Send a Message
Through Frances Online

If you have a question or need to provide us specific information that may affect your eligibility for benefits, you can send us a secure message through Frances Online. If you send a message while logged in, we can quickly verify your information and respond. It also keeps your information you send securely connected to your account. We normally respond within about a week, but currently it's taking us longer.

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.

- **Step 1 — Go to the Frances Online Claimant portal at** frances.oregon.gov/claimant **and log into your account.**

Step 2 — On the Home screen, select "I Want To…" to see more options.

GUS MORGAN
***-**-2023
550 E JOHNSON ST
CARLTON OR 97111-1060

Welcome, gus morgan
You last logged in on Wednesday, Mar 20, 2024 1:25:09 PM
Manage My Profile ❶

Home   Action Center   Settings   I Want To…

Filter

GUS MORGAN
***-**-2023
550 E JOHNSON ST
CARLTON OR 97111-1060

Claimant Services   ❯ File a Paid Leave Oregon Claim

Current Unemployment Insurance Benefits
Benefit Begin: 10-Mar-2024
Eligibility Through: 08-Mar-2025

Questionnaire
Questionnaire for No Earnings Provided for the First Effective Week
Respond By
21-Mar-2024

❯ Respond to Questionnaire

Claim for Week of 16-Mar-2024
This week is not being paid while an issue is resolved.
Status
Suspense

Step 3 — In the "Messages" panel, select "Send a Message."
- You can also select "View Messages" to see previous messages.

Home   Action Center   Settings   I Want To…

🔍 What are you looking for?

Verify My Identity
Respond to an Identity Verification letter.

❯ Verify My Identity

Messages
View messages I've sent or received from the Oregon Employment Department.

❯ View Messages
❯ Send a Message

Letters
View letters I've received from the Oregon Employment Department.

…tters

Names, Addresses, and Contacts
View or update names, addresses, and contacts associated to this customer.

❯ Manage Names and Addresses
❯ Update Contact Information
❯ Update Pronouns

Report Fraud
Let the Oregon Employment Department know about Unemployment Insurance (UI) or Paid Leave fraud.

❯ Report UI General Fraud
❯ Report Paid Leave General Fraud
❯ Report Paid Leave ID Theft

Payment Plans
Set up a voluntary payment plan or apply for hardship.

❯ Payment Plan Application
❯ Hardship Application

Step 4 — Select the specific program your message is about.

- For example, if you made a mistake on your weekly claim for unemployment benefits, choose "Regular Unemployment Insurance Benefits."
- The more detail you can provide, the faster we can respond.
- If you're not sure, you can select "This message doesn't concern a specific account."

Message

GUS MORGAN

***-**-2023

Select Account

Which account is this message concerning?

Filter

This message doesn't concern a specific account

Regular Unemployment Insurance Benefits   000-0514713   GUS MORGAN

Cancel   < Previous   Next >

Step 5 — Select the specific time period your message is about.

- For example, if you made a mistake on your weekly claim, choose the week you made the mistake.
- If you're not sure, you can select "This message doesn't concern a specific period."

Message

Regular Unemployment Insurance Benefits

000-0514713

GUS MORGAN

Select Account   Select Period

Which period is this message concerning?

Filter

This message doesn't concern a specific period

23-Mar-2024

16-Mar-2024

Cancel   < Previous   Next >

Step 6 — Select the specific issue your message is about.

- For example, if you made a mistake on your weekly claim, select "Weekly Claim."
- Select "Appeal" to appeal a decision.
- If you're not sure, you can select "Other."

Step 7 — Write a detailed message about the issue.

- Give us as much information as you can so we can respond appropriately.
- You can attach copies of documents to provide more information.