State of Oregon Employment Department

UNEMPLOYMENT INSURANCE

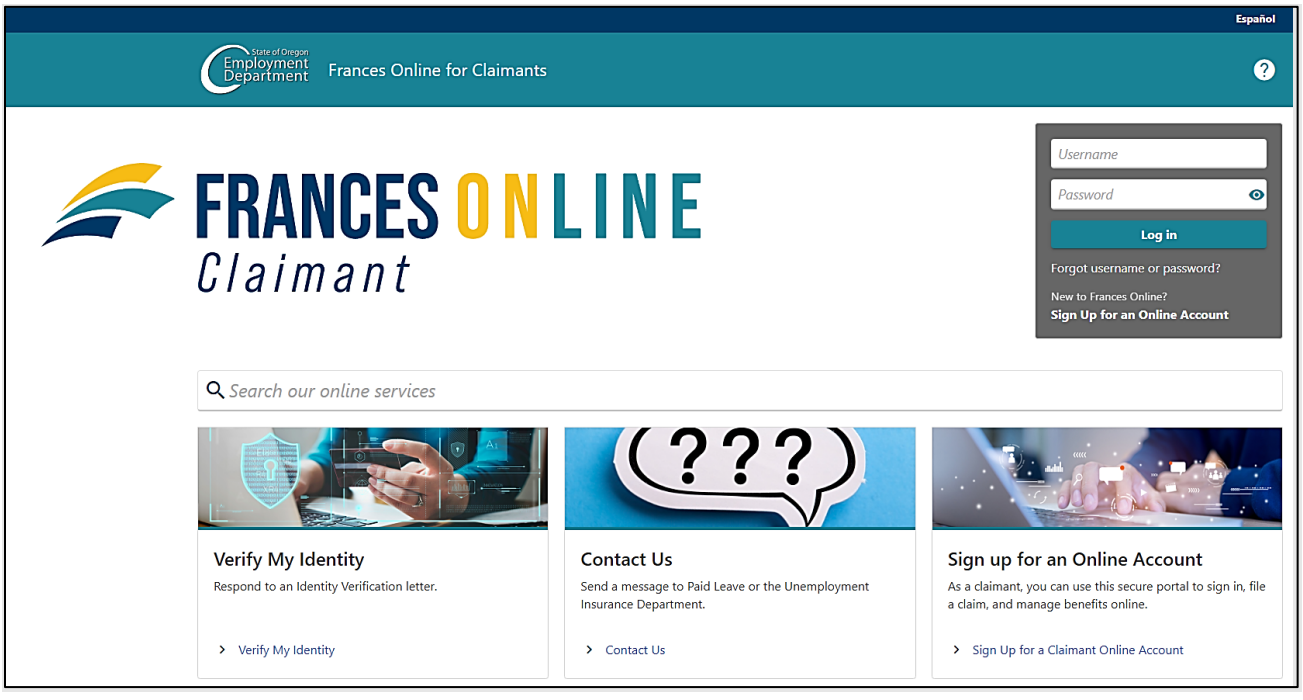
FRANCES ONLINE

Update Your Information in Frances Online

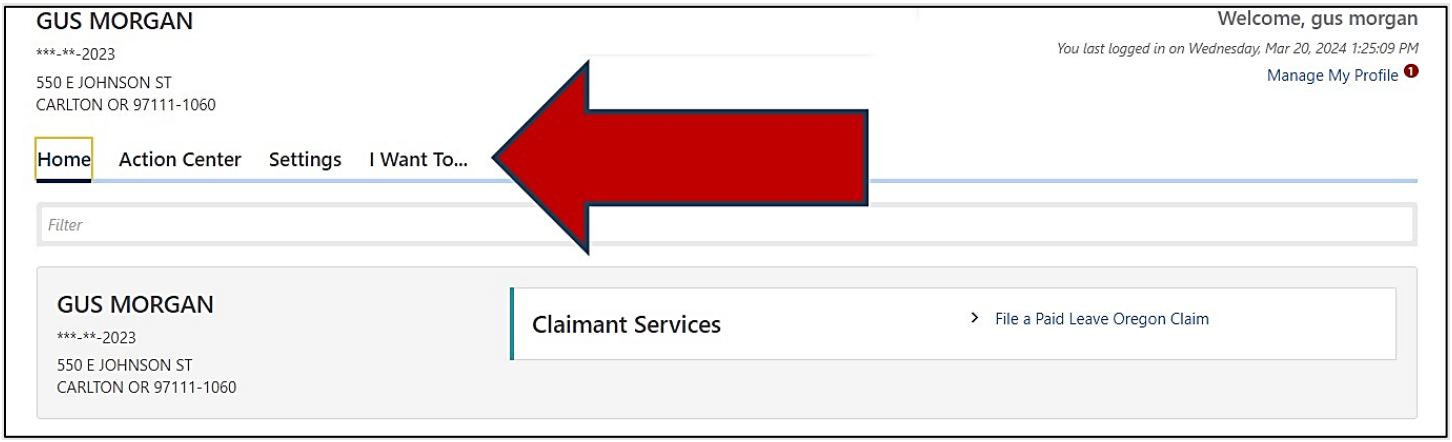
You can use Frances Online to update your personal information, including your address, phone number, and PIN (Personal Identification