

How to Review Your Submissions

You can use Frances Online to review what you have submitted online for processing. Examples include initial claims and weekly claims. Submissions to Frances Online older than 12 months can be found with the search field shown in Step 4.

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 and the text "Frances Online for Claimants". On the right side of the header, there is a "Español" link and a help icon. The main content area features 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? Sign Up for an Online Account", 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" (Respond to an Identity Verification letter), "Contact Us" (Send a message to Paid Leave or the Unemployment Insurance Department), and "Sign up for an Online Account" (As a claimant, you can use this secure portal to sign in, file a claim, and manage benefits online).

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

GUS MORGAN
***-**-2023
550 E JOHNSON ST
CARLTON OR 97111-1060

Welcome, gus morgan
You last logged in on Wednesday, Mar 20, 2024 1:25:09 PM
Manage My Profile

Home Action Center Settings I Want To...

Filter

GUS MORGAN
***-**-2023
550 E JOHNSON ST
CARLTON OR 97111-1060

Claimant Services > File a Paid Leave Oregon Claim

Step 3 — On the next screen, select “Search Submissions” in the “Submission” panel.

Designated Representative
A claimant designated representative is someone you allow to provide and receive information about your Paid Leave benefits.
> Update My Claimant Designated Representative for Paid Leave Benefits
> Cancel a Claimant Designated Representative

Equivalent Plans
Requests related to equivalent plans.
> File an Equivalent Plan Dispute
> Request Data Access for Coverage

Waivers
Request a waiver of an overpayment or a reduction of benefits for Paid Leave Oregon or the Unemployment Insurance (UI) programs.
> State Unemployment Insurance Overpayment Waiver

Unemployment Insurance
Need more information? Here are some helpful resources related to Unemployment Insurance (UI).
> Log Into iMatchSkills

Trade Act Program
The federal Trade Adjustment Assistance (TAA) program provides benefits and services to eligible workers whose jobs have been negatively affected by foreign trade.
> Request for TAA Determination of Entitlement

PINs for Weekly Claim Phone System
Create or change my PIN (Personal Identification Number).
> Change My PIN for the Weekly Claim Line

Submissions
Search for previous submissions.
> Search Submissions

Step 4 — Select a submission to review.

- These include your initial claim, weekly claims, and questionnaire responses.
- You can search by date to look for submissions to Frances Online from more than 12 months ago.

< GUS MORGAN

Submissions

GUS MORGAN
***-**-2023

Submissions are things you have submitted online for processing. Examples include initial claims and weekly claims. Submissions older than 12 months can be found using the search.

Processed

Search

Processed From

Processed To

Search

Submissions

Date	Submission	Account	Account ID	Period
18-Mar-2024	Able / Available / Actively Seeking Work	Regular Unemployment Insurance Bene	000-0514713	
18-Mar-2024	UI Weekly Claim	Regular Unemployment Insurance Bene	000-0514713	16-Mar-2024
17-Mar-2024	Unemployment Insurance Benefit Claim Filing			

Step 5 — You can see information about your submission.

- The information includes when you sent it and when we processed it.

UI Weekly Claim

16-Mar-2024
Regular Unemployment Insurance Benefits
000-0514713
GUS MORGAN

Processed

Confirmation #
0-000-087-471
Submitted 18-Mar-2024 14:13:54 by gus morgan
Processed 18-Mar-2024 14:14:14

UI Weekly Claim

Introduction

Job Offerings and Separations

Able and Willing to Work

Job Search

Work-search Activities

Earnings

Introduction

The following questions apply only to the week of **March 10, 2024** through **March 16, 2024**.

You must report your work-seeking activities each week. To be considered actively seeking work, you must complete at least five work-seeking activities each week you claim benefits. At least two of the work-seeking activities you complete each week must be direct contact with employers.

Check the temporarily unemployed box only if your employer expects you to return to work within four weeks of your last day of work. Checking the temporarily unemployed box incorrectly could delay your payment if your employer does not expect you to return to work within four weeks of your last day of work.

If you have questions about how to file your weekly claim or when to check the temporarily unemployed box, contact us in Frances. Learn about the different ways you can contact us at unemployment.oregon.gov/contact-us.

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Step 6 — Select the “Next” button to advance through the screens and review your answers.

- You can go through and see your responses screen by screen.
- You cannot change the selections you made, you can only review them.

UI Weekly Claim

Introduction Job Offerings and Separations **Able and Willing to Work** Job Search Work-search Activities Earning

Able and Willing to Work

Were you away from your permanent residence for more than three days last week?

Yes No

Were you both physically and mentally able to perform the work you sought last week?

Yes No

Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work?

Yes No

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- You can see the information you provided in your claims or questionnaires.

Work-Seeking Activities

Please record your work-seeking activities for last week.

During each week you claim, you are required to directly contact at least two employers and have a combined total of five work-search activities and job contacts. Failure to provide your work search or failure to look for work may result in a delay or denial of your benefits.

Work-seeking activities include, but are not limited to:

- Registering for job placement services with WorkSource Oregon.
- Attending job placement meetings sponsored by the Employment Department.
- Participating in a job club or networking group dedicated to job placement.
- Updating a resume.
- Reviewing newspaper or job placement websites without responding to a posted job opening.
- Making direct contact with an employer.

Work-Seeking Activities

Date	Work-Seeking Activity
13-Mar-2024	Searching job listings
15-Mar-2024	Attended interview practice at WorkSource Oregon
11-Mar-2024	Updated resume

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Step 7 — The last screen will show your review screen and your confirmation.

- Select the “Submissions” navigation link to return to the search.

Review

Did you fail to accept any offer of work last week?

No

Did you quit a job last week?

No

Were you fired from a job last week?

No

Were you suspended from a job last week?

No

Were you away from your permanent residence for more than three days last week?

Yes

Were you both physically and mentally able to perform the work you sought last week?

Yes

Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work?

Yes

Did you actively look for work last week?

Yes

Did you work last week, or did you receive or will you receive vacation or holiday pay for the week?

No

Confirm

By checking this, I certify this claim is true and correct and is filed under penalty of false swearing.

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