

How to Respond to “In Review” Status and Questionnaires

If you see “In Review” as the status of your weekly claim, it means that we need more information or have found an issue with your weekly claim.

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.

The screenshot shows the Frances Online Claimant portal. At the top, there is a teal header with the State of Oregon Employment Department logo on the left, the text "Frances Online for Claimants" in the center, and a "Español" language selector and a "Can I Help?" icon on the right. Below the header is a large white area with the "FRANCES ONLINE Claimant" logo on the left. On the right, there 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 placeholder text "Search our online services". At the bottom, there are three service tiles: "Verify My Identity" (with a shield icon), "Contact Us" (with a speech bubble icon containing three question marks), and "Sign up for an Online Account" (with a hand typing on a keyboard icon). Each tile includes a brief description and a right-pointing arrow with the service name.

Step 2 — You will have a “In Review” status for each weekly claim that has an issue.

- Select “Respond to Questionnaire” to give us more information so we can make a decision or move forward with your claim.
- Please check your account daily, as we may send more questionnaires as we review your claim.
- Not every “In Review” message will have a questionnaire or have one immediately. Check your messages and U.S. mail for other tasks you need to complete.

EVELYN TURNER
***-**-1234

Action Center Items 1

Claimant Services

[File a Paid Leave Oregon Claim](#)

Current Unemployment Insurance Benefits

Benefit Begin: 28-Jul-2024
Eligibility Through: 26-Jul-2025
Action Center Items 2

Questionnaire

You have 2 questionnaires to answer.

Respond By

12-Sep-2024

Claim for Week of 07-Sep-2024

This week is not being paid because we are reviewing your eligibility. Please check your Frances Online Messages or U.S. mail for information daily.

Status

In Review

Step 3 — Select “Respond” to start a questionnaire.

- You may have more than one questionnaire.
- You must send your response by the listed due date or we will make a decision with the information we currently have.

< GUS MORGAN

Questionnaires We require answers for these questionnaires before the Respond By date.

Regular Unemployment Insurance Benefits
000-0514713
GUS MORGAN

Questionnaires

Respond By	Type of Questionnaire	Association	
21-Mar-2024	Out of Labor Market - Able, Available, Actively Seeking Work		Respond
21-Mar-2024	No Earnings Provided for the First Effective Week		Respond

Step 4 — The questionnaires help us understand your unique situation.

- Be sure to answer the questions accurately.
- The questions will be different depending on your situation.

The screenshot shows a web form titled "Questionnaire: Out of Labor Market - Able, Available, Actively Seeking Work". At the top, it identifies the user as "GUS MORGAN" with ID "000-0514713" and "Regular Unemployment Insurance Benefits". A progress bar shows the "Questionnaire" step is active. The main question is: "You previously indicated that the reason you are not able or available to work was: Out Of Labor Market. Is that correct? *". Below the question are two radio buttons labeled "Yes" and "No". At the bottom, there are "Cancel", "Previous", and "Next" buttons.

Step 5 — After answering questions, you can attach copies of documents to many questionnaires.

- Select the “Add Attachment” button to share a copy of the document with us.
- Write a description of the document so we know what it is.
- You can attach multiple documents.

The screenshot shows the "Attachments" section of the questionnaire. At the top, a progress bar indicates that "Questionnaire" and "Questions" are completed, and "Attachments" is the current step. The section title is "Attachments". Below the title, it says: "Attach all supporting documentation here. If you do not have any supporting documentation, click Next." A numbered list provides instructions: 1. Click the **Add** hyperlink. 2. Click **Choose File**. Search for and select the document you want to attach. 3. Enter a description of the file, and then click **OK**. 4. Repeat steps 1-3 to upload additional documents, as needed. Below the instructions is a table with columns for "Type", "Name", and "Size". The table is currently empty, with the text "There are no attachments." below it. At the bottom left of the table area is a green "Add Attachment" button with a plus icon. At the bottom of the form are "Cancel", "Previous", and "Next" buttons.

Step 6 — Make sure you have added all relevant information and documents before you select “Submit.”

- You will not be able to change your answers to the questionnaire after you select “Submit.”

The screenshot shows a progress bar at the top with four steps: Questionnaire, Questions, Attachments, and Confirm Submission. The first three steps are marked with checkmarks, and the fourth step is marked with a right-pointing arrow. Below the progress bar, the text reads: "Confirm Submission" followed by "Your Able or Available questionnaire response is ready to be submitted. Are you sure you want to submit it?". At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Submit".

What you need to know:

- Check Frances Online regularly for additional questionnaires and decisions about your benefits.
- Continue to file weekly claims while we decide if you are eligible for benefits.
- If we decide that you are eligible for benefits, you will only receive money for the weeks that you file a claim.
- If you make a mistake or send us incomplete information, you will need to contact us to make changes or updates. This will delay your claim.