State of Oregon Employment Department

UNEMPLOYMENT INSURANCE

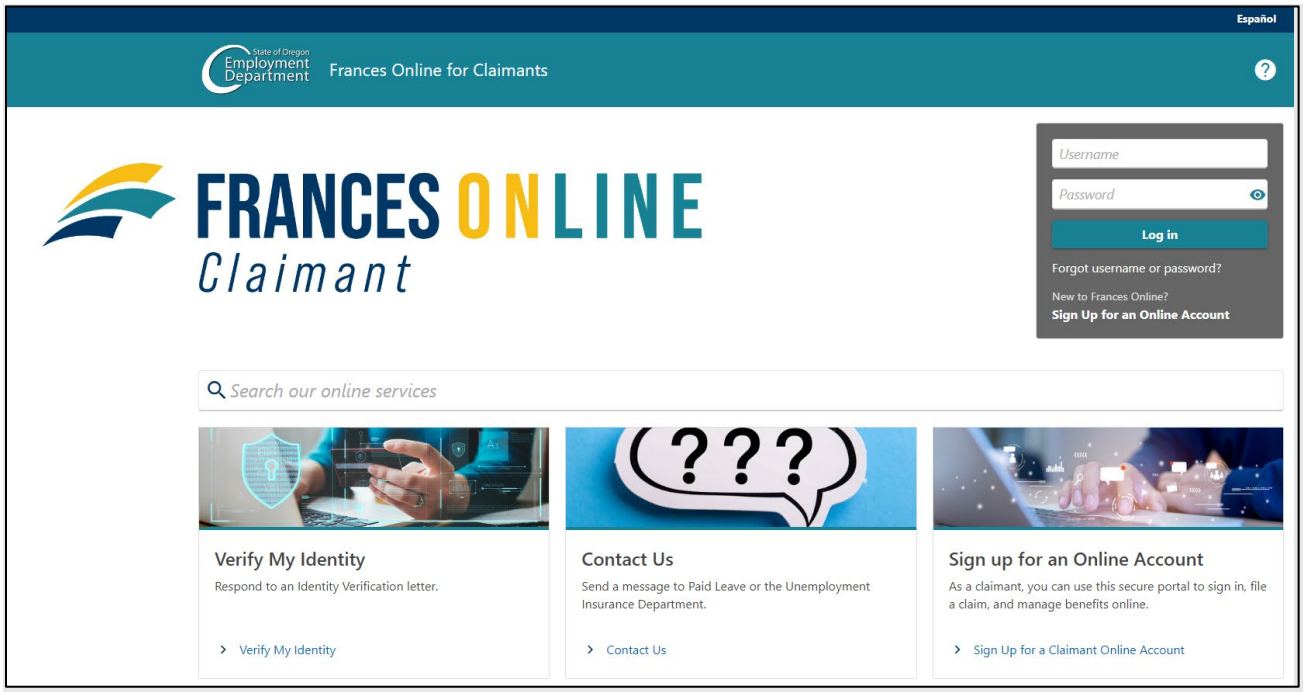
FRANCES ONLINE

How to Review Your Submissions

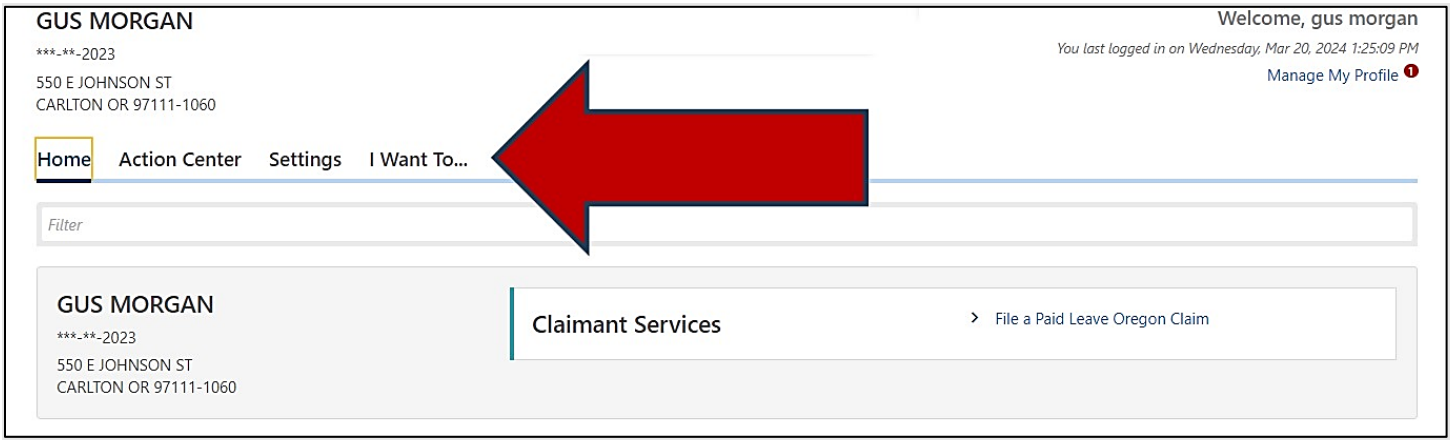
You can use Frances Online to review what you have submitted online for processing. Examples include initial claims and weekly claims. Submissions to Frances Online older than 12 months can be found with the search field shown in Step 4.

