**Frances Online Partner Toolkit**

**Talking Points, Newsletter Article,
Social Media and Other Materials**

**MATERIALS FOR MARCH 4 AND LATER**

**Talking Points**

**Overview**

* The Oregon Employment Department has launched a new, easy-to-use online system for Unemployment Insurance (UI) benefits, called Frances Online**.**
* Frances Online offers features that provide a better customer service experience. It’s also mobile-friendly. Claimants can now do a lot more things online through self-serve features, instead of waiting for a letter in the mail or calling the UI Contact Center.

**Important Information About Due Dates and Weekly Claims**

* If you did not already file your weekly claim for the week of February 18-24 already, **your benefits for that week will be delayed.**

**Getting Started in Frances Online**

* **The first thing you need to do is create a Frances Online account.** If you have a current claim, once you have created your account, the information about your claim will appear in your new Frances Online account.
* **Be sure to check your mail each day.** We may send you letters that you need to respond to by certain due dates. This is to prevent fraud and protect your benefits. If you miss the due dates in these letters, your claim could be delayed, and your benefits denied.
* You can file your claim for the week of February 25-March 2 using Frances Online or the automated telephone Weekly Claim Line. You can also file your claim for the week of February 18-24 if you haven’t already.
* How-to guides and videos for creating a Frances Online account, filing claims, verifying your identity, and more can be found at unemployment.oregon.gov.
* We expect a lot of people to call the UI Contact Center for the first few days after Frances Online goes live because of the closure. Instead of calling, we encourage you to use Frances Online to check on the status of your claim.

**What’s New for UI Claimants**

* **New system** for filing UI benefits online, called Frances Online
* New website for the online benefits system: **frances.oregon.gov. You** can also get to the new system from unemployment.oregon.gov
* New or improved **self-serve features**:
	+ Check the status of your claim
	+ View letters mailed to you
	+ View eligibility decisions
	+ View when your last payment was issued
	+ Upload supporting documents
	+ Respond to questions about your eligibility, which helps us make decisions faster
	+ Send and receive secure messages (like with a bank)
	+ Live chat with UI staff
	+ File an appeal, request a waiver, or complete a payment plan application
* To use Frances Online, **you will need to create a Frances Online account before you can file an initial or weekly claim (**Do **NOT** set up a new Frances Online account for UI benefits before Monday, March 4.)
	+ If you have a current active claim or have applied, but your claim is still being processed, information about your claim will appear in your new Frances Online account once you have completed identity verification.
	+ If you have applied for and/or received Paid Leave benefits, you will use that Frances Online account for UI benefits.
* Enhanced **fraud protection**
* **Some information will still come by mail, even if you choose to get email alerts.** You must meet the due dates in mailed letters, or your claim will be denied.
* Instead of your first payment arriving as a check, **it will now arrive in the payment method you choose (debit card or direct deposit)**.

**What’s Staying the Same for UI Claimants**

* The UI Contact Center number is the same: **1-877-FILE-4-UI**.
* The automated Weekly Claim Line number is the same: **1-800-982-8920**.
* Customer service information, including unemployment and Frances Online guides, videos, and frequently asked questions, **is available at unemployment.oregon.gov**.
* **UI eligibility rules and program requirements** (welcome process, job search, filing weekly claims, etc.) are the same.
* If you have a current claim, **your preferred payment method (direct deposit or debit card), will stay the same**. You can update your preferences at any time.
* Frances Online is available only **in English and Spanish** right now. Call the UI Contact Center at 1-877-FILE-4-UI for help in other languages.

**Customer Service Tips**

1. **Check online before contacting us.** Many questions can now be resolved quickly through the new self-serve features in your Frances Online account. You can also find how-to guides, videos, and answers to frequently asked questions at **unemployment.oregon.gov**. We encourage you to try using those before calling the UI Contact Center or visiting a WorkSource Oregon center. Call wait times will likely be longer than normal in the first few weeks after Frances Online goes live.
2. **Make sure to check your mail daily.** Important letters with deadlines may arrive in the mail. If you miss these deadlines, your benefits will be delayed or denied.
3. **Know where you can get help!** You can get help:
* At Frances Online:
	+ Secure messaging in your account
	+ Live chat
	+ Chatbot
	+ Contact Us form
* Visit [unemployment.oregon.gov](http://unemployment.oregon.gov/)
* Call the UI Contact Center: 1-877-FILE-4-UI

**Sample Newsletter Article**

The Oregon Employment Department has launched a new, easy-to-use online system for Unemployment Insurance (UI) benefits, called Frances Online.

Frances Online offers features that provide a better customer service experience. It’s also mobile-friendly. You can do a lot more things online through self-serve features, instead of waiting for a letter in the mail or calling the Contact Center.

If you’re filing for unemployment benefits, the first thing you need to do is create a Frances Online account. Visit [frances.oregon.gov](https://frances.oregon.gov/_/) to get started.

Need help? How-to guides and videos for creating a Frances Online account, filing claims, verifying your identity, and more can be found at [unemployment.oregon.gov/frances](http://unemployment.oregon.gov/frances).

**Sample Social Media Posts**

Visit <https://www.facebook.com/OregonEmploymentDepartment> to share posts from OED’s Facebook page. Or post the content below:

**POST 1**

The Oregon Employment Department has launched Frances Online, the new, easy-to-use online system for Unemployment Insurance (UI) benefits. Modern and mobile-friendly, you can now do a lot more things online through self-serve features. Learn more: [unemployment/oregon.gov/frances](https://unemployment.oregon.gov/frances).

**POST 2**

Frances Online, our new Unemployment Insurance system, is live! The first thing claimants need to do is create a Frances Online account at [frances.oregon.gov](https://frances.oregon.gov/_/). Find help like how-to guides at [unemployment.oregon.gov](https://unemployment.oregon.gov/frances).





