

Update Your Information in Frances Online

You can use Frances Online to update your personal information, including your [address](#), [phone number](#), and [PIN](#) (Personal Identification Number). This will help us contact you if we need to. After you send your request, we may contact you to confirm the change and protect your information. **Please check your mail for time-sensitive letters and check the Action Center in Frances Online.**

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 left is the State of Oregon Employment Department logo. To its right is the text "Frances Online for Claimants" and a question mark icon. Below this is the "FRANCES ONLINE Claimant" logo. On the right side, there is a login form with "Username" and "Password" input fields, 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" (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

Change Your Address

We will mail important information to this address, including tax forms and decisions about your benefits. You can choose to have most documents sent electronically, but we are required to send some documents by U.S mail, so check your mailbox often.

To update your address after logging in to Frances Online:

- After you submit your request, your new address information will be reflected in Frances Online account. However, we will confirm the address change to protect your information, which will delay benefit payments until we validate your information.
- In the “Names, Addresses, and Contacts” panel, select “Manage Names and Addresses.”

Home Action Center Settings I Want To...

What are you looking for?

Verify My Identity
Respond to an Identity Verification letter.
> Verify My Identity

Messages
View and send messages to Oregon Employment Department.
> View Messages
> Send a Message

Letters
View letters I've received from the Oregon Employment Department.
> View Letters

Names, Addresses, and Contacts
View or update names, addresses, and contacts associated to this customer.
> Manage Names and Addresses
> Update Contact Information
> Update Pronouns

Report Fraud
Let the Oregon Employment Department know about Unemployment Insurance (UI) or Paid Leave fraud.
> Report General Fraud
> Report Paid Leave General Fraud
> Report Paid Leave ID Theft

Payment Plans
Set up a voluntary payment plan or apply for hardship.
> Payment Plan Application
> Hardship Application

- On the next screen, select “Addresses.”


Names and Addresses

OZZIE CHASE
***-**-0211

Names **Addresses**

Defaults

Claimant Legal	OZZIE CHASE
Preferred	Add



- Select your physical or mailing address.
 - If you don't provide a mailing address, we will send mail to your physical address.
- Select “Add” to add a mailing address if you have one and did not add it before.



Names and Addresses

OZZIE CHASE
***-**-0211

Names **Addresses**

Defaults

Physical	550 E JOHNSON ST CARLTON OR 97111-1060
Mailing	Add

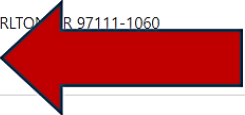


- Select “Change this address.”

Address

Physical

Current Physical
550 E JOHNSON ST CARLTON OR 97111-1060
Change this address



- After you update the information, verify the address by selecting “Click here to verify your address.”

Change Address

Physical Change

Country USA


Street 550 E JOHNSON ST

Street 2

Unit Type Unit City CARLTON

State OREGON Zip 97111-1060 County YAMHILL

Attention

 Address needs to be verified *

[Click here to verify your address](#)