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.

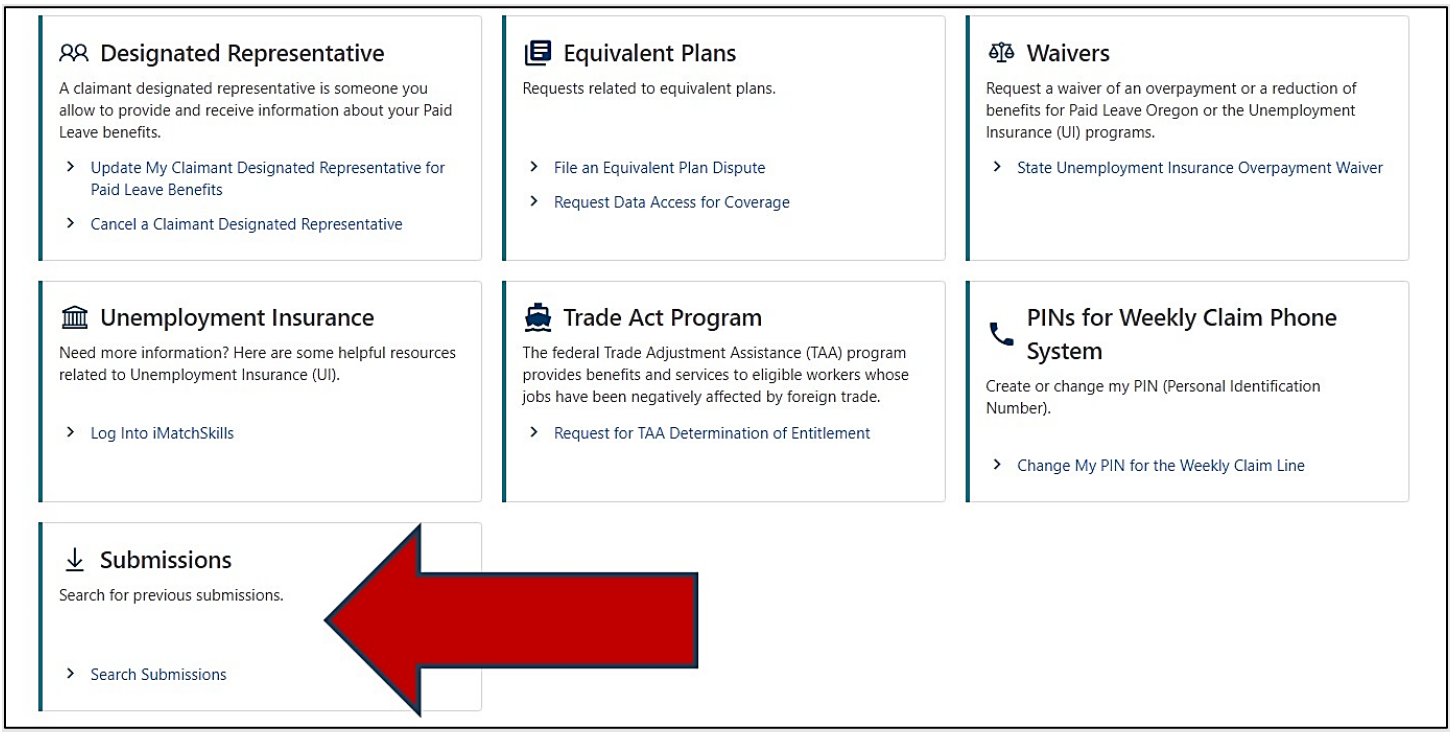
Step 1 — Go to the Frances Online Claimant portal at frances.oregon.gov/claimant and log into your account.