Number). This will help us contact you if we need to. After you send your request, we may contact you to confirm the change and protect your information. **Please check 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.



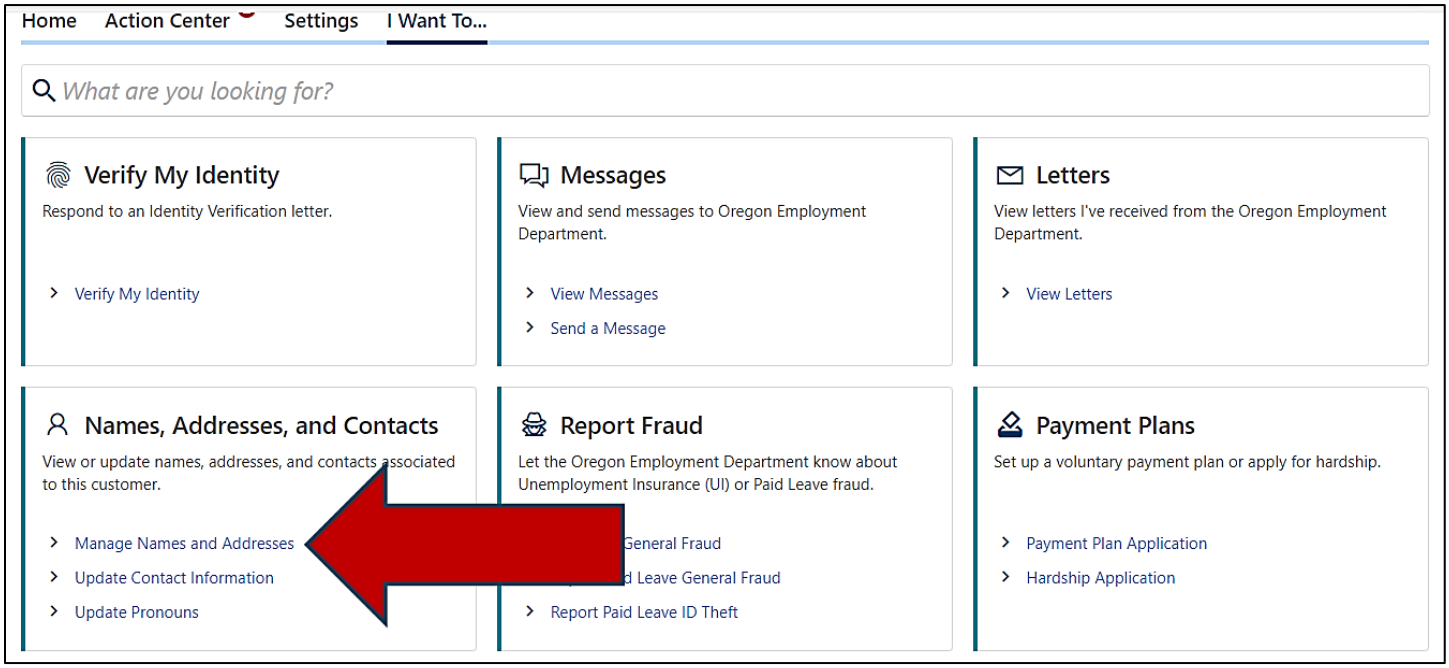
Step 2 — On the Home screen, select "I Want To…" to see more options.



