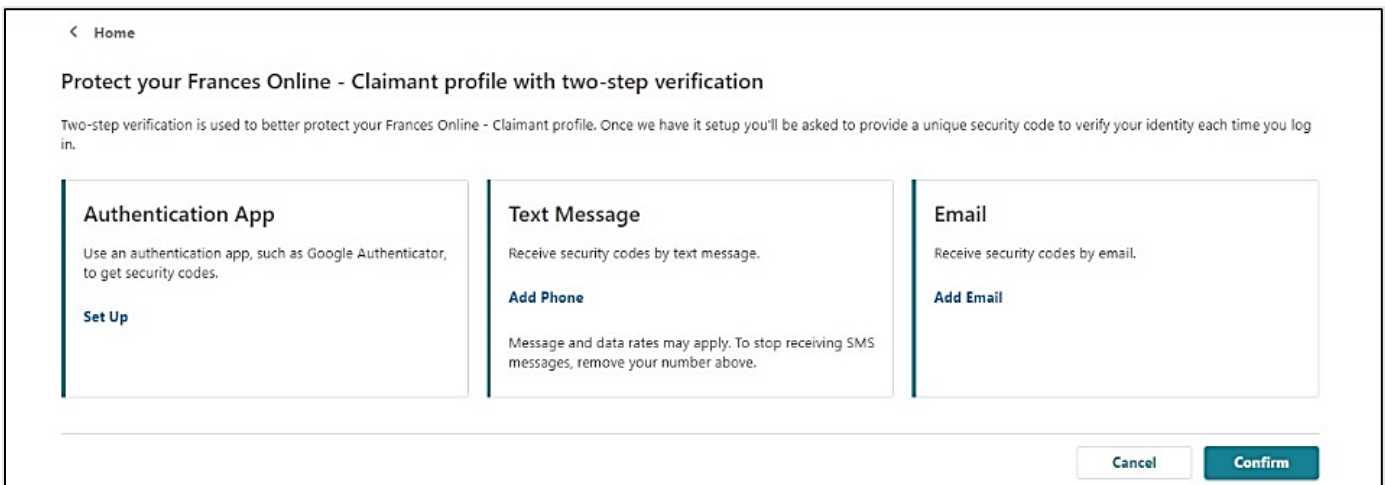
You are now ready to use Frances Online to:
- File an initial claim for Unemployment Insurance benefits.
- File weekly benefit claims.
- File a Paid Leave claim.
- Send secure messages to staff at Oregon Employment Department.
- Update your information.
- Appeal administrative decisions, and more!