

How to Reset Your Password

Follow this guide if you do not remember your password or the email address you use to log in.

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.

Step 1 — Go to the Frances Online Claimant Portal

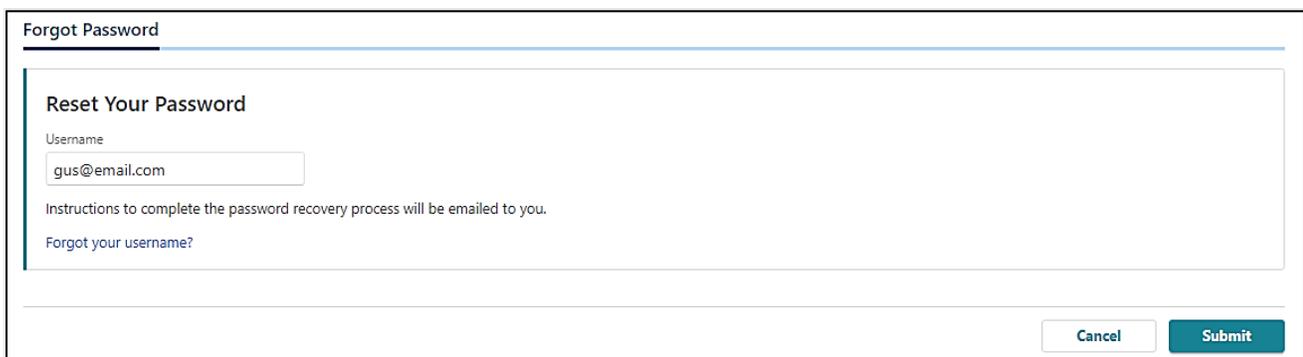
- There are two ways to get there:
 - Go to frances.oregon.gov
 - Under “Employees and Claimants,” click “Log on to Frances Online” OR
 - Go directly to frances.oregon.gov/claimant
- Select “Forgot username or password.”



The screenshot shows the Frances Online Claimant portal. On the left is the logo with the text "FRANCES ONLINE Claimant". On the right is a login form with a text input field containing "gus@email.com", a password field with a toggle eye icon, and a "Log in" button. Below the login form are links for "Forgot username or password?", "New to Frances Online?", and "Sign Up for an Online Account". At the bottom, there is a search bar with the placeholder text "Search our online services" and three image thumbnails: a person using a laptop, a speech bubble with three question marks, and a person's hands on a laptop.

Step 2 — Type your username and select “Submit”.

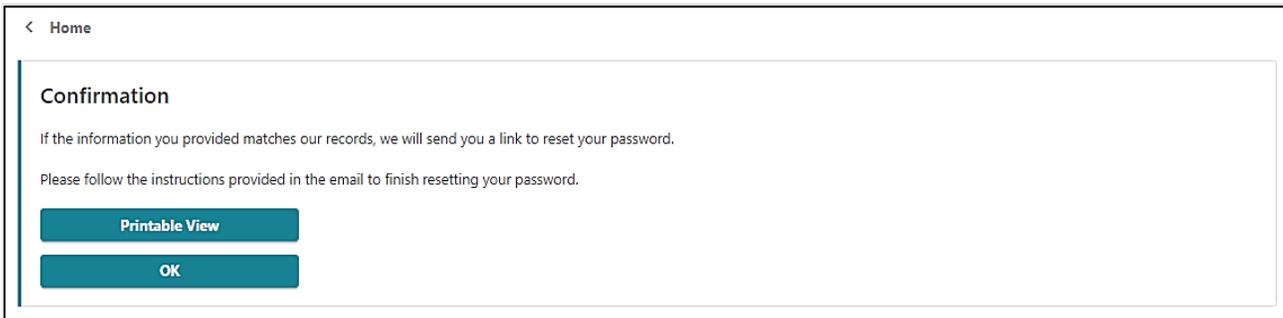
- If you do not remember your username, select “Forgot your username” and go to Step 4.