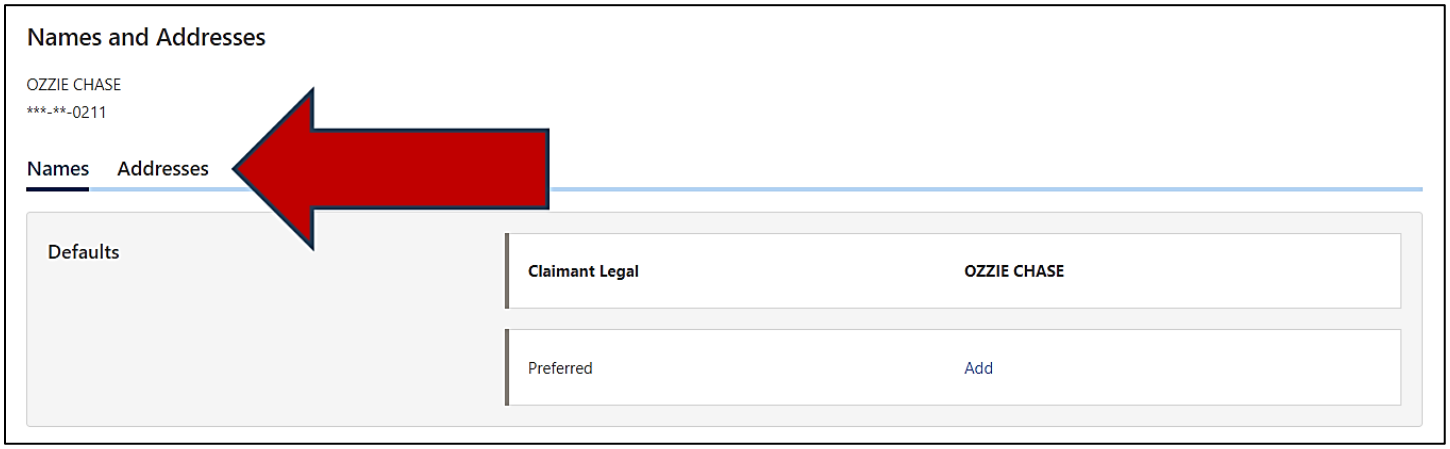
Change Your Address

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:

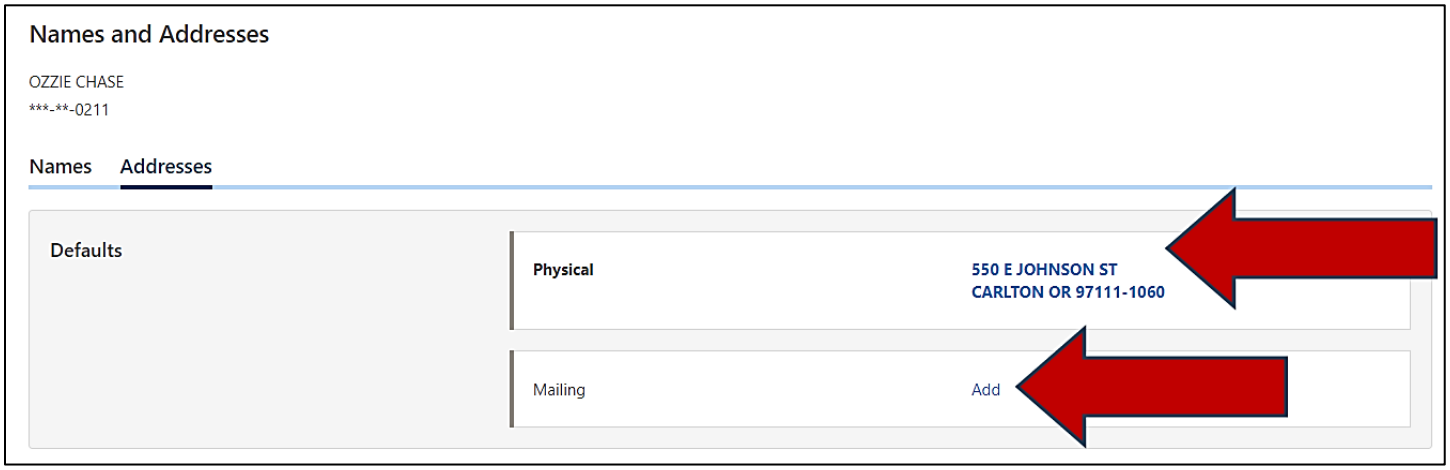
- After you submit your request, your new address information will be reflected in Frances Online account. However, we will confirm the address change to protect your information, which will delay benefit payments until we validate your information.
- In the "Names, Addresses, and Contacts" panel, select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



