

How to File an Initial Application for Benefits

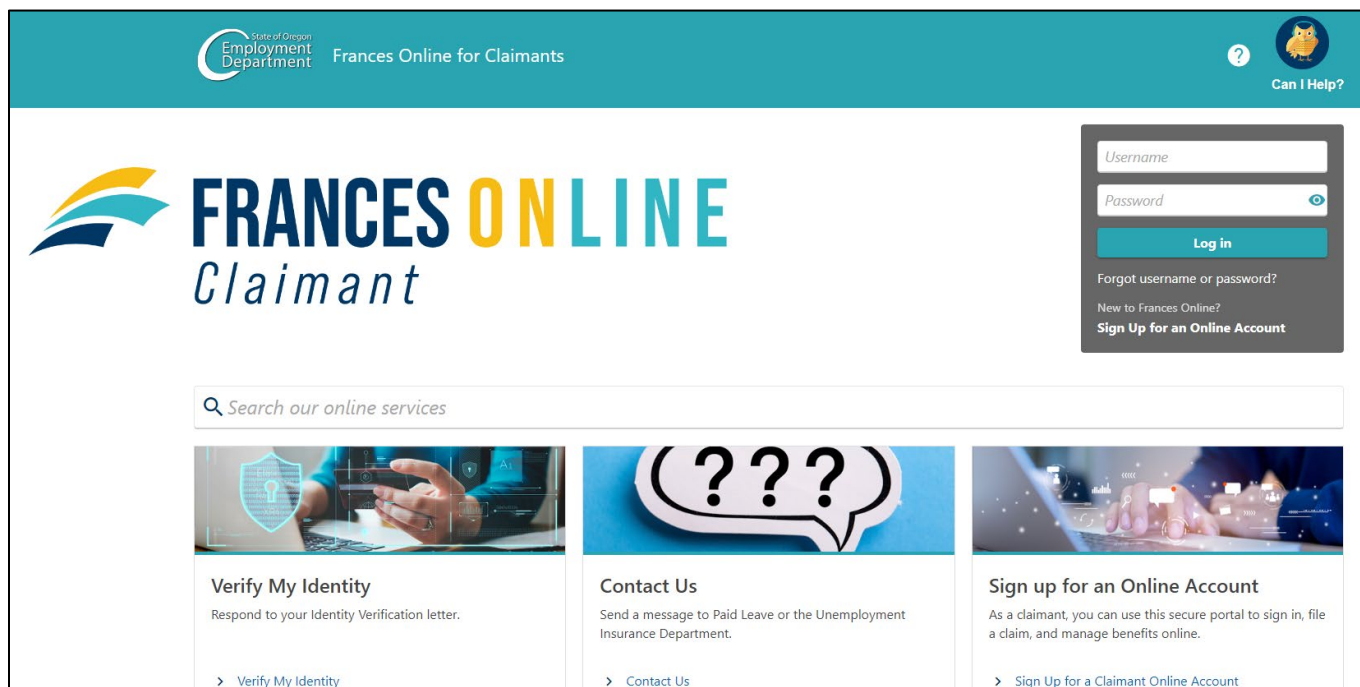
Use this guide to file an initial claim or application for benefits from the Unemployment Insurance Program. We need detailed information to accurately make a decision about your benefits.

After you file your initial application for benefits using Frances Online, make sure to check your mail, email, and Frances Online account for important instructions.

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. You can save your progress and finish it later, but you must submit the application by 11:59 p.m. on Saturdays or you will need to start over.

Step 1 — Go to the Frances Online Claimant Portal

- There are two ways to get there:
 - Go to frances.oregon.gov
 - Under “Employees and Claimants,” click “Log on to Frances Online” OR
 - Go directly to frances.oregon.gov/claimant
- Enter your email address (username) and password and select “Log in.”



The screenshot shows the Frances Online Claimant Portal login page. At the top, there is a teal header with the State of Oregon Employment Department logo and the text "Frances Online for Claimants". On the right side of the header, there is a help icon (a question mark in a circle) and a "Can I Help?" link. Below the header, the main content area features the "FRANCES ONLINE Claimant" logo on the left. On the right, there is a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot username or password?", "New to Frances Online?", and "Sign Up for an Online Account". Below the login form, there is a search bar labeled "Search our online services". At the bottom, there are three service tiles: "Verify My Identity" (with a shield icon), "Contact Us" (with a speech bubble icon containing three question marks), and "Sign up for an Online Account" (with a hand icon). Each tile includes a brief description and a link to the service.