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

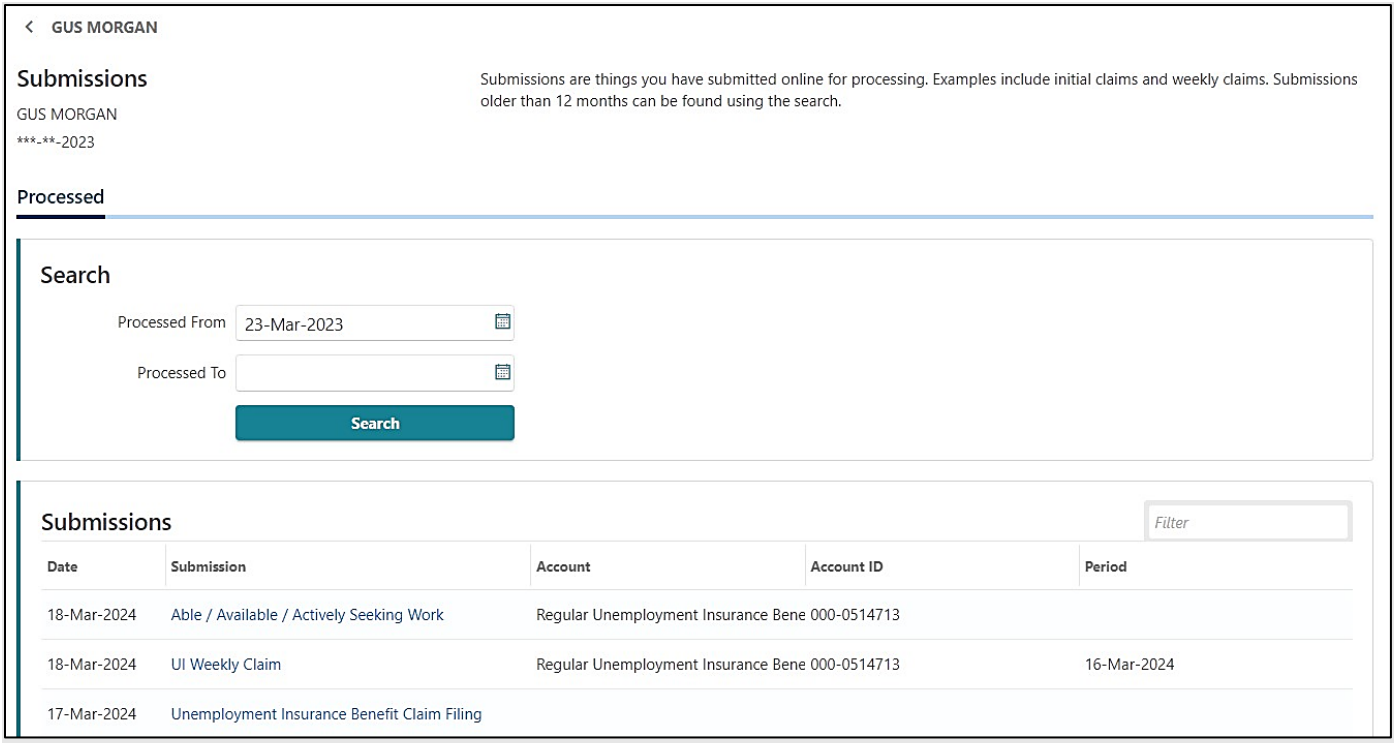


Step 3 — On the next screen, select “Search Submissions” in the “Submission” panel.