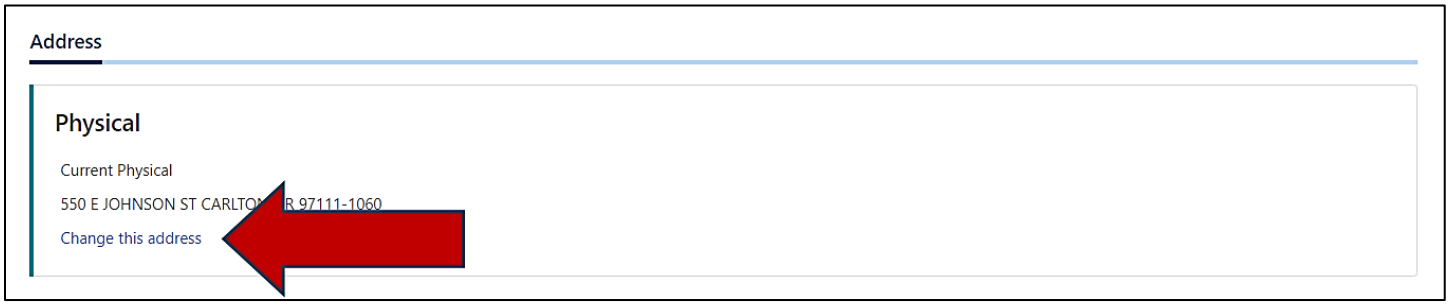
- On the next screen, select “Addresses.”