The screenshot shows the "Forgot Password" page. The title is "Reset Your Password". There is a "Username" label and a text input field containing "gus@email.com". Below the input field is the text "Instructions to complete the password recovery process will be emailed to you." and a link "Forgot your username?". At the bottom right are "Cancel" and "Submit" buttons.

Step 3 — If the username you entered matches our records, we will send a link to your email address to reset the password.

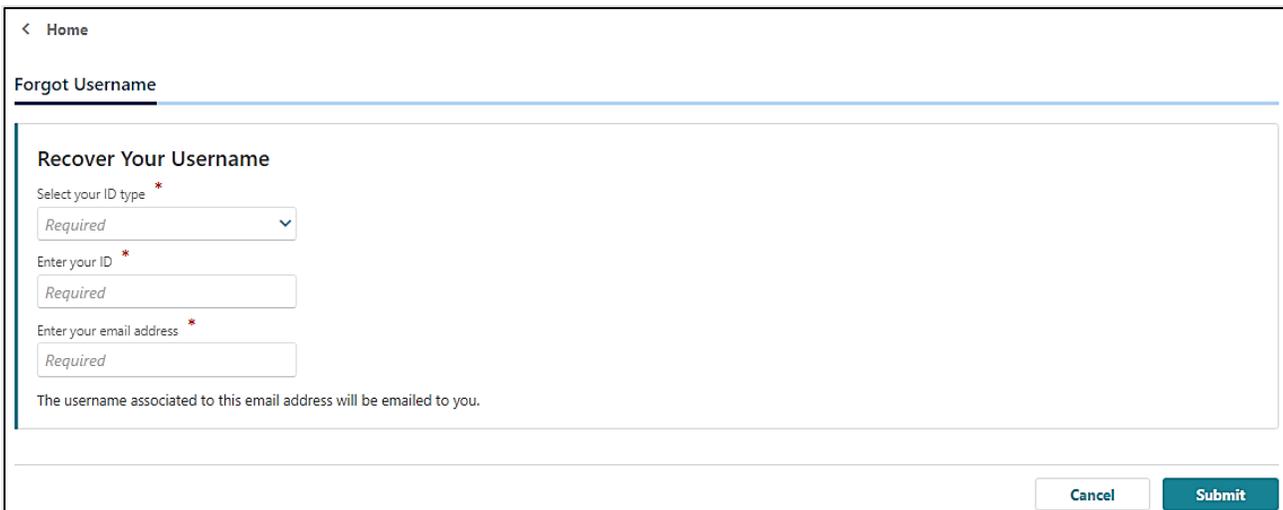
- If you do not have access to your email address, send us a message through Contact Us at unemployment.oregon.gov/contact. UI claimants can call 877-345-3484.



A screenshot of a mobile application interface. At the top left, there is a back arrow and the text "Home". Below this is a section titled "Confirmation". The text inside the section reads: "If the information you provided matches our records, we will send you a link to reset your password." followed by "Please follow the instructions provided in the email to finish resetting your password." At the bottom of the section, there are two teal buttons: "Printable View" and "OK".

Step 4 — You can also recover your username, which is the email address you use to log in.

- For UI claimants, you will need to provide your Social Security Number and an email address linked to the account.



A screenshot of a mobile application interface. At the top left, there is a back arrow and the text "Home". Below this is a section titled "Forgot Username". Underneath, there is a sub-section titled "Recover Your Username". The form contains three input fields: "Select your ID type" with a dropdown menu showing "Required", "Enter your ID" with "Required" text, and "Enter your email address" with "Required" text. Below the fields is a note: "The username associated to this email address will be emailed to you." At the bottom right of the form, there are two buttons: "Cancel" and "Submit".

Step 5 — We will send an email with your username to the email address you have previously provided.

- If you cannot recover your username, send us a message through Contact Us at unemployment.oregon.gov/contact. UI claimants can call 877-345-3484.



A screenshot of a mobile application interface. At the top left, there is a back arrow and the text "Home". Below this is a section titled "Confirmation". The text inside the section reads: "Your username has been emailed to: rip@email.com." At the bottom of the section, there are two teal buttons: "Printable View" and "OK".