Step 2 —On your home screen, under “Claimant Services,” select “File an Unemployment Insurance claim.”

SARAH NIX
***-**-0211
550 E JOHNSON ST
CARLTON OR 97111-1060

Welcome, Sarah Nix
Manage My Profile

Home Action Center Settings I Want To...

Filter

SARAH NIX
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550 E JOHNSON ST
CARLTON OR 97111-1060

Claimant Services

- > File an Unemployment Insurance claim
- > File a Paid Leave Oregon Claim

Step 3 — Verify your identity by providing your Social Security Number (SSN).

- You must check the box to confirm that you will answer questions honestly and accurately.
- Select “Next” to continue.

< SARAH NIX

File a Benefit Claim

SARAH NIX
***-**-0211

Identity

You must enter your Social Security Number to verify your identity. Protecting your personal information is important to us. *

Required

You must tell the truth on this application

It is very important that you provide true and accurate information on your application. There may be additional penalties if you intentionally make a false statement or purposefully do not report true and accurate information so you can receive benefits.

What could happen if I do not provide accurate information?

- Our work on your claim may be delayed, which could delay your benefits.
- Your claim can be denied, and you will not receive benefits.
- Your claim can be overpaid, and you will have to repay benefits.
- If you knowingly give us false information, you may have to complete a number of penalty weeks on your claim. This means you can claim these weeks and be eligible for benefits, but you will not be paid for these weeks.
- You can be prosecuted for a crime and be forced to pay penalties and serve time in jail.

Disclaimer

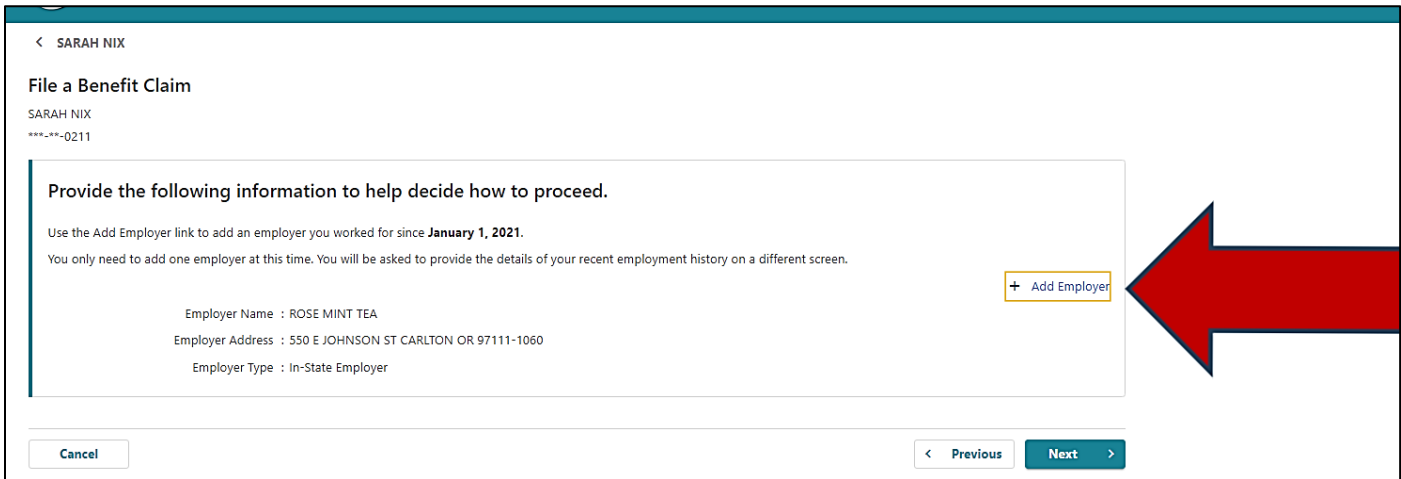
☐ By checking this box, I certify that all statements provided are true and accurate. I understand that these statements are made under the penalty of perjury and that any intentional misrepresentation is considered fraud. If I am found to have committed fraud, I understand that I may be subject to prosecution.

Cancel

< Previous Next >

Step 4 — We need to know about one employer you have recently worked for.