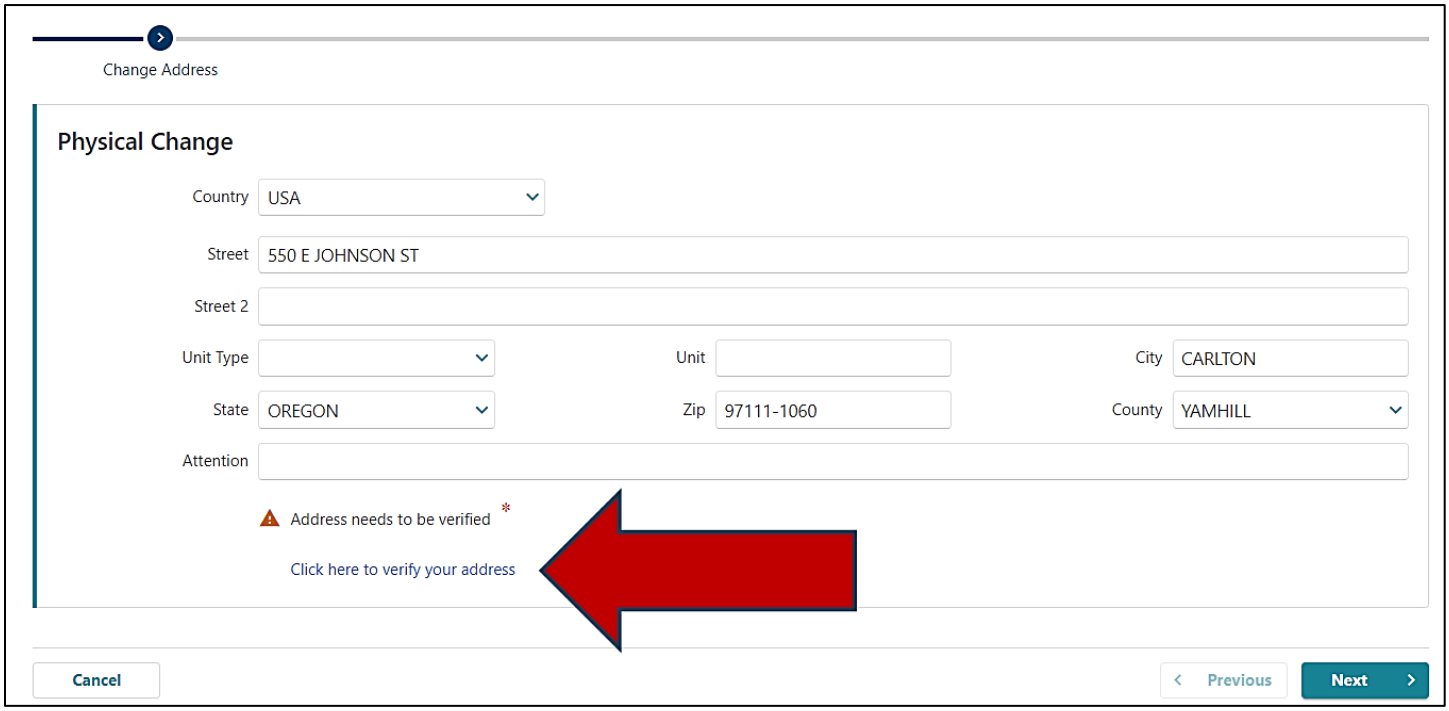
- Select your physical or mailing address.
  - If you don’t provide a mailing address, we will send mail to your physical address.
- Select “Add” to add a mailing address if you have one and did not add it before.



- Select “Change this address.”



