

How to File a Weekly Claim

Use this guide to file your weekly claim for benefits from the Unemployment Insurance Program. You must file every week so we can decide if you are eligible for benefits.

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

- There are two ways to get there:
 - Go to frances.oregon.gov
 - Under “Employees and Claimants,” click “Log on to Frances Online” OR
 - Go directly to frances.oregon.gov/claimant
- Enter your email address (username) and password and select “Log in.”

The screenshot shows the Frances Online Claimant Portal. At the top left is the Oregon Employment Department logo and the text "Frances Online for Claimants". At the top right is a "Español" link, a help icon, and a "Can I Help?" link. The main content area features the "FRANCES ONLINE Claimant" logo. On the right 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 labeled "Search our online services". At the bottom are three service tiles: "Verify My Identity" (with a shield icon), "Contact Us" (with a speech bubble icon), and "Sign up for an Online Account" (with a hand icon).

Step 2 — On your home screen, look for the “Ready to File” message for the week you want to file a claim. Select “File Now”.

The screenshot shows the user's profile information: GUS MORGAN, born [REDACTED]-2023, living at 550 E JOHNSON ST, CARLTON OR 97111-1060. The user is logged in as gus morgan on Monday, Mar 18, 2024 at 8:47:58 AM. The navigation menu includes Home, Action Center, Settings, and I Want To... A search filter is present. Two main service cards are visible: 1) 'Claimant Services' with a link to 'File a Paid Leave Oregon Claim'. 2) 'Current Unemployment Insurance Benefits' for the week of 10-Mar-2024 to 08-Mar-2025, with a 'File Now' link and a status of 'Ready to File'.

Step 3 — Read the instructions. It is important that you give correct and accurate answers.

- For each screen, select “Next” when you are ready to continue.

The screenshot shows the 'UI Weekly Claim' screen for GUS MORGAN, dated 16-Mar-2024. It is for 'Regular Unemployment Insurance Benefits' with ID 000-0514713. A progress bar shows 'Introduction' as the current step. The main content area contains the following text: '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.' At the bottom, there are 'Cancel', 'Previous', and 'Next' buttons.

Step 4 — Answer the questions about any job offers or separations.

- This includes if you quit, were fired, or were suspended.

The screenshot shows a progress bar at the top with two steps: 'Introduction' (completed) and 'Job Offerings and Separations' (current step, highlighted with a yellow box). Below the progress bar is the title 'Job Offerings and Separations'. The main content area contains four questions, each with 'Yes' and 'No' radio button options:

- Did you fail to accept any offer of work last week? *
- Did you quit a job last week? *
- Were you fired from a job last week? *
- Were you suspended from a job last week? *

At the bottom of the form, there is a 'Cancel' button on the left and 'Previous' and 'Next' buttons on the right.

Step 5 — Answer the questions about being able and willing to work.

The screenshot shows a progress bar at the top with three steps: 'Introduction' (completed), 'Job Offerings and Separations' (completed), and 'Able and Willing to Work' (current step, highlighted with a yellow box). Below the progress bar is the title 'Able and Willing to Work'. The main content area contains three questions, each with 'Yes' and 'No' radio button options:

- Were you away from your permanent residence for more than three days last week? *
- Were you both physically and mentally able to perform the work you sought last week? *
- Each day last week, were you willing to work and capable of accepting and reporting for full-time, part-time, and temporary work? *

At the bottom of the form, there is a 'Cancel' button on the left and 'Previous' and 'Next' buttons on the right.

Step 6 — When you answer “yes” to the question about looking for work, you will need to give more information about the direct contacts you made.

- Direct contact means asking about work or applying for jobs in the way employers want, such as by email, phone call, online application, or in person.
 - Note: Most people are required to look for work and report their work search efforts.
 - Depending on your situation, you may not have to list work-search activities.

Unemployment Insurance — How to File a Weekly Claim

Work-Search

Did you actively look for work last week?

Yes No

Please record the employers you contacted for jobs 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.

Direct contact with an employer means communicating with an employer in person, by phone, mail, or electronically to ask about a job opening or apply for job openings in the way the employer wants.

Work-search activities will be recorded on the next step.

Direct Contacts

Employer Name	Job Title	Location	Contact Date	Contact Method	Results
+ Add a Direct Contact					
+ Add a Direct Contact					

Step 7 — You need to list the employer’s name, your potential job title, the location, the date of the contact, how you contacted the employer, and the results.

< GUS MORGAN

UI Weekly Claim

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

Introduction Job Offerings and Separation

Job Search

Did you actively look for work last week?

Yes No

Please record the employers you contacted for jobs 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.

Direct contact with an employer means communicating with an employer in person, by phone, mail, or electronically to ask about a job opening or apply for job openings in the way the employer wants.

Work-seeking activities will be recorded on the next step.

Direct Contacts

Employer Name	Job Title	Location	Contact Date	Contact Method	Results
+ Add a Direct Contact					
+ Add a Direct Contact					

Direct Contact

Employer Name *

Job Title *

Location *

Contact Date *

Contact Method *

Results *

Step 8 — Add any additional work-search activities you did, such as looking through job announcements, updating a resume, or attending WorkSource Oregon training.

- Include the date of the activity and a description.

Work-Search Activities

Please record your work-search 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-search 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.

Date	Work-Search Activity
+ Add a Work Seeking Activity	
+ Add a Work Seeking Activity	

Cancel < Previous Next >

Step 9 — Report any earnings for the week.

- This may include work you did (but have not yet been paid for) and vacation or holiday pay.

Earnings

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

Yes No

Cancel < Previous Next >

Step 10 — We want to make sure you receive important information that we mail.

- Check to make sure your mailing address is correct.

Address Verification

It is very important that you keep us informed of your current mailing address, as forms mailed by the Employment Department are not forwarded. Before you claim your week of benefits, please review the mailing address we have for you.

550 E JOHNSON ST CARLTON OR 97111-1060

Is your mailing address correct? *

Yes No

Cancel < Previous Next >

Step 11 — Review the information you provided before checking the box to confirm the information is accurate.

- Select “Submit” to finish your weekly claim.

The screenshot shows a progress bar at the top with six steps: "Willing to Work", "Work-Search", "Work-Search Activities", "Earnings", "Address", and "Review". The "Review" step is highlighted with a yellow box. Below the progress bar is a "Review" section with the following questions and answers:

- 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? No
- 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

Below the review section is a "Confirm" section with a checkbox and the text: "By checking this, I certify this claim is true and correct and is filed under penalty of false swearing. *". A large red arrow points to this checkbox. At the bottom of the form are three buttons: "Cancel", "Previous", and "Submit".

Step 12 — Repeat these steps each week so we can decide if you are eligible for benefits.