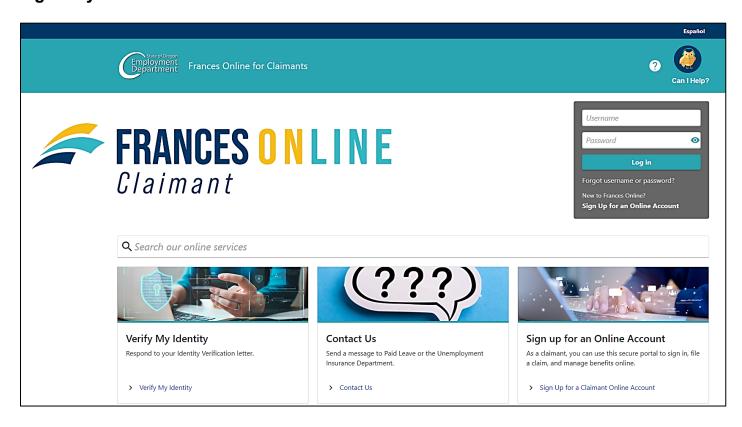


How to Respond to "In Review" Status and Questionnaires

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.

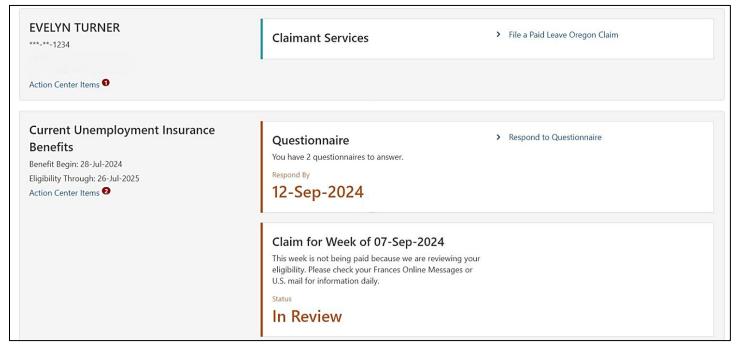
Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. We are making regular updates to the system, so the screens you see may look a little different from the images in this guide. You can use the "next" and "previous" buttons to move between screens and update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

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



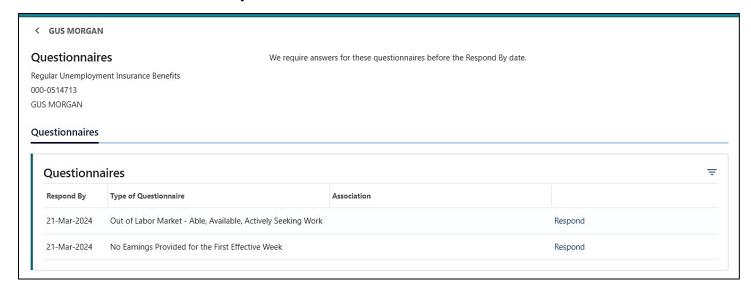
Step 2 — You will have a "In Review" status for each weekly claim that has an issue.

- 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.



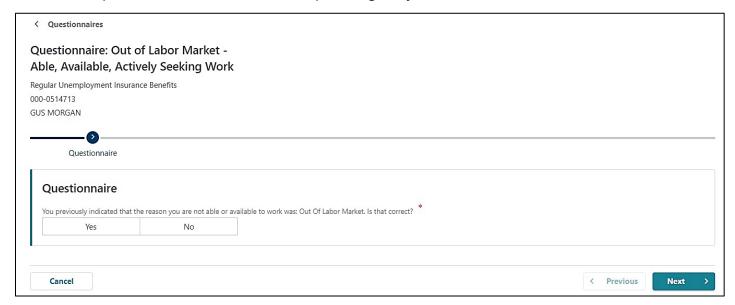
Step 3 — Select "Respond" to start a questionnaire.

- 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.



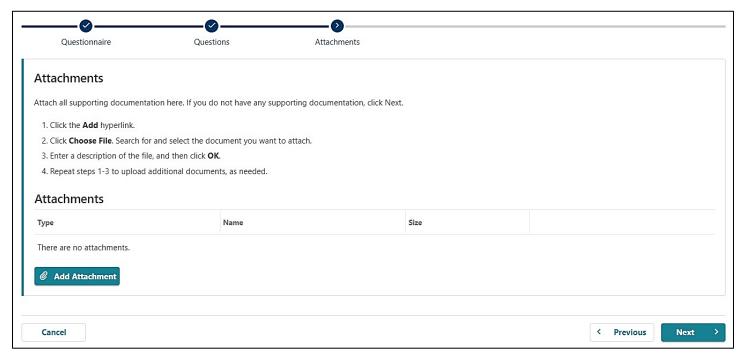
Step 4 — The questionnaires help us understand your unique situation.

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



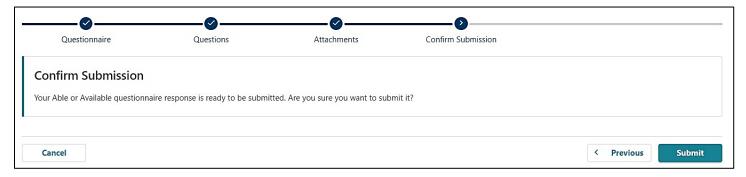
Step 5 — After answering questions, you can attach copies of documents to many questionnaires.

- 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.



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."



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.