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

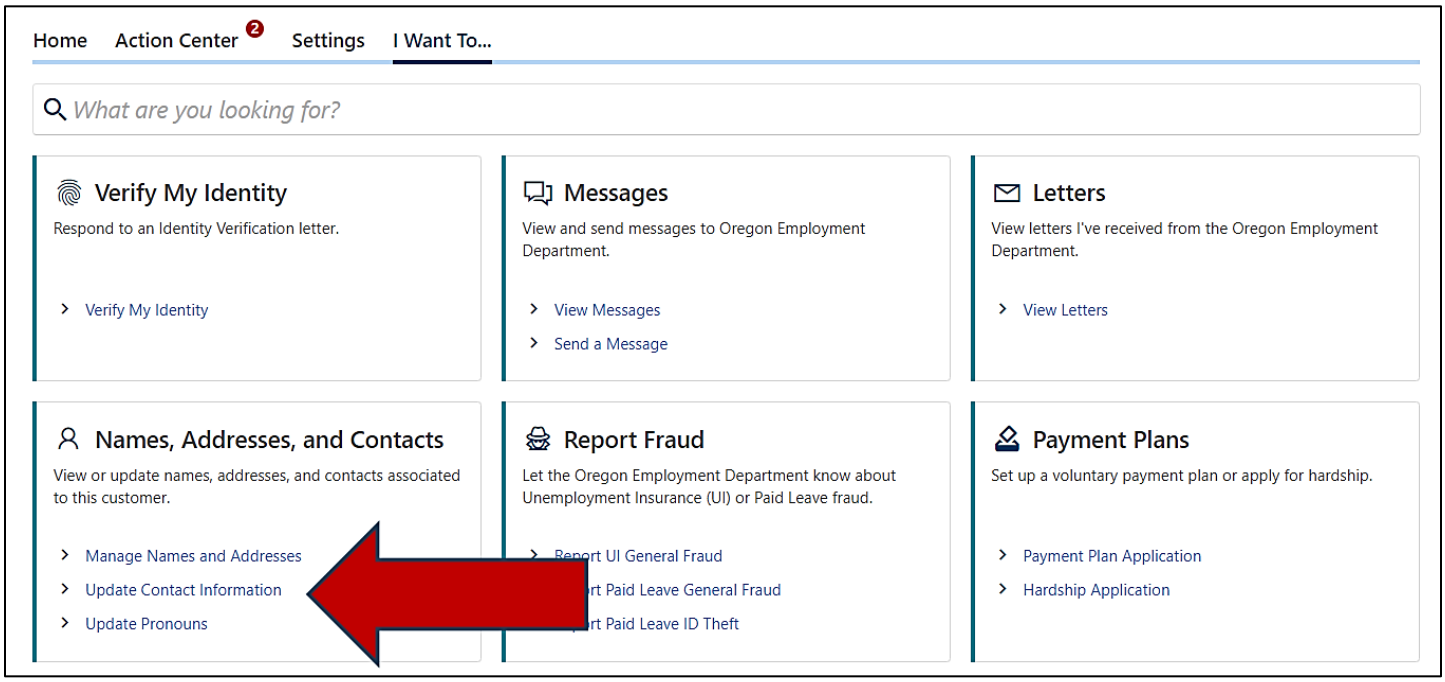


- Select “Next” and review your submission. You must select “Submit” to save your changes.

