State of Oregon Employment Department

UNEMPLOYMENT INSURANCE

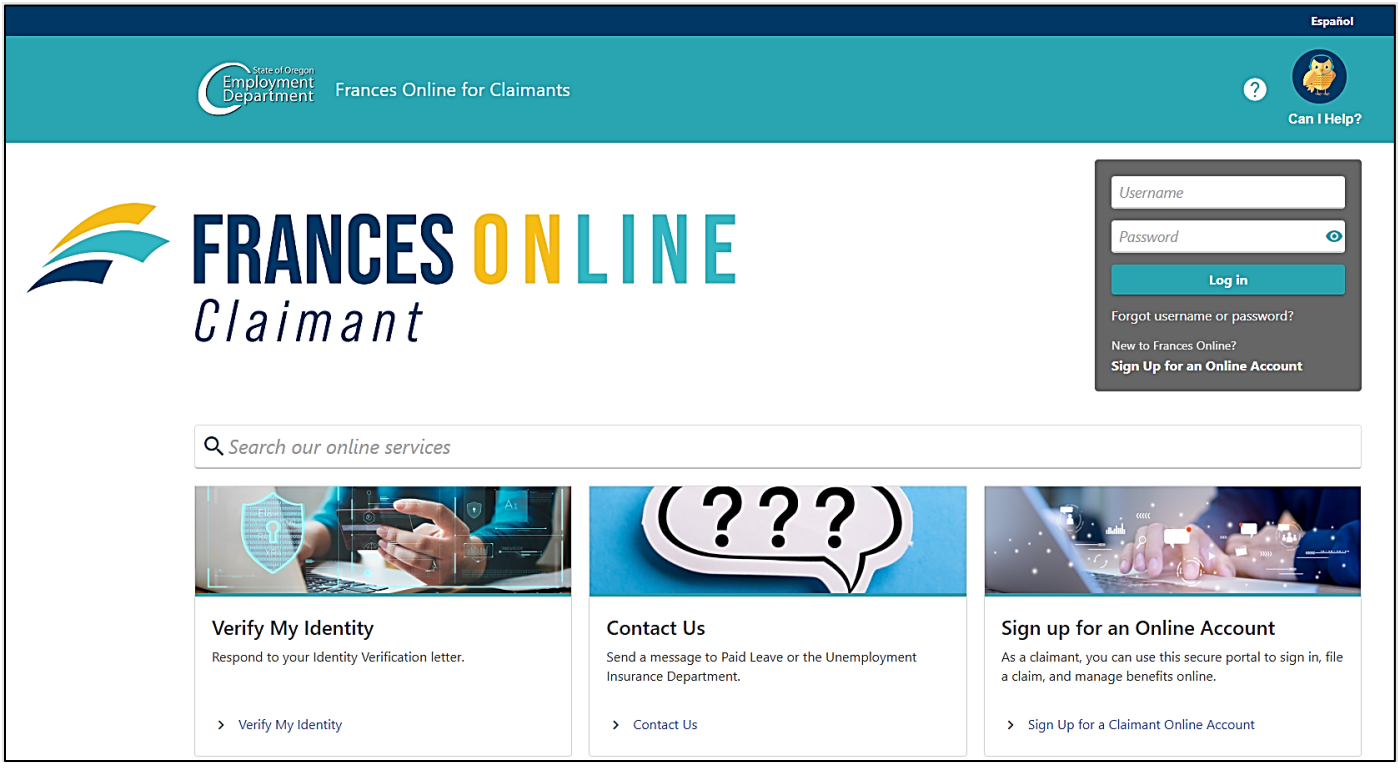
FRANCES ONLINE

Send a Message Through Frances Online

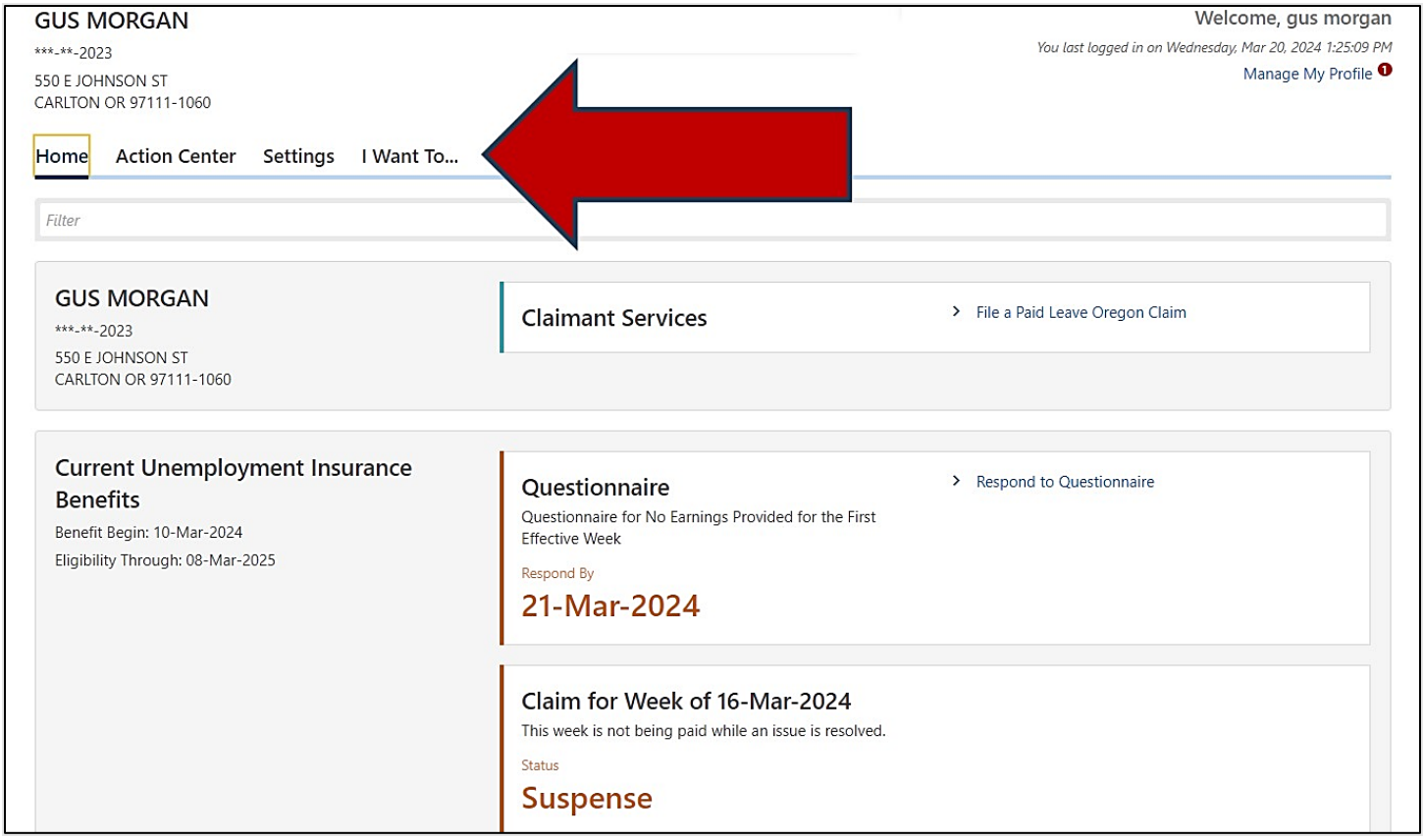
If you have a question or need to provide us specific information that may affect your eligibility for benefits, you can send us a secure message through Frances Online. If you send a message while logged in, we can quickly verify your information and respond. It also keeps your information you send 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.**

