

How to Create a Frances Online Account

Use this guide to create an account in Frances Online so you can apply for benefits from the Unemployment Insurance Program. Frances Online responds to the information you enter, so you may see different screens and receive different questions based on your situation.

Note: 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 frances.oregon.gov.

- Under “Employees and Claimants,” click “Log on to Frances Online.”

State of Oregon
Employment
Department

Job Seekers Unemployment Businesses Agency Information Modernization Paid Leave Oregon Forms Videos

FRANCES ONLINE

Employees and Claimants
Apply for Paid Leave Oregon benefits, check on a claim, update information, or upload documents.

- > Log on to Frances Online
- > Verify My Identity

Employers, Self-Employed, and Third Party Administrators
File a payroll report, file payroll reports on behalf of others, choose self-employed Paid Leave Oregon coverage, apply for an equivalent plan, or apply for an assistance grant.

- > Log on to Frances Online

Step 2 — On the next screen, click on “Sign Up for an Online Account.”

- Moving forward, you can reach this page directly at frances.oregon.gov/claimant

The screenshot shows the Frances Online Claimant homepage. At the top left is the logo with the text "FRANCES ONLINE Claimant". To the right is an inset showing a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot username or password?", "New to Frances Online?", and "Sign Up for an Online Account". A large black arrow points from the main page towards the inset. Below the logo is a search bar with the text "Search our online services". The main content area has three columns: "Verify My Identity" (Respond to an Identity Verification letter, with a link), "Contact Us" (Send a message to Paid Leave or the Unemployment Insurance Department, with a link), 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, with a link).

Step 3 — The next screen shows what information you need to create an account in Frances Online.

- Gather the required information and select the “Next” button.

The screenshot shows the "Sign Up for an Online Account" screen. At the top is a progress bar with a single step labeled "What You'll Need". Below this is a heading "Here's what you'll need to create your online account. Please have all the needed information before you begin." followed by a list of requirements: "Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN)", "Date of birth", "Home address and mailing address, if different than your home address", "Email address – You will use this to log in to your account. We will use this to send you email alerts and other electronic communication", and "If you have filed a claim with us before, you may need to have us send you a letter to set up your account securely". At the bottom are "Cancel", "Previous", and "Next" buttons.

Step 4 — We need to know about one employer you have recently worked for.

- Add at least one employer you have worked for since the required date.
- Select the “Add Employer” link to search for employers.

< SARAH NIX

File a Benefit Claim

SARAH NIX
***-**-0211

Provide the following information to help decide how to proceed.

Use the Add Employer link to add an employer you worked for since **January 1, 2021**.

You only need to add one employer at this time. You will be asked to provide the details of your recent employment history on a different screen.

Employer Name : ROSE MINT TEA
Employer Address : 550 E JOHNSON ST CARLTON OR 97111-1060
Employer Type : In-State Employer

+ Add Employer

Cancel Previous Next >

- You can search by their Federal Employer Identification Number (FEIN or EIN), which would be listed on a paystub or W-2, or their Business Identification Number (BIN). Using the FEIN, EIN, or BIN is the most accurate method.
- You can also search for the name of the company but be aware that some employer names look similar.
- Make sure you choose the correct employer. Selecting the wrong employer will delay processing of your claim.
- Select the “X” in the upper right corner to close the window after you have added at least one employer.

< SARAH NIX

File a Benefit Claim

SARAH NIX
***-**-0211

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Select a Claim

Search for Employer

Search By

Name ID

Name

Search

Results

ROSE MINT TEA
Contributions
550 E JOHNSON ST CARLTON OR 97111-1060
Add a New Employer

Step 5 — You will need to read the requirements for benefit eligibility and have the following information available:

- Your complete work history for the past 18 months, including:
 - Employer names
 - Employer addresses
 - Employer phone numbers
 - Start and end dates of your employment for each employer
 - Any self-employment
- If you want to sign up to have your benefits paid to you through direct deposit, you will need your bank account number and routing number.

< SARAH NIX

Regular Unemployment Insurance Claim

SARAH NIX
*****0211

Gather Materials

Unemployment Insurance Oregon Application for Benefits

Before filing your claim, **please gather and be prepared to provide the following information:**

- Your work history for the last 18 months, including:
 - Dates of employment.
 - Your employers' business names, addresses, and phone numbers. If you worked for the federal government, but were not in the military, you may find this information on an SF-8 or SF-50 form.
 - Your salary from each employer.
- If you are not a citizen of the United States, you will need your Worker Authorization number, or information from your Visa, I-94, or Passport.
- Verify that your listed phone number is where we can reach you during normal business hours (8:00 a.m. – 5:00 p.m. Pacific time).