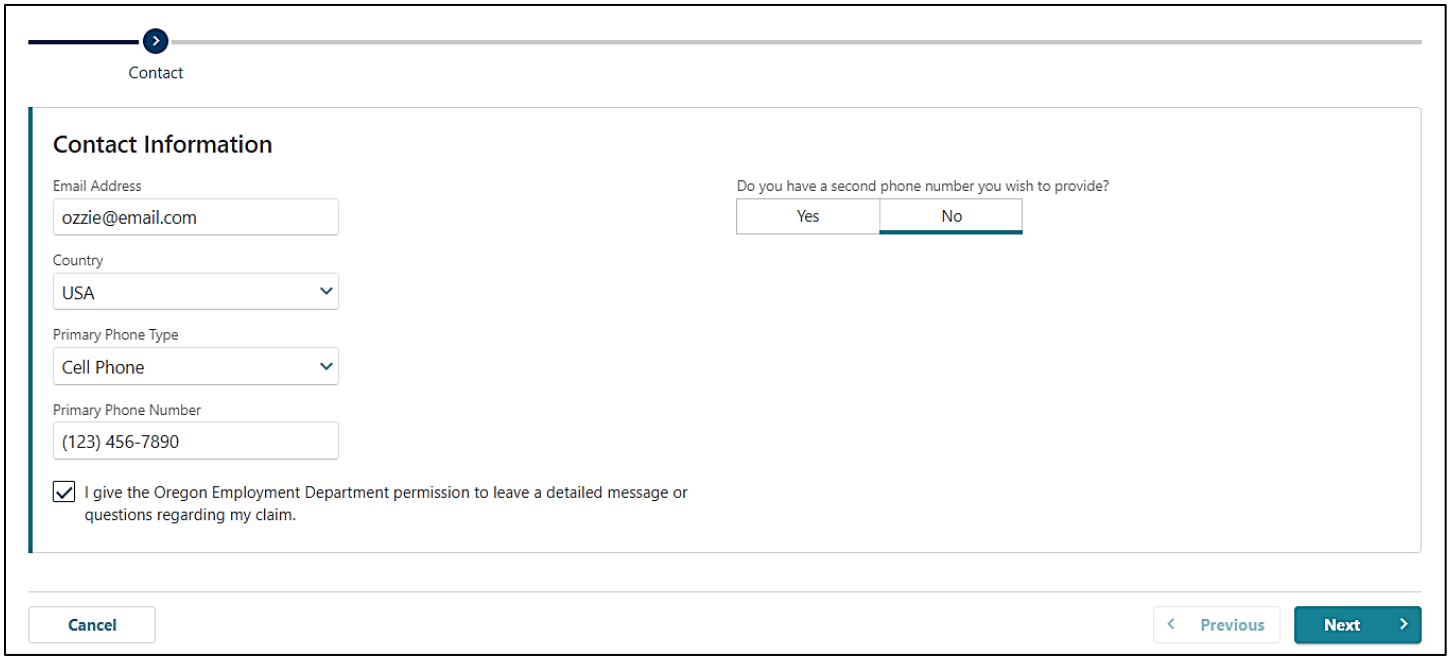
Change Your Phone Number

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

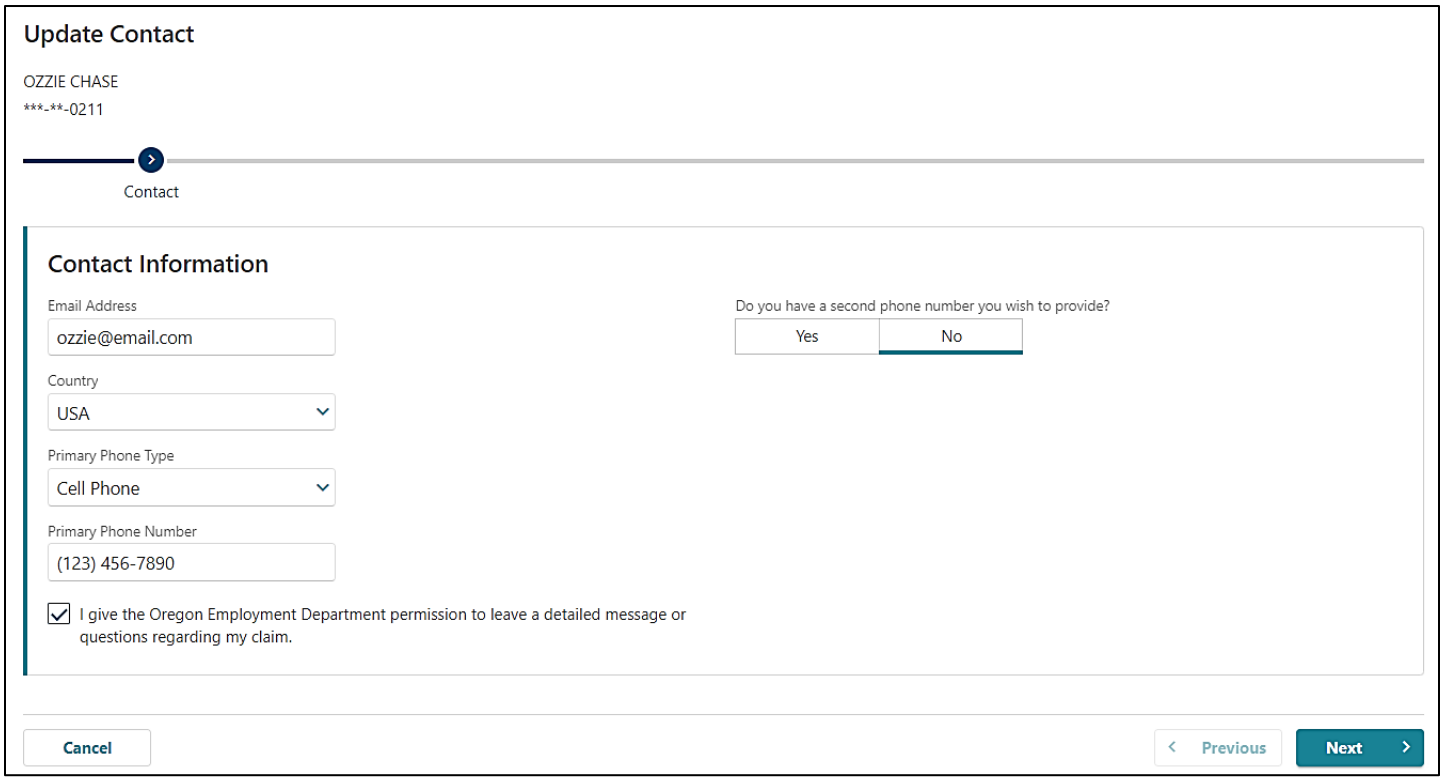
- In the “Names, Addresses, and Contacts” panel, select “Update Contact Information.”



- 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.