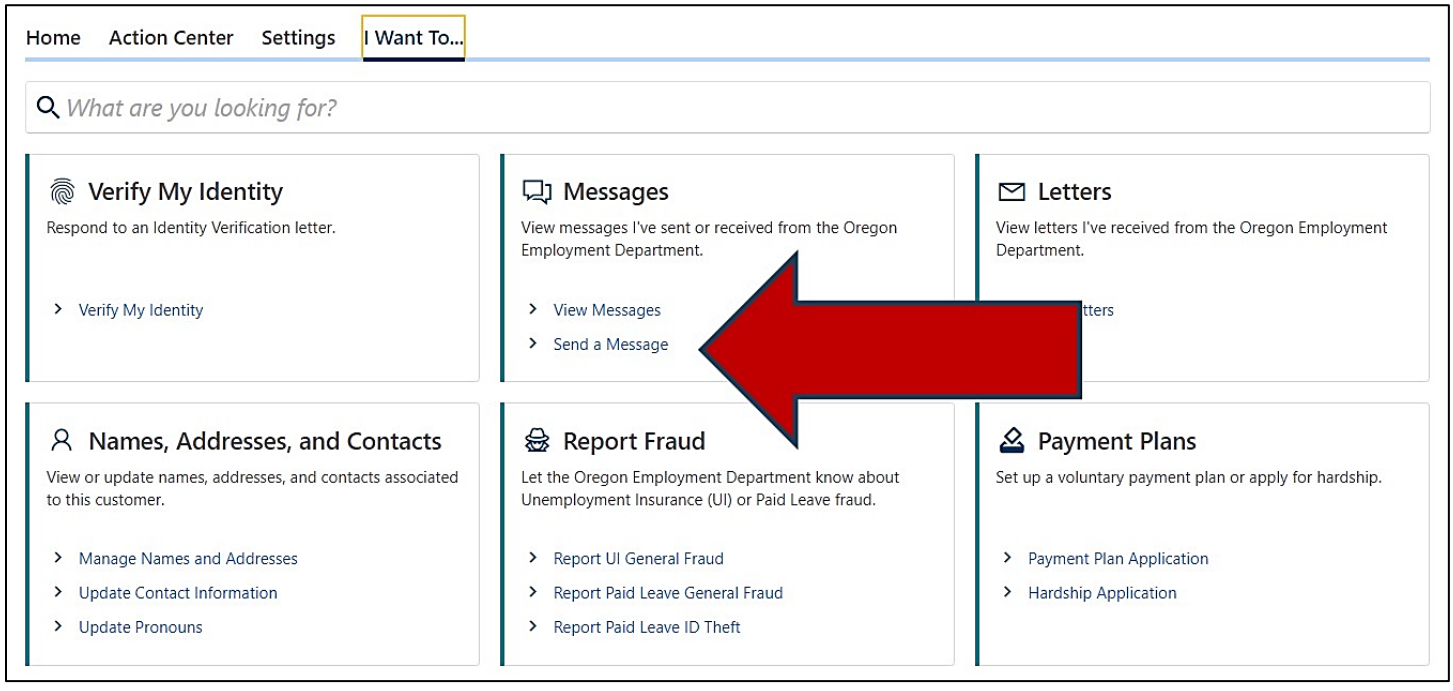


Step 2 — On the Home screen, select “I Want To…” to see more options.



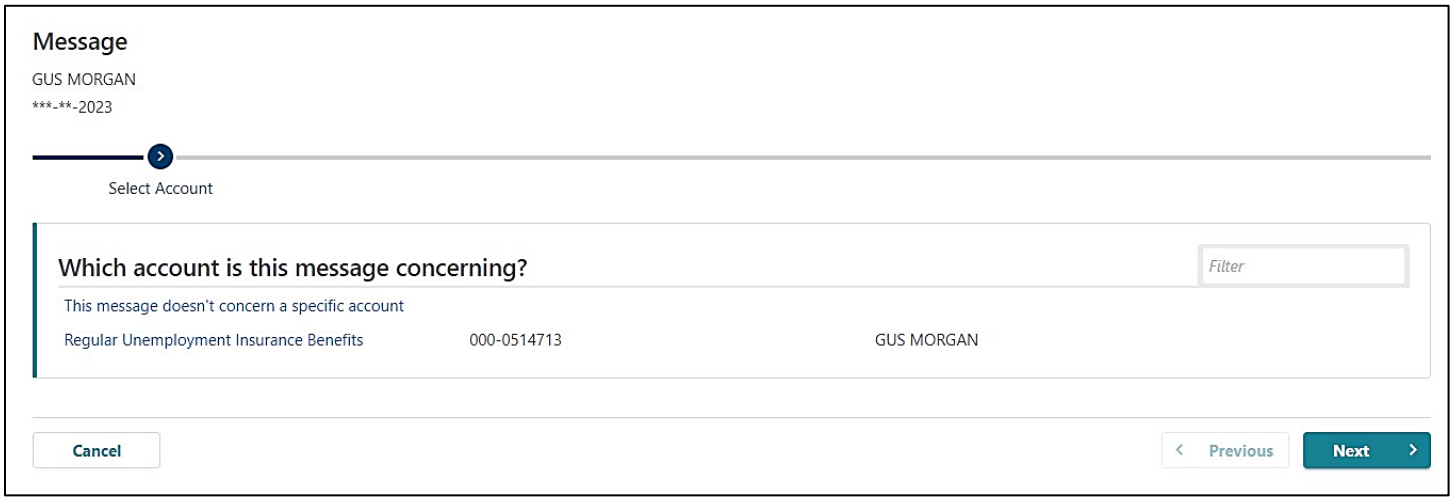
Step 3 — In the “Messages” panel, select “Send a Message.”

- You can also select “View Messages” to see previous messages.



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.”

