

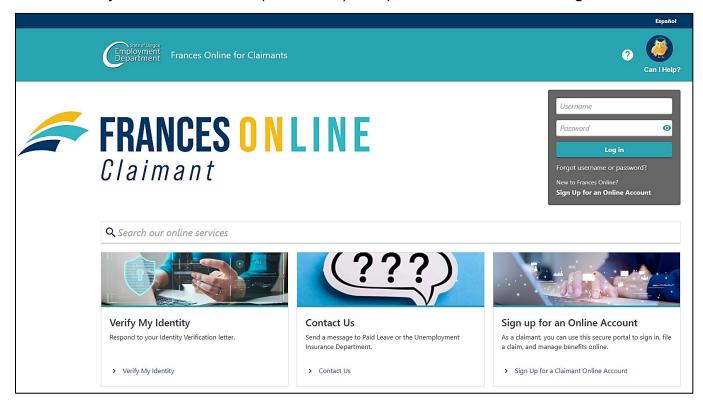
How to File a Weekly Claim

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.

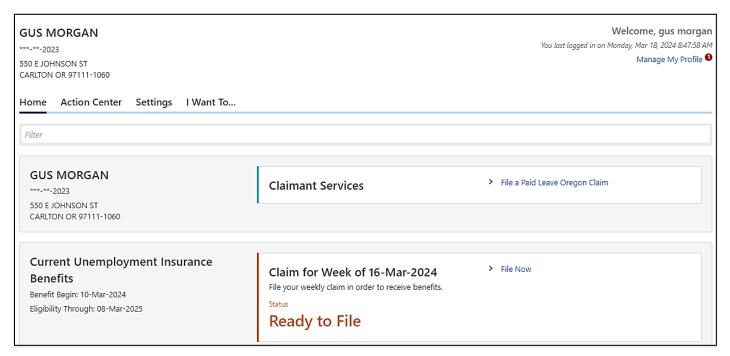
Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. We are making regular updates to the system, so the screens you see may look a little different from the images in this guide. You can use the "next" and "previous" buttons to move between screens and update 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:
 - o Go to frances.oregon.gov
 - Under "Employees and Claimants," click "Log on to Frances Online" OR
 - Go directly to <u>frances.oregon.gov/claimant</u>
- Enter your email address (username) and password and select "Log in."

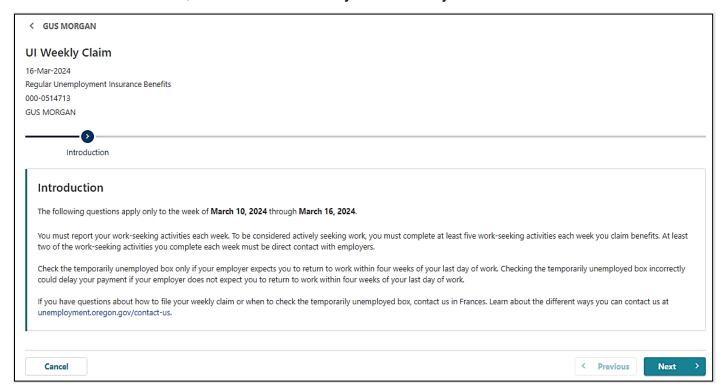


Step 2 — On your home screen, look for the "Ready to File" message for the week you want to file a claim. Select "File Now".



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.



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

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

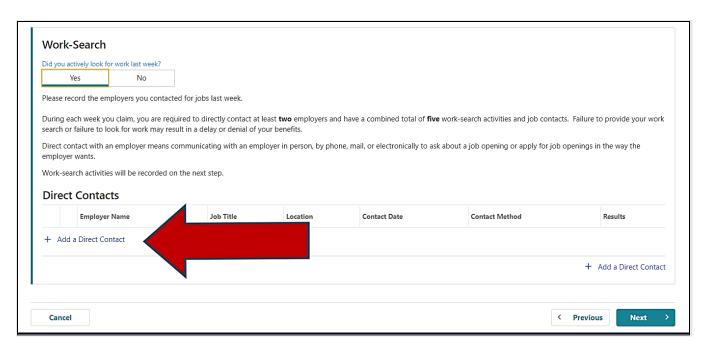


Step 5 — Answer the questions about being able and willing to work.