In order to be eligible for benefits:

- You must be able to work, be available for work, and be actively seeking work each week you claim. It is your responsibility to keep track of your work-seeking activities.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for more than half the week. If you are seeking work outside your labor market for more than half the week, you must be willing to relocate to the area where you sought work.
- You must be willing to work all days and hours or shifts normal for your occupation.
- You must be available for full-time, part-time, and temporary work. If you are limited to part-time work because of a permanent or long-term disability, you may still be eligible for benefits.

The Internal Revenue Code and Oregon Administrative Rules require that you disclose your Social Security Number when claiming unemployment compensation. Your Social Security Number will be used to report your benefits to the Internal Revenue Service and Oregon Department of Revenue as income that is taxable. The number will be sent to the Social Security Administration for identity verification. The number will also be used as a record for processing your claim, for statistical purposes, to register you in our electronic job matching system and will be shared with WorkSource Partners for One-Stop services. **The number may be used for state agency debt collection activities** and may be sent to U.S. Bank to issue you a ReliaCard VISA card if you select ReliaCard for your benefit payments.

Cancel

Save Draft

< Previous

Next >

Step 6 — Provide any other names you have used with a current or former employer.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

☒

☐

Gather Materials

Other Name

Other Name(s)

Claimant Legal Name
SARAH NIX

Do your current or past employers know you by a different name? *

Yes

No

Cancel

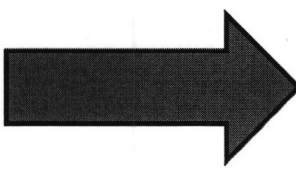
Save Draft

Previous

Next

Step 7 — Make sure we have your current contact information.

- Check the box if you would like to give us permission to leave detailed messages with information about your claim.



Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress bar: Gather Materials (checked), Other Name (checked), **Contact (active)**

Contact

Please provide your contact information.

Updated Contact

Email Address *
Required

Primary Phone Country *
USA

Primary Phone Type *
Required

Primary Phone Number *
Required

☐ 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? *

Step 8 — Confirm your address.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Progress bar: Gather Materials (checked), Other Name (checked), Contact (checked), **Physical Address (active)**

Physical Address

Address
550 E JOHNSON ST CARLTON OR 97111-1060

Is your physical address correct? *

Step 9 — Choose if you would like to receive important documents electronically or through the mail.

- If you select to have letters sent electronically, be aware that some letters are still required by law to be sent through the U.S. mail, so check your mail regularly.

Regular Unemployment Insurance Claim
SARAH NIX
***-**-0211

Materials
Other Name
Contact
Physical Address
Mailing Address
Mail Delivery

Mail Delivery Option

Your mail delivery options will determine how you receive correspondence and what your language preference is. You can change your preferences at any time through Frances Online.

Mail Delivery Option
Electronic

Primary Language
English

Are your mail delivery options correct? *

Yes
No

Cancel
Save Draft
Previous
Next

Step 10 — We need to know if you have applied for unemployment insurance in another state, worked outside of Oregon, worked for the federal government, or were on active duty for 180 days or more.

SARAH NIX
Regular Unemployment Insurance Claim
SARAH NIX
***-**-0211

Name
Contact
Physical Address
Mailing Address
Mail Delivery
Wage Type

Wage Type

In the last 12 months, have you filed a claim or applied for benefits from any state other than Oregon? *

Yes
No

What state did you file in?

Between January 1, 2023 and December 31, 2023 did you:

Work outside the state of Oregon? *

Yes
No

Work for the federal government? *

Yes
No

Perform any active military service of 180 days or more, other than training with a National Guard or reserve unit? *

Yes
No

Cancel
Save Draft
Previous
Next

Step 11 — We need details about your employment history.

- Select your employer to answer the questions.
- A red triangle or a popup message will appear if there are questions.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

1 Contact 2 Physical Address 3 Mailing Address 4 Mail Delivery 5 Wage Type 6 Work History

Employment History

We have retrieved your known employment since October 14, 2022.

To complete your employment history:

1. Select each employer's name below to answer questions.
2. If you do not see an employer that you have worked for, click the "Add Employer" button to continue.
3. After you have added all employers and answered questions, click the "Next" button to continue.

 Please answer everything before moving on to the next step. Questions about ROSE MINT TEA need attention.

Employers

Name	Address	Employer Type
▲ ROSE MINT TEA	550 E JOHNSON ST CARLTON OR 97111-1060	In-State Employer

+ Add Employer

Step 12 — Answer all the questions presented.

- You may see different questions depending on your answers.
- Make sure you select "Search for Occupation."