- Add at least one employer you have worked for since the required date.
- Select the “Add Employer” link to search for employers.



< SARAH NIX

File a Benefit Claim

SARAH NIX
***-**-0211

Provide the following information to help decide how to proceed.

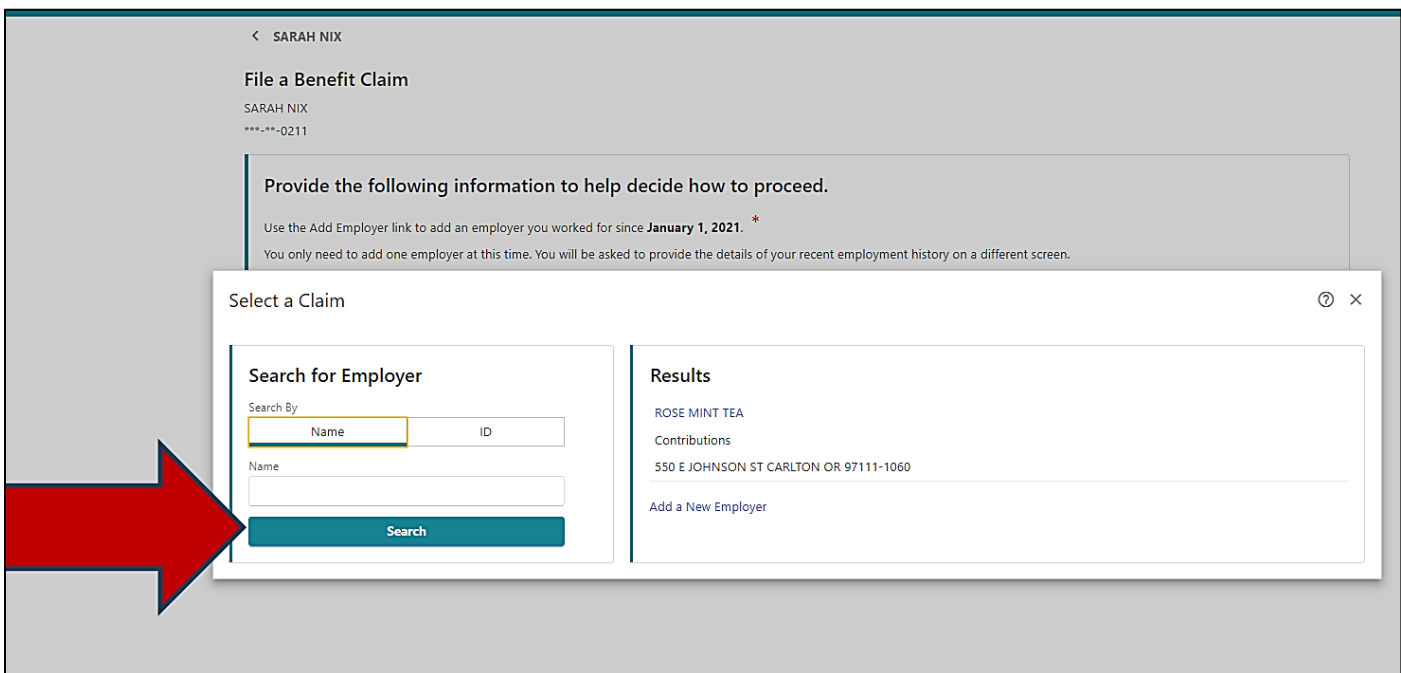
Use the Add Employer link to add an employer you worked for since **January 1, 2021**.
You only need to add one employer at this time. You will be asked to provide the details of your recent employment history on a different screen.

Employer Name : ROSE MINT TEA
Employer Address : 550 E JOHNSON ST CARLTON OR 97111-1060
Employer Type : In-State Employer

[+ Add Employer](#)

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

- You can search by their Federal Employer Identification Number (FEIN or EIN), which would be listed on a paystub or W-2, or their Business Identification Number (BIN). Using the FEIN, EIN, or BIN is the most accurate method.
- You can also search for the name of the company but be aware that some employer names look similar.
- Make sure you choose the correct employer. Selecting the wrong employer will delay processing of your claim.
- Select the “X” in the upper right corner to close the window after you have added at least one employer.



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File a Benefit Claim

SARAH NIX
***-**-0211

Provide the following information to help decide how to proceed.