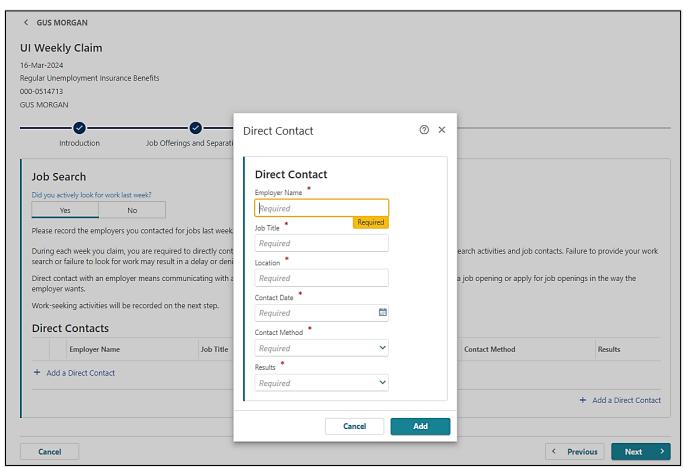


Step 6 — When you answer "yes" to the question about looking for work, you will need to give more information about the direct contacts you made.

- 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.

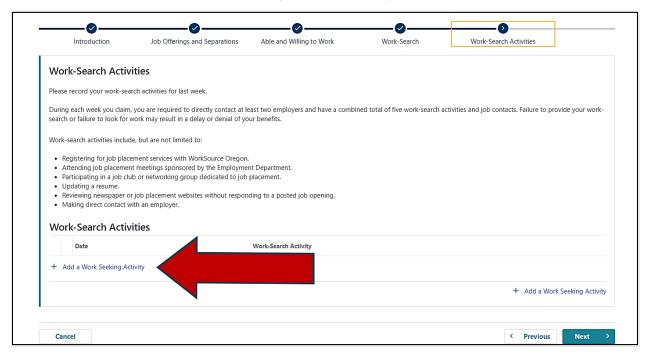


Step 7 — You need to list the employer's name, your potential job title, the location, the date of the contact, how you contacted the employer, and the results.



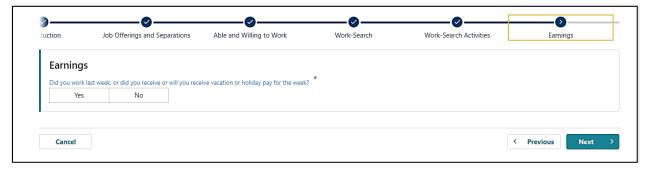
Step 8 — Add any additional work-search activities you did, such as looking through job announcements, updating a resume, or attending WorkSource Oregon training.

Include the date of the activity and a description.



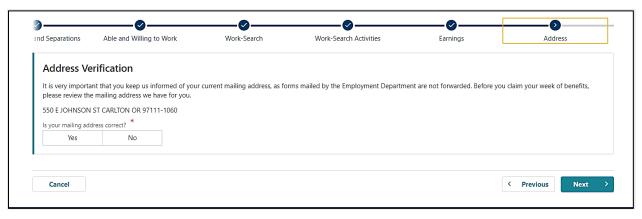
Step 9 — Report any earnings for the week.

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



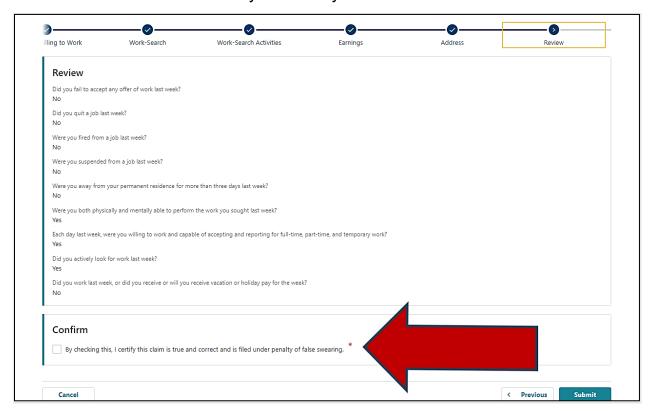
Step 10 — We want to make sure you receive important information that we mail.

Check to make sure your mailing address is correct.



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

• Select "Submit" to finish your weekly claim.



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