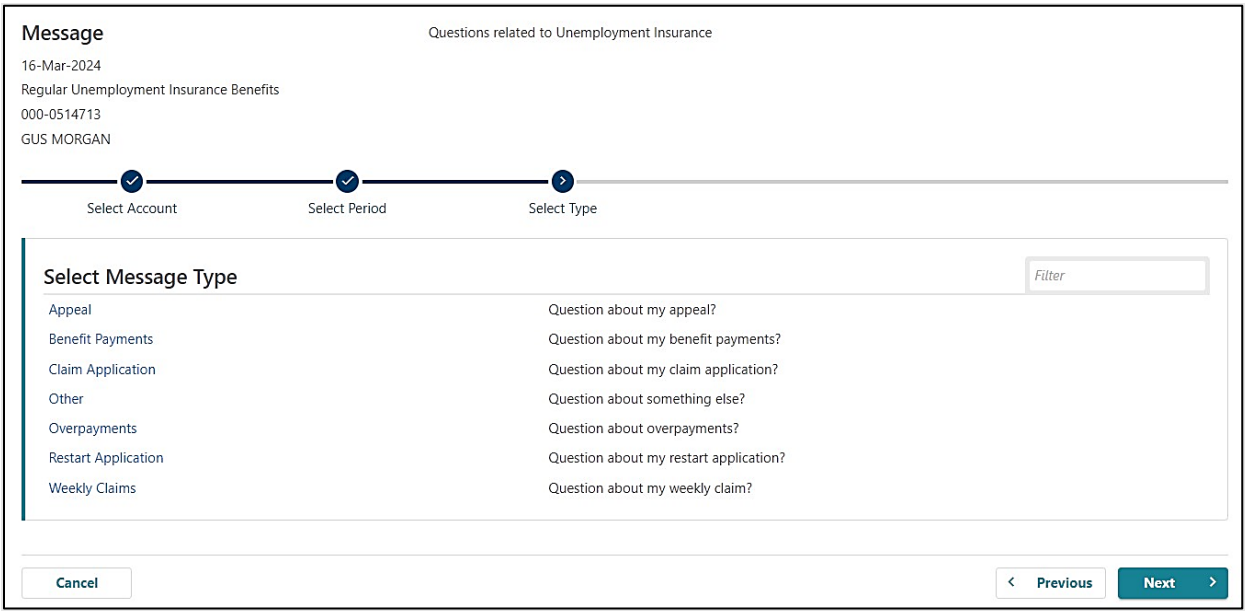


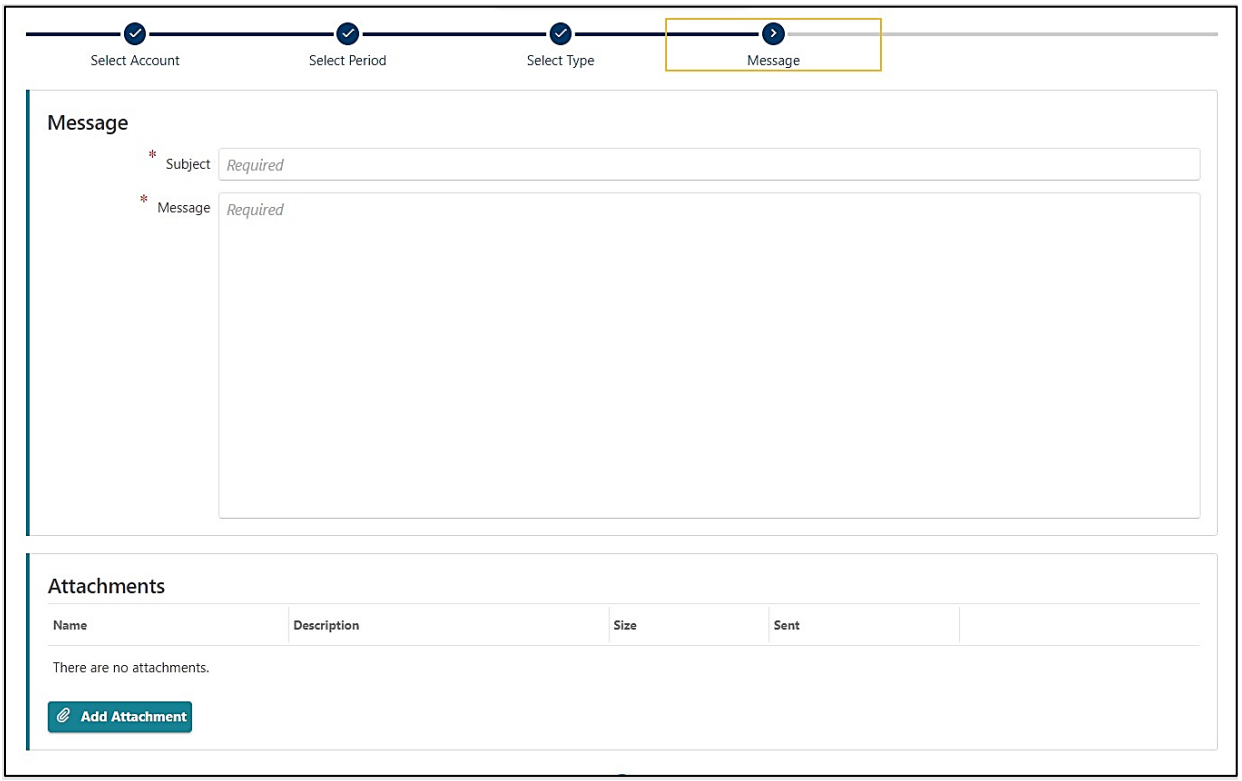
Step 5 — Select the specific time period your message is about.

- 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.”

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.