

## How to Restart a Claim

If you have not filed a weekly claim for one or more weeks, follow this guide for help with restarting a claim for benefits from the Unemployment Insurance Program.

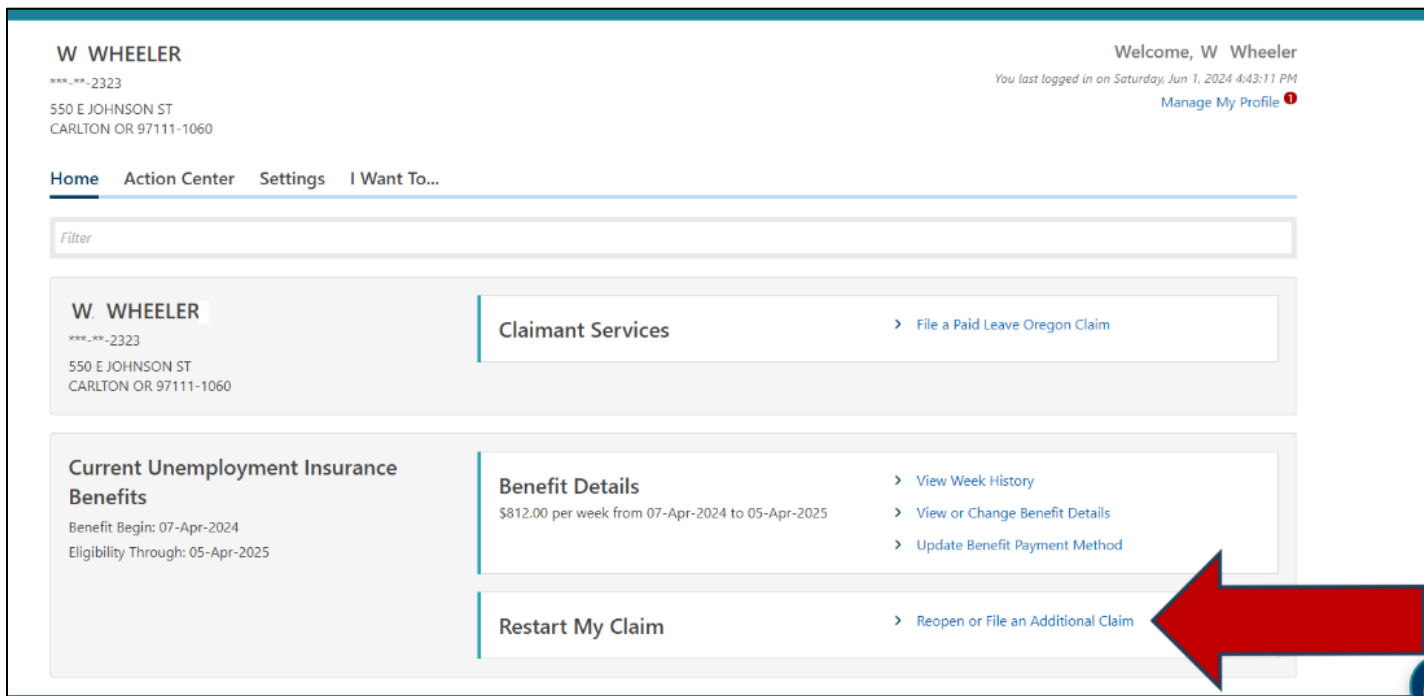
Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. We are making regular updates to the system, so the screens you see may look a little different from the images in this guide. You can use the “next” and “previous” buttons to move between screens and update your answers without losing your information. Selecting “cancel” will erase your progress.