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

1 Contact 2 Physical Address 3 Mailing Address 4 Mail Delivery 5 Wage Type 6 Work History

Employment History

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Employers

Name	Address	Employer Type
▲ ROSE MINT TEA	550 E JOHNSON ST CARLTON OR 97111-1060	In-State Employer

+ Add Employer

All Questions

ROSE MINT TEA
550 E JOHNSON ST CARLTON OR 97111-1060

Did you work for this employer?

Yes No

What was your first day of work for this employer?

Required

Are you still working for this employer?

Yes No

What was your last day of work for this employer?

Required

Your Occupation

You must provide your occupation. Click the button Search for Occupation to find your occupation.

Search for Occupation

▲ You have not yet searched for your occupation.

What was your frequency of pay with this employer?

Required

What was your amount of pay with this employer?

Required

What was your job title?

Required

What were your job duties?

Required

Cancel OK

Previous Next

Oregon.gov
gov
employee Search
A to Z
policy
advisers

Disclaimer of hyperlinks: The appearance of external hyperlinks does not constitute an endorsement by the Oregon Employment Department.

Step 13 — When you select “Search for Occupation,” a new screen will open so you can search by keyword.

- Please read the available options and choose the occupation that best fits your previous job.

The screenshot shows the 'Activity Code Search' window. On the left, under 'Search', the keyword 'server' is entered. On the right, under 'Results', a list of occupations is shown:

Code	Title
35-3041	Food Servers, Nonrestaurant
15-1231	Computer Network Support Specialists
15-1244	Network and Computer Systems Administrators
15-1254	Web Developers
27-4011	Audio and Video Technicians
19-4043	Geological Technicians, Except Hydrologic Technicians
31-9031	Gambling Surveillance Officers and Gambling Investigators
31-9099	Protective Service Workers, All Other
35-3023	Fast Food and Counter Workers
35-3031	Waiters and Waitresses

At the bottom right of the window is a 'Cancel' button. The background shows the 'All Questions' window with the name 'ROSE MINT TEA'.

Step 14 — On the next screen, select “Search for Primary Occupation” to choose the option that best describes your main work during the past 18 months.

- This can be different than your previous job.
- This will help us understand what work you will search for.
- Answer the questions to help us decide what you are eligible for.

The screenshot shows the 'Regular Unemployment Insurance Claim' screen. At the top, the name 'SARAH NIX' is displayed. Below it is a progress bar with steps: Address, Training Address, Mail Delivery, Wage Type, Work History, and Eligibility. The 'Eligibility' section is currently active. It contains the following questions and options:

- Primary Occupation:** What was your primary occupation during the last 18 months? (Click the Search for Primary Occupation button to find your primary occupation.)
 - Search for Primary Occupation
 - ⚠ You have not yet searched for your primary occupation.
 - Are you looking and willing to accept the type of work now?
 - YES
 - NO
 - Are you working for a staffing agency, temporary agency, or Professional Employer Organization (PEO) as the type of your most recent experience?
 - YES
 - NO
- Eligibility:**
 - Are you working to collect the balance of pay for future work?
 - YES
 - NO
 - Did you turn down any work since you last worked?
 - YES
 - NO
 - Are you working on a contract?
 - YES
 - NO
 - Are you a contract worker?
 - YES
 - NO

At the bottom right of the screen is an owl icon.

Unemployment Insurance — How to File an Initial Application for Benefits

Step 15 — You will see different questions based on your situation.

- Please answer them accurately.

Regular Unemployment Insurance Claim
SARAH NIX
***-**-0211

Progress bar: Address (1), Mail Delivery (2), Wage Type (3), Work History (4), Eligibility (5), Additional Questions (6)

Additional Questions

Do you intend to seek work in Oregon? *

☐ Yes ☐ No

In the last 18 months, did you live in another state and frequently commute to Oregon to work? *

☐ Yes ☐ No

Are you receiving or will you receive retirement pay (other than Social Security) within the next 12 months? *

☐ Yes ☐ No

Were you employed as a professional athlete during the last 18 months? *

☐ Yes ☐ No

Did you work as a U.S. Merchant Marine mariner since January 1, 2023? *

☐ Yes ☐ No

Were you unable to work because of illness or injury during most of any of the calendar quarters between January 1, 2023 and December 31, 2023? *

☐ Yes ☐ No

Are you a member of a union that dispatches you to all your work? *

☐ Yes ☐ No

Step 16 — There are several questions to help us better understand the customers and communities we serve.

- You may answer “Prefer not to say.”

Regular Unemployment Insurance Claim
SARAH NIX
***-**-0211

Progress bar: Address (1), Mail Delivery (2), Wage Type (3), Work History (4), Eligibility (5), Additional Questions (6), