

How to File an Initial Application for Benefits

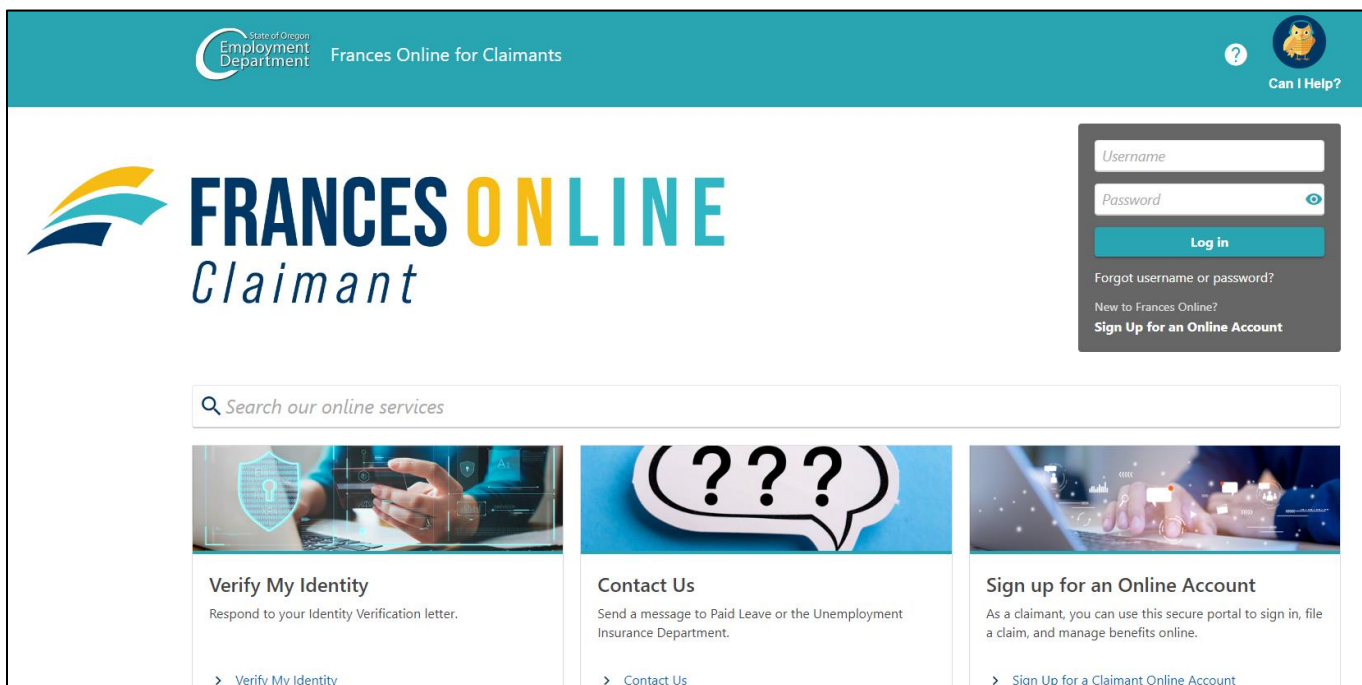
Use this guide to file an initial claim or application for benefits from the Unemployment Insurance Program. We need detailed information to accurately make a decision about your benefits.

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.

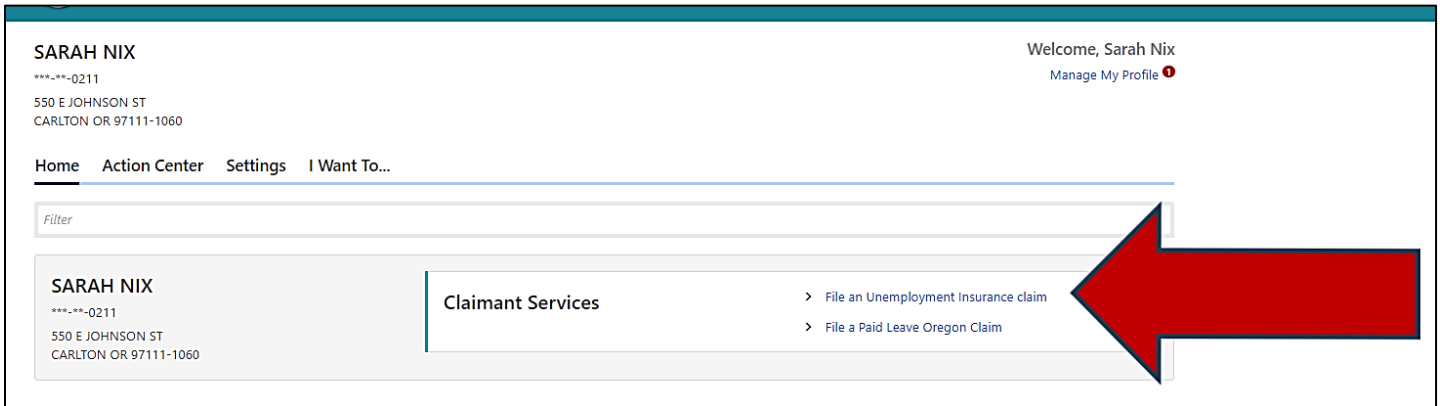
Step 1 — Go to the Frances Online Claimant Portal

- 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.”



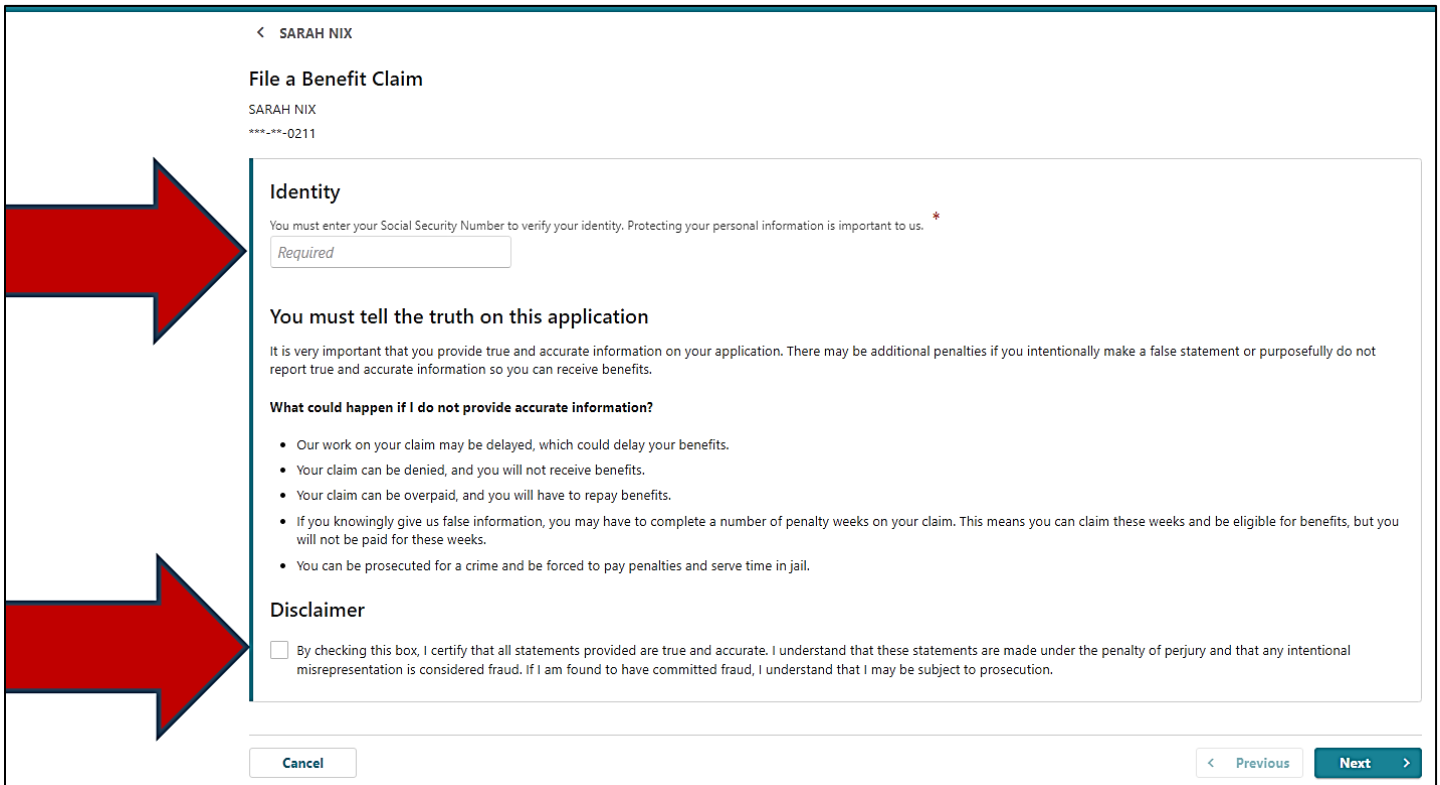
The screenshot shows the Frances Online Claimant Portal login page. At the top left is the State of Oregon Employment Department logo and the text "Frances Online for Claimants". At the top right is a "Can I Help?" button with a question mark icon. The main heading is "FRANCES ONLINE Claimant". On the right 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 is a search bar with the text "Search our online services". At the bottom are three service tiles: "Verify My Identity" (Respond to your Identity Verification letter), "Contact Us" (Send a message to Paid Leave or the Unemployment Insurance Department), and "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).