### Step 1 — Go to the Frances Online Claimant Portal

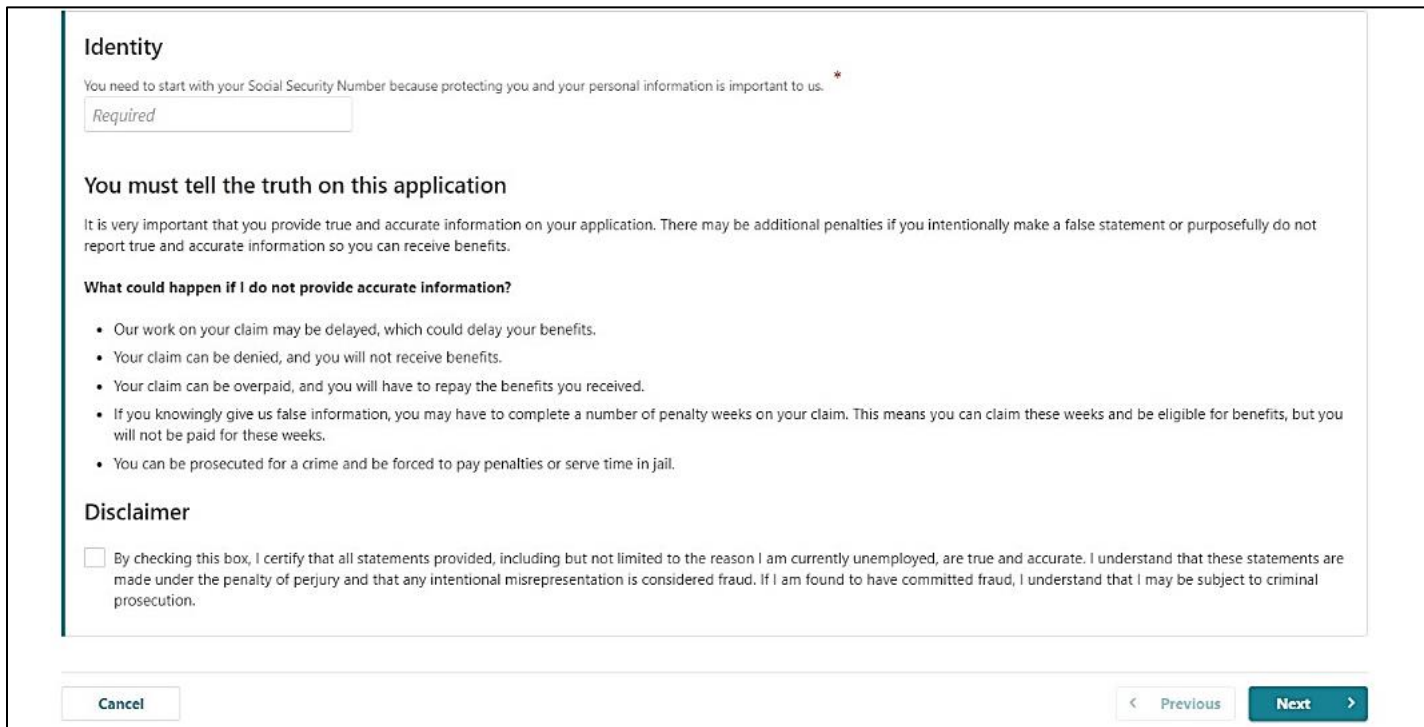
- There are two ways to get there:
  - Go to [frances.oregon.gov](https://frances.oregon.gov)
    - Under “Employees and Claimants,” click “Log on to Frances Online”
  - OR
  - Go directly to [frances.oregon.gov/claimant](https://frances.oregon.gov/claimant)
- Enter your email address (username) and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

The screenshot shows the Frances Online Claimant Portal. At the top, there is a navigation bar with the State of Oregon Employment Department logo, the text "Frances Online for Claimants", a "Frances Rollout Testing" banner, and a date "01-Jun-2024" with a help icon. The main content area features the "FRANCES ONLINE Claimant" logo. On the right, there is a login form with a text input field containing "rip@email.com", a password input field with a toggle for visibility, 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 and three service tiles: "Verify My Identity" (with a shield icon), "Send a Message" (with a speech bubble icon containing "???" ), and "Sign up for an Online Account" (with a hand icon).

**Step 2 — On the claimant screen, select the “Reopen or File an Additional Claim” option.**



**Step 3 — Confirm your Social Security Number (SSN) and check the box to show you understand.**



### Step 4 — Answer the questions carefully.

- You may see different questions and options.

Provide the following information to help decide how to proceed.

Have you worked for an employer since April 7, 2024? \*

Yes	No
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Have you worked as an independent contractor or been self-employed since April 7, 2024? \*

Yes	No
-----	----

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

### Step 5 — If asked, choose the week you want to restart your claim.

Effective Week

Choose the week you want to restart your claim \*

Last week (the week starting Sunday, May 19, 2024)

This week (the week starting Sunday, May 26, 2024)

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

### Step 6 — You will be asked to gather information for your claim.

Gather Materials

Unemployment Insurance Oregon Application for Benefits

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 a Federal employer that was not the military, you may find this information on an SF-8 or SF-50.
  - Your salary from each employer.

Before restarting your claim, please review some of the eligibility requirements.

- 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 search efforts.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for the major portion of the week unless you are seeking work elsewhere.
- You must be willing to work all days and 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.

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

### Step 7 — Give your reason for not claiming benefits for one or more weeks.

- Reasons include not looking for work, a family emergency, travel out of the area, school, or vacation.

Gather Materials **Reopen Reason**

Reason for Not Claiming

Did you turn down or not accept any work since April 7, 2024? \*

Yes	No
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What is the primary reason you stopped claiming benefits? \*

Required

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

### Step 8 — You need to certify your response by entering your name.

Progress bar: Gather Materials (checked), Reopen Reason (checked), Certification (active), Summary (disabled)

#### Certification

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

#### 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.

### Step 9 — A screen will summarize the information about your restart request.

Progress bar: Gather Materials (checked), Reopen Reason (checked), Certification (checked), Summary (active)

#### Summary

You are not yet done. Review the information below, then click Submit when ready.

#### Reopen Unemployment Insurance Claim

Social Security Number : \*\*\*-\*\*-2323

#### Reopen

Primary Reason : I stopped looking for work.  
Effective Week : 19-May-2024

#### Attachments

Name	Type	Employer	Size (kB)
There are no attachments.			

Buttons: Cancel, Save Draft, Previous, Submit

### Step 10 — The final screen will show your confirmation number.

#### Confirmation

You have successfully sent your application. Your confirmation number is **0-000-140-866**.

#### What happens next?

**This is what you need to do.**

- Claim benefits for every week you are unemployed. The week starts on a Sunday and ends on a Saturday.
- You can file your weekly claim with Frances Online. It's the fastest way to file. The system provides many services and can answer questions about your claim. You can also claim by phone. The Unemployment Insurance Claimant Handbook will explain how to do this.

Buttons: Printable View, OK

**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.
- You need to file a claim every week so we can decide if you are eligible for benefits.
- **Check your mail, email, and Frances Online account for important instructions.**