Use the Add Employer link to add an employer you worked for since **January 1, 2021**.
You only need to add one employer at this time. You will be asked to provide the details of your recent employment history on a different screen.

Select a Claim

Search for Employer

Search By

Name ID

Name


[Search](#)

Results

ROSE MINT TEA
Contributions
550 E JOHNSON ST CARLTON OR 97111-1060
[Add a New Employer](#)

Step 7 — Make sure we have your current contact information.

- Check the box if you would like to give us permission to leave detailed messages with information about your claim.



Regular Unemployment Insurance Claim

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Progress: Gather Materials ✓ Other Name ✓ **Contact** >

Contact

Please provide your contact information.

Updated Contact

Email Address *
Required

Primary Phone Country: USA Primary Phone Type *
Required Primary Phone Number *
Required

☐ I give the Oregon Employment Department permission to leave a detailed message or questions regarding my claim.

Do you have a second phone number you wish to provide? *
Yes No

Cancel Save Draft < Previous Next >

Step 8 — Confirm your address.

Regular Unemployment Insurance Claim

SARAH NIX
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Progress: Gather Materials ✓ Other Name ✓ Contact ✓ **Physical Address** >

Physical Address

Address
550 E JOHNSON ST CARLTON OR 97111-1060

Is your physical address correct? *
Yes No

Cancel Save Draft < 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.

Regular Unemployment Insurance Claim

SARAH NIX
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Materials

Other Name

Contact

Physical Address

Mailing Address

Mail Delivery

Mail Delivery Option

Your mail delivery options will determine how you receive correspondence and what your language preference is. You can change your preferences at any time through Frances Online.

Mail Delivery Option
Electronic

Primary Language
English

Are your mail delivery options correct? *

Cancel

Save Draft

< Previous

Next >

Step 10 — We need to know if you have applied for unemployment insurance in another state, worked outside of Oregon, worked for the federal government, or were on active duty for 180 days or more.

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Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Name

Contact

Physical Address

Mailing Address

Mail Delivery

Wage Type

Wage Type

In the last 12 months, have you filed a claim or applied for benefits from **any state other than Oregon**? *

What state did you file in?

Between January 1, 2023 and December 31, 2023 did you:

Work outside the state of Oregon? *

Work for the federal government? *

Perform any active military service of 180 days or more, other than training with a National Guard or reserve unit? *

Cancel

Save Draft

< Previous

Next >

Step 11 — We need details about your employment history.

- Select your employer to answer the questions.
- A red triangle or a popup message will appear if there are questions.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress: Contact ✓ Physical Address ✓ Mailing Address ✓ Mail Delivery ✓ Wage Type ✓ Work History ?

Employment History

We have retrieved your known employment since October 14, 2022.

To complete your employment history:

1. Select each employer's name below to answer questions.
2. If you do not see an employer that you have worked for, click the "Add Employer" button to continue.
3. After you have added all employers and answered questions, click the "Next" button to continue.

Please answer everything before moving on to the next step. Questions about ROSE MINT TEA need attention.

Name	Address	Employer Type
ROSE MINT TEA	550 E JOHNSON ST CARLTON OR 97111-1060	In-State Employer

+ Add Employer

Step 12 — Answer all the questions presented.

- You may see different questions depending on your answers.
- Make sure you select "Search for Occupation."

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress: Contact ✓ Physical Address ✓ Mailing Address ✓ Mail Delivery ✓ Wage Type ✓ Work History ?

Employment History

We have retrieved your known employment since October 14, 2022.

To complete your employment history:

1. Select each employer's name below to answer questions.
2. If you do not see an employer that you have worked for, click the "Add Employer" button to continue.
3. After you have added all employers and answered questions, click the "Next" button to continue.

Employers

Name	Address	Employer Type
ROSE MINT TEA	550 E JOHNSON ST CARLTON OR 97111-1060	In-State Employer

+ Add Employer

ROSE MINT TEA

550 E JOHNSON ST CARLTON OR 97111-1060

Did you work for this employer?

Yes No

What was your first day of work for this employer? *

Required

Are you still working for this employer? *

Yes No

What was your last day of work for this employer? *

Required

Your Occupation

You must provide your occupation. Click the button Search for Occupation to find your occupation.

Search for Occupation

You have not yet searched for your occupation *

What was your frequency of pay with this employer? *

Required

What was your amount of pay with this employer? *

Required

What was your job title? *

Required

What were your job duties?