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



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.

The screenshot shows the 'File a Benefit Claim' page for SARAH NIX. It includes a 'Cancel' button, 'Previous' and 'Next' navigation buttons, and a '+ Add Employer' button. A red arrow points to the '+ Add Employer' button. The page also displays the following information:

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

- 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.

The screenshot shows the 'Select a Claim' window. It includes a 'Search for Employer' section with a 'Search By' dropdown menu (set to 'Name') and a 'Search' button. A red arrow points to the 'Search' button. The 'Results' section displays the following information:

ROSE MINT TEA
Contributions
550 E JOHNSON ST CARLTON OR 97111-1060
Add a New Employer

Step 5 — You will need to read the requirements for benefit eligibility and have the following information available:

- Your complete work history for the past 18 months, including:
 - Employer names
 - Employer addresses
 - Employer phone numbers
 - Start and end dates of your employment for each employer
 - Any self-employment
- If you want to sign up to have your benefits paid to you through direct deposit, you will need your bank account number and routing number.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Gather Materials

Unemployment Insurance Oregon Application for Benefits

Before filing your claim, **please gather and be prepared to provide the following information:**

- Your work history for the last 18 months, including
 - Dates of employment
 - Your employers' business names, addresses, and phone numbers. If you worked for the federal government, but were not in the military, you may find this information on an SF-8 or SF-50 form.
 - Your salary from each employer.
- If you are not a citizen of the United States, you will need your Worker Authorization number, or information from your Visa, I-94, or Passport.
- Verify that your listed phone number is where we can reach you during normal business hours (8:00 a.m. – 5:00 p.m. Pacific time).

In order to be eligible for benefits:

- You must be able to work, be available for work, and be actively seeking work each week you claim. It is your responsibility to keep track of your work-seeking activities.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for more than half the week. If you are seeking work outside your labor market for more than half the week, you must be willing to relocate to the area where you sought work.
- You must be willing to work all days and hours or shifts normal for your occupation.
- You must be available for full-time, part-time, and temporary work. If you are limited to part-time work because of a permanent or long-term disability, you may still be eligible for benefits.

The Internal Revenue Code and Oregon Administrative Rules require that you disclose your Social Security Number when claiming unemployment compensation. Your Social Security Number will be used to report your benefits to the Internal Revenue Service and Oregon Department of Revenue as income that is taxable. The number will be sent to the Social Security Administration for identity verification. The number will also be used as a record for processing your claim, for statistical purposes, to register you in our electronic job matching system and will be shared with WorkSource Partners for One-Stop services. **The number may be used for state agency debt collection activities** and may be sent to U.S. Bank to issue you a ReliaCard VISA card if you select ReliaCard for your benefit payments.

Cancel Save Draft Previous Next

Step 6 — Provide any other names you have used with a current or former employer.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Gather Materials Other Name

Other Name(s)

Claimant Legal Name
SARAH NIX

Do your current or past employers know you by a different name? *

Yes No

Cancel Save Draft Previous Next

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
SARAH NIX
***-**-0211

Gather Materials Other Name **Contact**

Contact
Please provide your contact information.

Updated Contact

Email Address *
Required

Primary Phone Country Primary Phone Type * Primary Phone Number *
USA Required 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
***-**-0211

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.