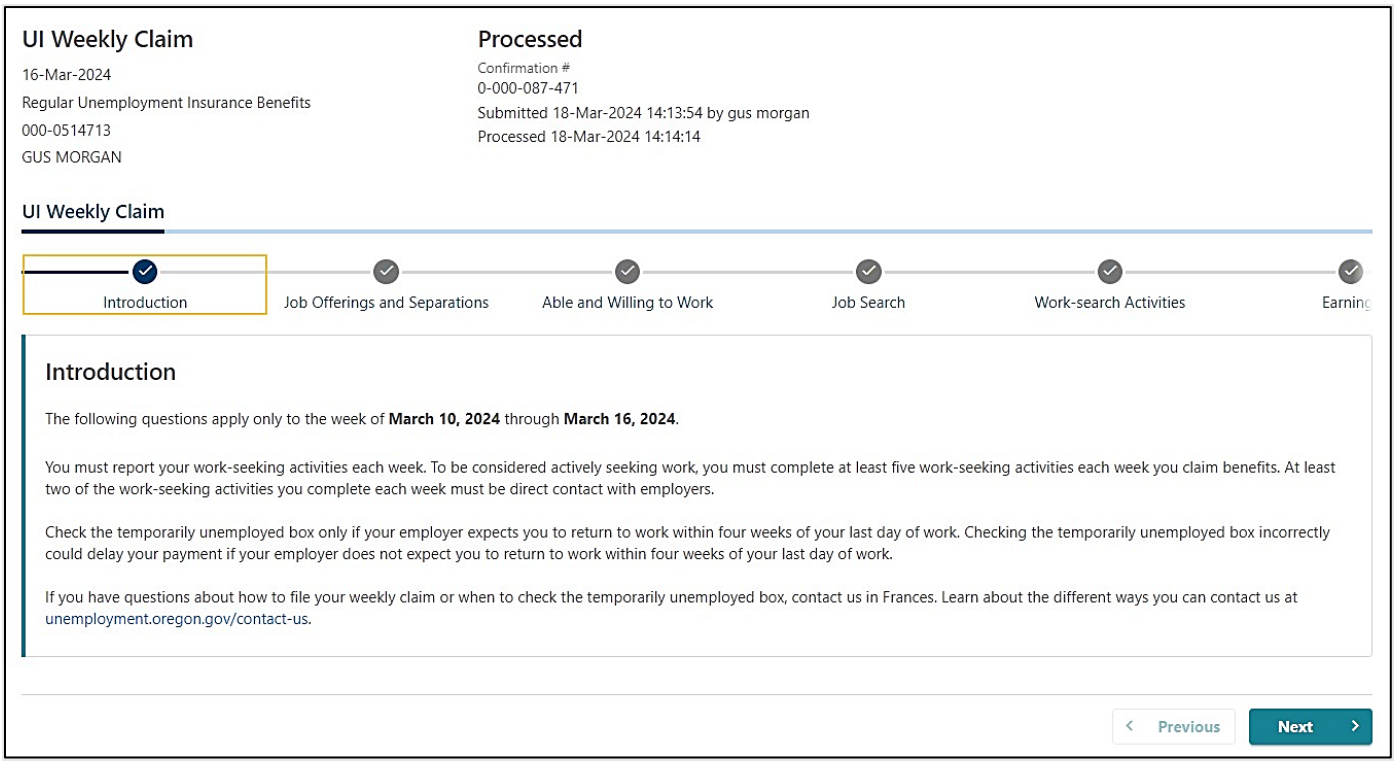
Step 4 — Select a submission to review.

- 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.



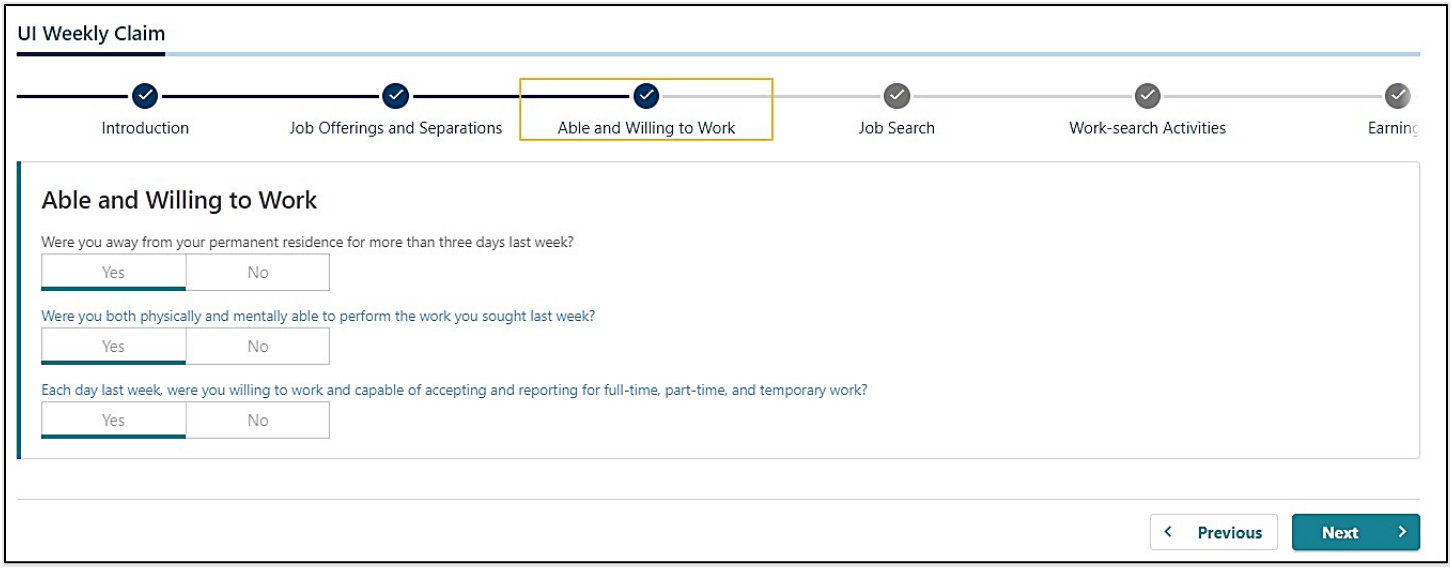
Step 5 — You can see information about your submission.