Cancel OK

Step 13 — When you select “Search for Occupation,” a new screen will open so you can search by keyword.

- Please read the available options and choose the occupation that best fits your previous job.

The screenshot shows the 'Activity Code Search' window. On the left, there is a 'Search' section with a 'Keyword' field containing 'server' and a 'Search' button. On the right, there is a 'Results' section showing a table of occupation codes and titles. The table has two columns: 'Code' and 'Title'. The results are as follows:

Code	Title
35-3041	Food Servers, Nonrestaurant
15-1231	Computer Network Support Specialists
15-1244	Network and Computer Systems Administrators
15-1254	Web Developers
27-4011	Audio and Video Technicians
19-4043	Geological Technicians, Except Hydrologic Technicians
33-9031	Gambling Surveillance Officers and Gambling Investigators
33-9099	Protective Service Workers, All Other
35-3023	Fast Food and Counter Workers
35-3031	Waiters and Waitresses

At the bottom of the window, there are 'Cancel' and 'OK' buttons. The background shows the 'Regular Unemployment Insurance' claim process for SARAH NIX.

Step 14 — On the next screen, select “Search for Primary Occupation” to choose the option that best describes your main work during the past 18 months.

- This can be different than your previous job.
- This will help us understand what work you will search for.
- Answer the questions to help us decide what you are eligible for.

The screenshot shows the 'Primary Occupation' screen. At the top, there is a progress bar with the following steps: Address, Mailing Address, Mail Delivery, Wage Type, Work History, and Eligibility. The 'Primary Occupation' section asks: 'What was your primary occupation during the last 18 months? Click the Search for Primary Occupation button to find your primary occupation.' Below this is a 'Search for Primary Occupation' button. A warning message states: 'You have not yet searched for your primary occupation.' Below the warning are several yes/no questions:

- Are you seeking and willing to accept this type of work now? (Yes/No)
- Were you working for a staffing agency, temporary agency, or Professional Employee Organization (PEO) at the time of your most recent separation? (Yes/No)
- Are you willing to accept the same rate of pay for future work? (Yes/No)
- Did you turn down any work since you last worked? (Yes/No)
- Are you attending school? (Yes/No)
- Are you a United States citizen? (Yes/No)

At the bottom right, there is a small owl icon.

Step 15 — You will see different questions based on your situation.

- Please answer them accurately.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress: Address ☒ Mail Delivery ☒ Wage Type ☒ Work History ☒ Eligibility ☒ **Additional Questions** ☒

Additional Questions

Do you intend to seek work in Oregon? *

☐ Yes ☐ No

In the last 18 months, did you live in another state and frequently commute to Oregon to work? *

☐ Yes ☐ No

Are you receiving or will you receive retirement pay (other than Social Security) within the next 12 months? *

☐ Yes ☐ No

Were you employed as a professional athlete during the last 18 months? *

☐ Yes ☐ No

Did you work as a U.S. Merchant Marine mariner since January 1, 2023? *

☐ Yes ☐ No

Were you unable to work because of illness or injury during most of any of the calendar quarters between January 1, 2023 and December 31, 2023?

☐ Yes ☐ No

Are you a member of a union that dispatches you to all your work? *

☐ Yes ☐ No

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

Step 16 — There are several questions to help us better understand the customers and communities we serve.

- You may answer “Prefer not to say.”

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress: Delivery ☒ Wage Type ☒ Work History ☒ Eligibility ☒ **Additional Questions** ☒ **Voluntary Disclosures** ☒

Voluntary Disclosures

Your answers will not be used to make decisions about your claim. To help us better understand the different communities we serve, we encourage you to answer the demographics questions below. You can choose the option 'prefer not to say' for any question.

What is the highest degree or level of school you have completed? *

☐ No school

☐ Less than high school

☐ Some high school, no diploma

☐ High school graduate, including GED or equivalent

☐ Technical, trade or vocational school

☐ Some undergraduate education or associate degree

☐ Bachelor's degree

☐ Postgraduate degree

☐ Prefer not to say

Do you have a disability? *

You would be considered to have a disability if you have a physical, intellectual, and/or developmental disability or medical condition that substantially limits a major activity, or if you have a history or record of a disability or medical condition. This also includes if you are regarded as having a disability.