The screenshot shows the 'Regular Unemployment Insurance Claim' form for SARAH NIX (ID: ***-**-0211). A progress bar at the top indicates the following steps: Materials, Other Name, Contact, Physical Address, Mailing Address, and Mail Delivery. The 'Mail Delivery' step is currently active and highlighted with a yellow box. Below the progress bar, the 'Mail Delivery Option' section contains the following text: '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.' The form shows 'Mail Delivery Option' set to 'Electronic' and 'Primary Language' set to 'English'. A question asks 'Are your mail delivery options correct?' with 'Yes' and 'No' radio button options. At the bottom, there are 'Cancel', 'Save Draft', 'Previous', and 'Next' buttons.

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.

The screenshot shows the 'Regular Unemployment Insurance Claim' form for SARAH NIX (ID: ***-**-0211). A progress bar at the top indicates the following steps: Name, Contact, Physical Address, Mailing Address, Mail Delivery, and Wage Type. The 'Wage Type' step is currently active. Below the progress bar, the 'Wage Type' section contains the following text: 'In the last 12 months, have you filed a claim or applied for benefits from any state other than Oregon?' with 'Yes' and 'No' radio button options. Below this is a text input field for 'What state did you file in?'. The section then asks 'Between January 1, 2023 and December 31, 2023 did you:' followed by three questions: 'Work outside the state of Oregon?', 'Work for the federal government?', and 'Perform any active military service of 180 days or more, other than training with a National Guard or reserve unit?'. Each of these three questions has 'Yes' and 'No' radio button options. At the bottom, there are 'Cancel', 'Save Draft', 'Previous', and 'Next' buttons.

Step 10 — 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

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.

OK

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

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.