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

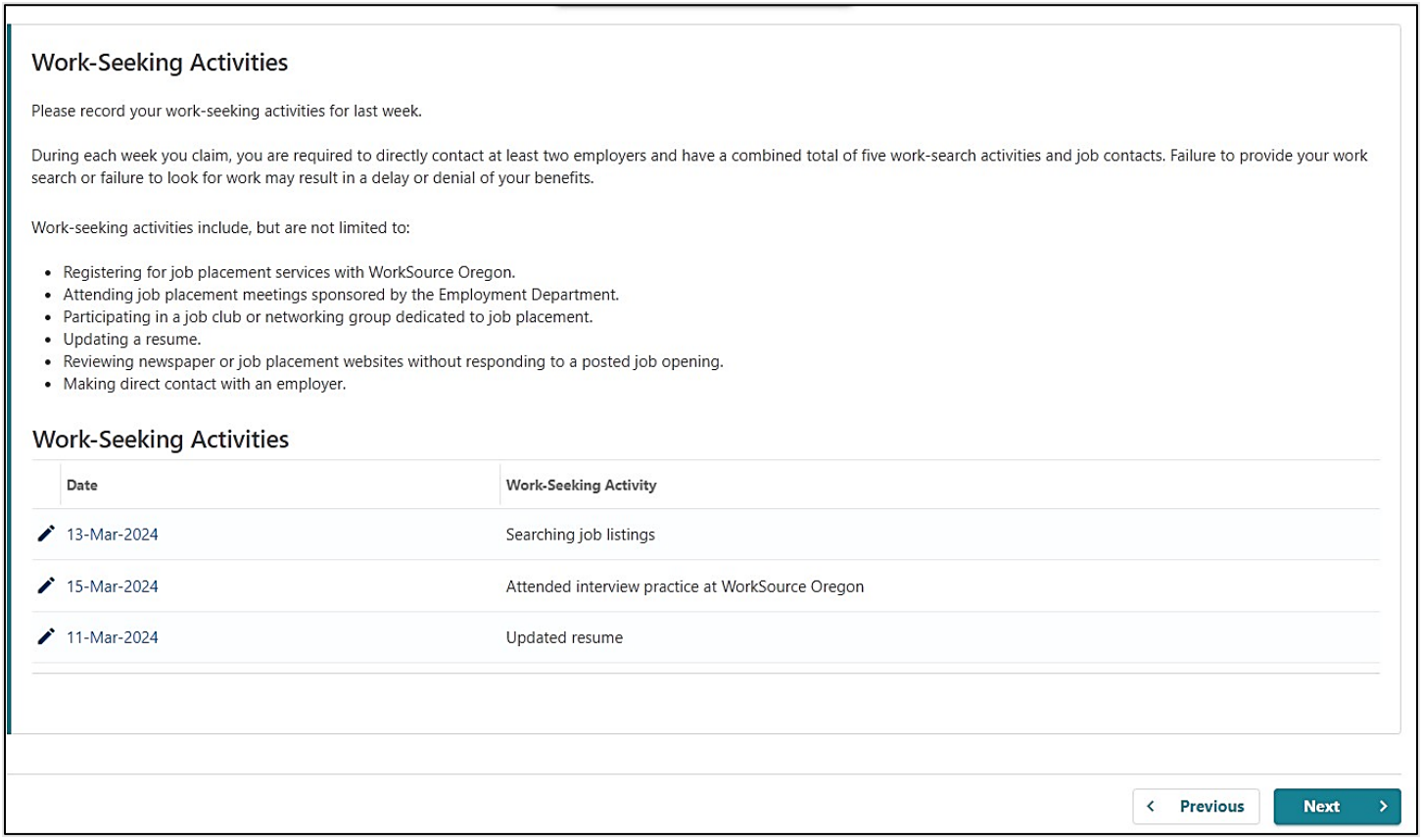


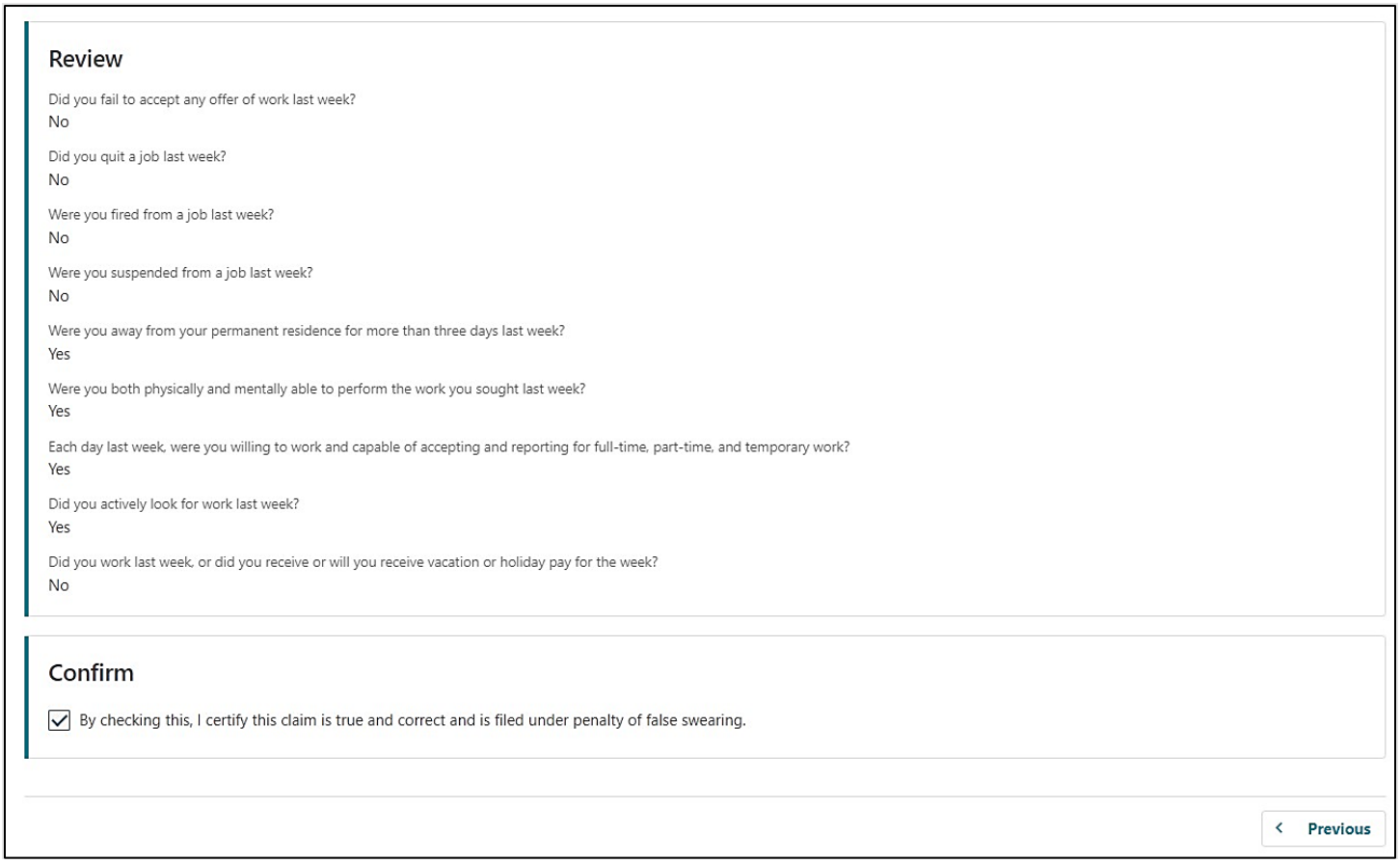
Step 6 — Select the "Next" button to advance through the screens and review your answers.

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



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



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

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