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

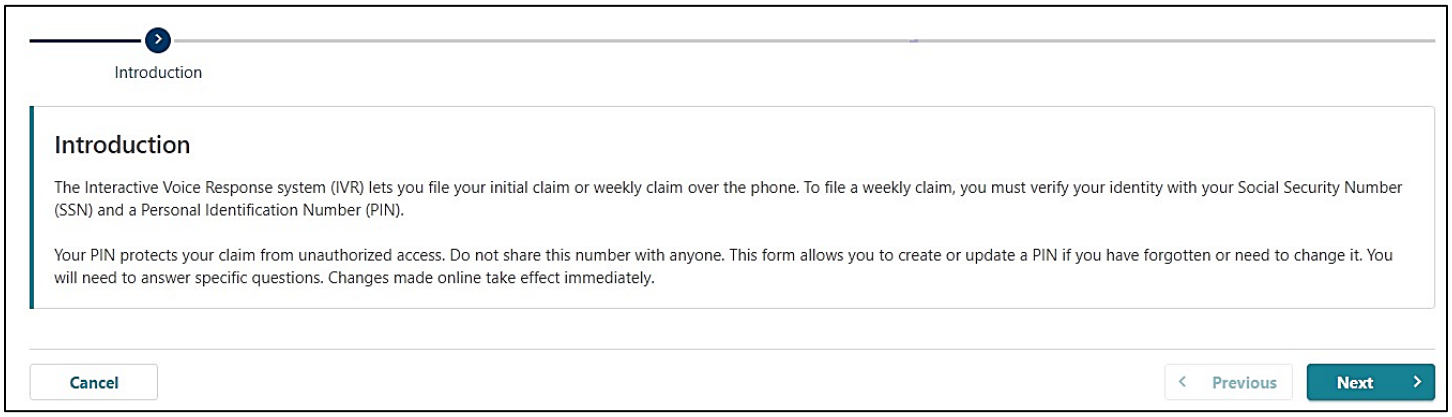
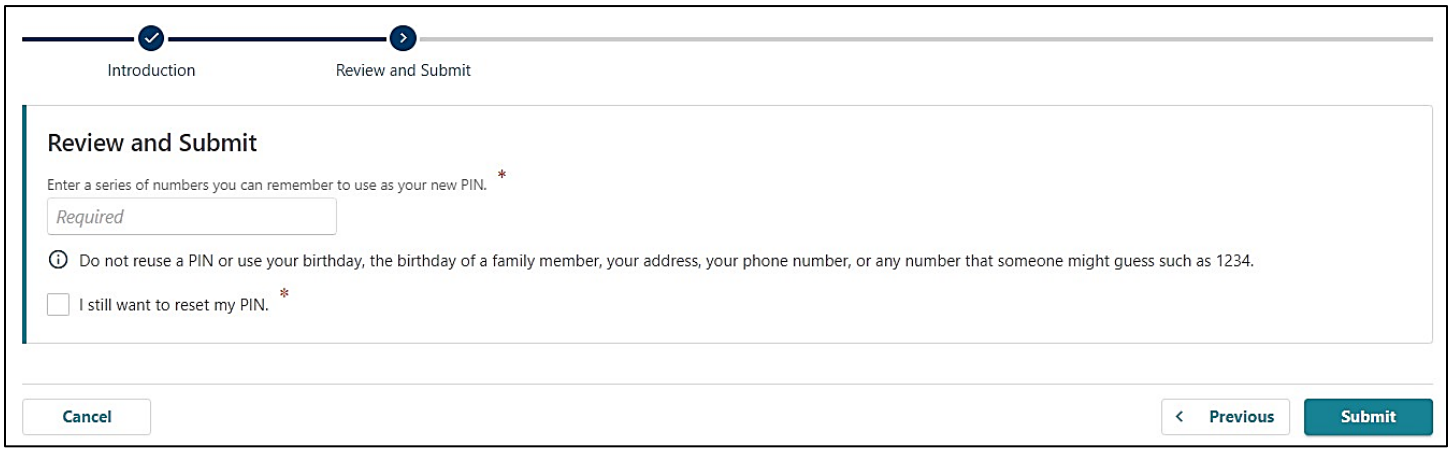


Change Your PIN

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.

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



- 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.