☐ Yes

☐ No

☐ Prefer not to say

What is your veteran or military status? *

☐ I am a Veteran of the U.S. Armed Forces, Military Reserves, or National Guard

☐ I am active U.S. Armed Forces, Military Reserves, or National Guard

☐ I am not a veteran or I do not have a military status

☐ Prefer not to say

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

Step 17 — Choose how you would like to receive your payments.

- If you choose direct deposit, you will need to provide your banking information.
- If you choose a debit card, you will need to read and acknowledge a statement about it.

← SARAH NIX

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Ability Additional Questions Voluntary Disclosures Voluntary Disclosures Voluntary Disclosures Payment

Receiving Your Benefits

How would you like to receive your benefit payments if they are approved? You must view the U.S. Bank ReliaCard® agreement, as it is the back-up payment if we aren't able to use direct deposit to send your benefits.

☐ Direct Deposit

☐ Debit Card (ReliaCard)

Cancel Save Draft < Previous Next >

Step 18 — Choose how much tax you would like withheld from your payments.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Questions Voluntary Disclosures Voluntary Disclosures Voluntary Disclosures Payment Tax Withholding

Tax Withholding

How would you like us to handle tax withholding on your future payments?

☐ I want both 10% for my federal and 6% for my state personal income taxes withheld from my benefit payments.

☐ I want only 10% of my benefit payments withheld for federal personal income taxes.

☐ I want only 6% of my benefit payments withheld for state personal income taxes.

☐ I do not want taxes withheld from my benefit payments.

Cancel Save Draft < Previous Next >

Step 19 — You must enter your name to certify that the information you provided is correct.

- Read the requirements so you know what you need to do to remain eligible.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Disclosures Voluntary Disclosures Voluntary Disclosures Payment Tax Withholding Certification

Certification

I certify under penalty of perjury that I am a citizen of the United States or was legally authorized to work in the United States during the weeks I am claiming benefits.

I understand the questions I have been asked. My answers are true to the best of my knowledge.

I understand the law provides penalties for making false statements in order to obtain benefits from the Unemployment Insurance Program.

By submitting this application, I hereby register for work and request an initial determination of benefits potentially payable to me. I authorize the Employment Department to obtain and use information from any source I provided for administering unemployment insurance and employment service activities.

By entering your name in the box below, you are certifying the above information.

Required

Eligibility Notice: Your work search requirements.

Failure to seek work as required will result in a denial of benefits.


For each week you claim benefits, you must be:

- Physically and mentally able to perform the work you sought each week.
- Available for full-time, part-time, and temporary work during all of the days and hours normal for your type of work.
- Actively seeking work for jobs you may be hired to do.

To be considered actively seeking work, you must make two direct employer contacts **and** do three additional work-seeking activities each week you claim.

You should make your direct contact with employers in the way the employer requires you to ask about or apply for jobs. You must record:

- The date of contact.
- The company name.
- The company location or online job posting number.
- How you contacted the company.



Step 20 — Look over the summary page to make sure the information is correct.

- You can use the “Previous” button to go back and change information.
- When you are ready, select “Submit” to finish your application.

What you need to know moving forward:

- **Read what we send you.** Frances Online will give you information that applies to your situation. We will also send letters through the U.S. mail. Make sure to read and follow the instructions carefully.
- **Search for work.** Most people need to start looking for work immediately and keep looking for work to be eligible for benefits.
- **File every week.** You need to file a claim every week so we can decide if you are eligible for benefits. This is when you report your work-search activities.
- **Claim your waiting week.** The first week you are eligible for benefits is called a waiting week. You need to claim the week even though you will not receive a payment for it. There is only one waiting week per benefit year.
- **Verify your identity.** You need to [verify your identity](#) to be eligible for benefits. You have options on how to verify your identity. The method you choose to verify your identity will not affect your eligibility to receive benefits.
 - **WorkSource Oregon** – You will need to meet with a WorkSource Oregon agent in person or online. They can check your identification documents and help you develop a plan for your career goals.
 - **U.S. Postal Service Post Office** – You must sign up in Frances Online before you can verify your identity at a Post Office. Log in to Frances Online and select “I Want To...”. In the “Verify My Identity” panel, select “Verify My Identity In-Person at a Post Office” and follow the instructions.
- **Check your mail, email, and Frances Online account.** We will send you important information and instructions.