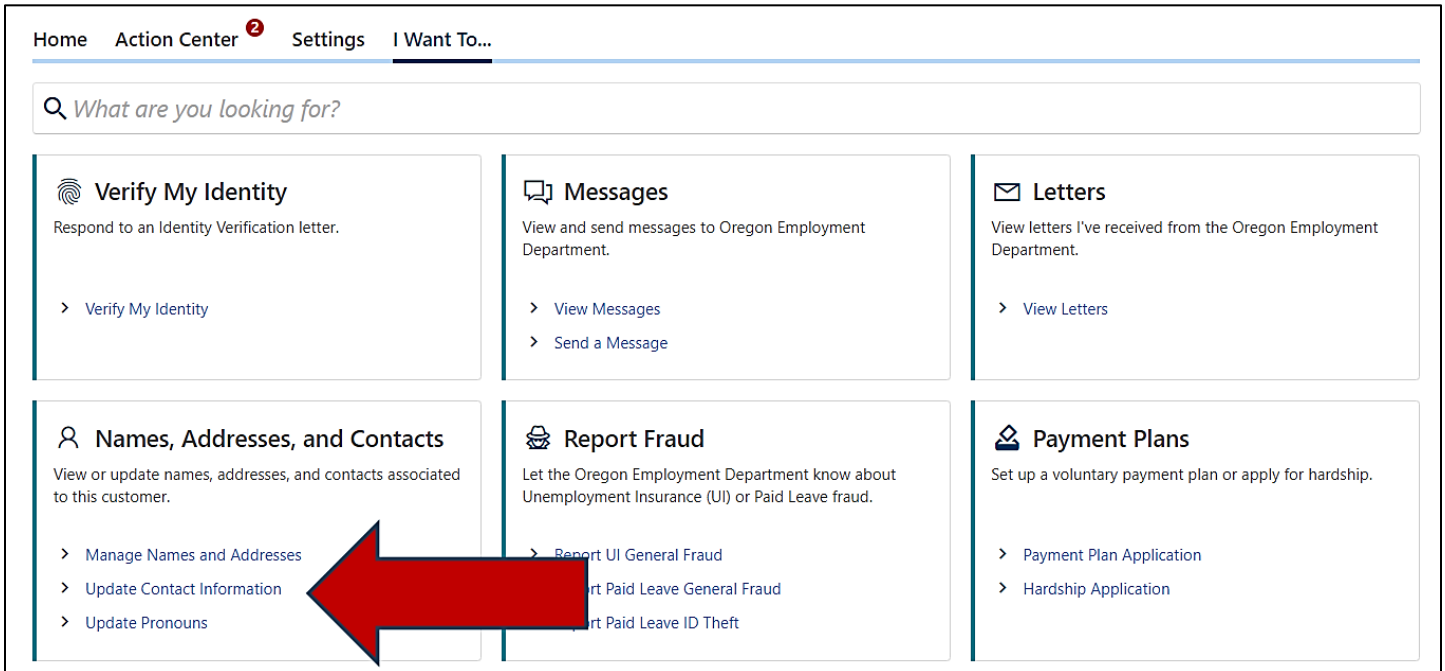
Cancel Previous Next

- Select “Next” and review your submission. You must select “Submit” to save your changes.

Change Your Phone Number

We will call you if we need more information about your claim. To update your phone number after logging in to Frances Online:

- In the “Names, Addresses, and Contacts” panel, select “Update Contact Information.”



- In the Primary Phone Number field, update your phone number. You must include your area code.
- Please select what kind of phone line you have, and what country you are in.
- You can add a second phone number as well.
- Check the box to give us permission to leave detailed messages.

The screenshot shows the 'Contact Information' form. At the top, there is a 'Contact' breadcrumb. The form contains the following fields and options:

- Email Address:** A text input field containing 'ozzie@email.com'.
- Country:** A dropdown menu with 'USA' selected.
- Primary Phone Type:** A dropdown menu with 'Cell Phone' selected.
- Primary Phone Number:** A text input field containing '(123) 456-7890'.
- Do you have a second phone number you wish to provide?:** Two radio button options, 'Yes' and 'No', with 'No' selected.
- Permission:** A checked checkbox with the text 'I give the Oregon Employment Department permission to leave a detailed message or questions regarding my claim.'

At the bottom of the form, there are three buttons: 'Cancel', 'Previous', and 'Next'.

- Select “Next” and review your submission. You must select “Submit” to save your changes.

Update Contact

OZZIE CHASE
***-**-0211

Contact

Contact Information

Email Address

Country

Primary Phone Type

Primary Phone Number

I give the Oregon Employment Department permission to leave a detailed message or questions regarding my claim.

Do you have a second phone number you wish to provide?

Change Your PIN

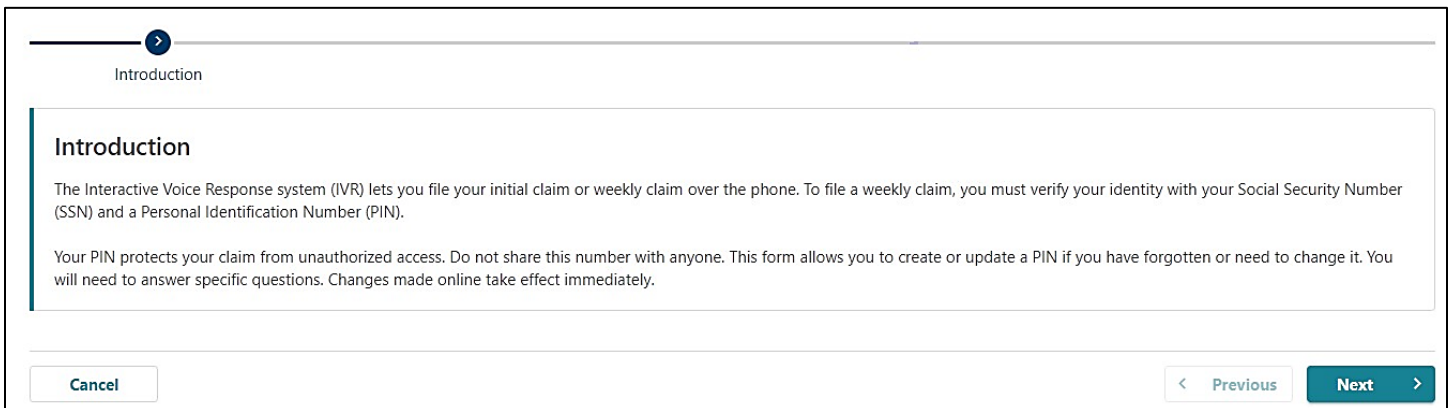
Create or update a PIN (Personal Identification Number) to use the Weekly Claim Line.