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

+ Add Employer

All Questions

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? *

Are you still working for this employer? *
 Yes No

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

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? *

What was your amount of pay with this employer? *

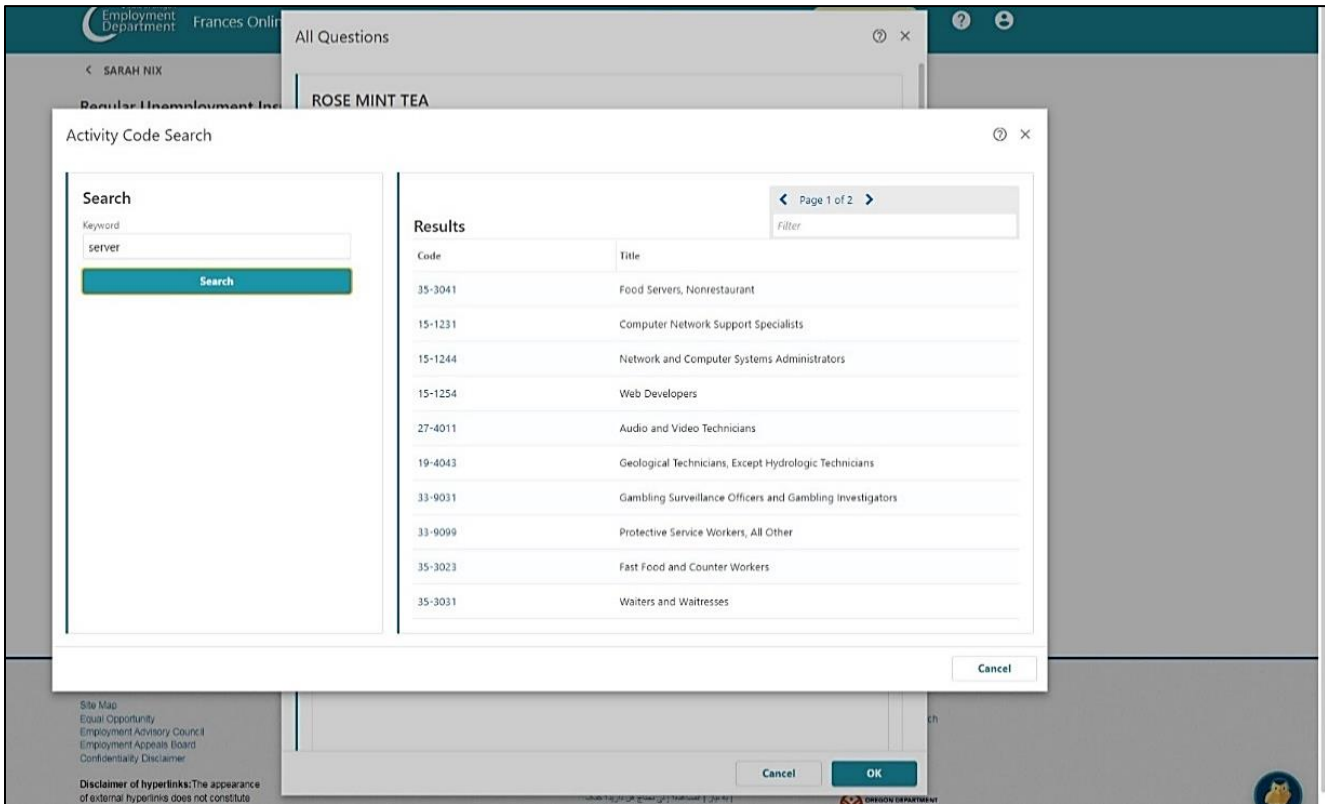
What was your job title? *

What were your job duties?

Cancel **OK**

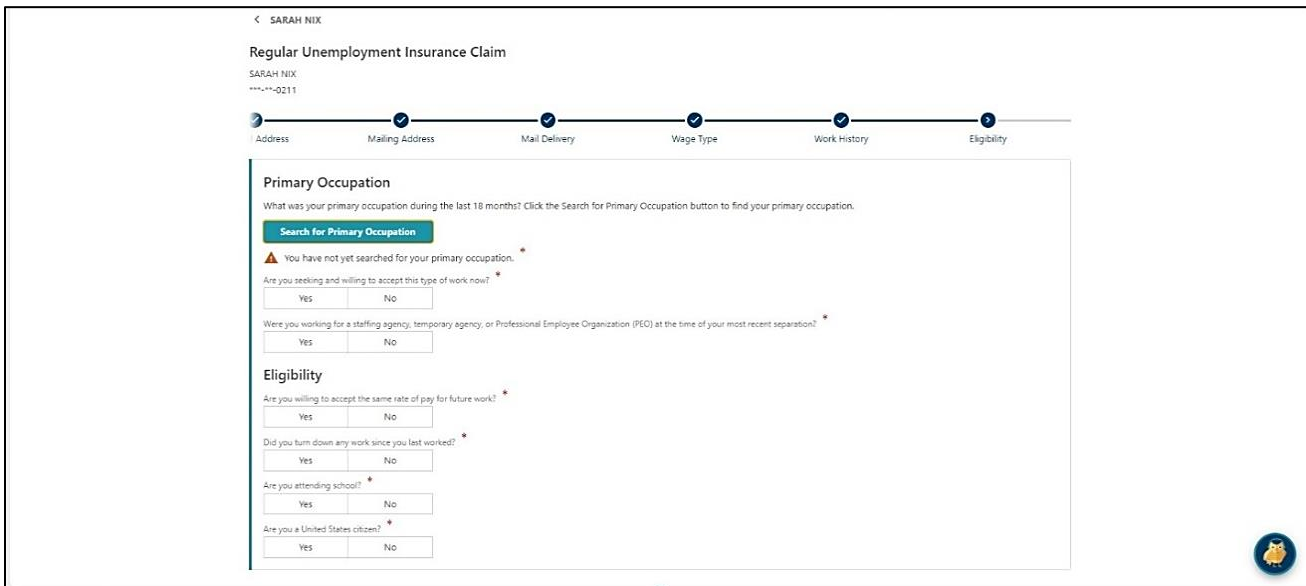
Step 13 — When you select “Search for Occupation,” a new screen will open so you can search by keyword.

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



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.



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

- Please answer them accurately.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress bar: 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

Buttons: 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 bar: 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

Buttons: 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.

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

Additional 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:

- Frances Online will give you information that applies to your situation. Make sure to read and follow the instructions carefully.
- Most people need to start looking for work immediately and keep looking for work to be eligible for benefits.
- You need to file a claim every week so we can decide if you are eligible for benefits.
- The first week you are eligible for benefits is called a waiting week. You need to claim the week, and you will not receive a payment for it. There is only one waiting week per benefit year.
- You may need to verify your identity, meet with a WorkSource Oregon agent, or complete other actions.
- Check your mail, email, and Frances Online account for important instructions.