- Select “Change My PIN for the Weekly Claim Line” in the “PINs for Weekly Claim Phone System” panel.



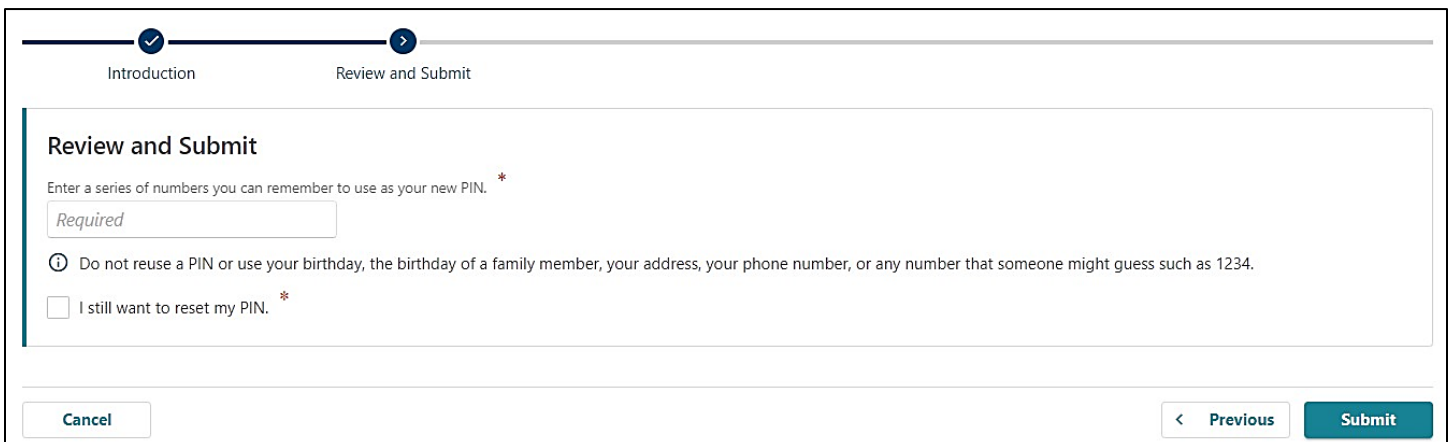
The screenshot shows three navigation panels. The first panel is 'Unemployment Insurance' with a link to 'Log Into iMatchSkills'. The second panel is 'Trade Act Program' with a link to 'Request for TAA'. The third panel is 'PINs for Weekly Claim Phone System' with a link to 'Change My PIN for the Weekly Claim Line'. A large red arrow points from the 'Request for TAA' link to the 'Change My PIN for the Weekly Claim Line' link.

- Review the information in the introduction so you understand how to use your PIN.



The screenshot shows the 'Introduction' page. At the top, there is a progress indicator with a blue circle and a right arrow. Below it, the text reads: 'Introduction. The Interactive Voice Response system (IVR) lets you file your initial claim or weekly claim over the phone. To file a weekly claim, you must verify your identity with your Social Security Number (SSN) and a Personal Identification Number (PIN). Your PIN protects your claim from unauthorized access. Do not share this number with anyone. This form allows you to create or update a PIN if you have forgotten or need to change it. You will need to answer specific questions. Changes made online take effect immediately.' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

- Choose a four-number PIN that is unique and secret.
- You must check the box next to “I still want to reset my PIN” to continue.
- Do not reuse a PIN or use your birthday, the birthday of a family member, your address, your phone number, or any number that someone might guess such as 1234.
- Select “Submit” to create your new PIN.



The screenshot shows the 'Review and Submit' page. At the top, there is a progress indicator with a blue circle and a right arrow. Below it, the text reads: 'Review and Submit. Enter a series of numbers you can remember to use as your new PIN. *'. There is a text input field with the word 'Required' in italics. Below the input field, there is a warning icon and the text: 'Do not reuse a PIN or use your birthday, the birthday of a family member, your address, your phone number, or any number that someone might guess such as 1234.' Below that, there is a checkbox with the text: 'I still want to reset my PIN. *'. At the bottom, there are 'Cancel', 'Previous', and 'Submit' buttons.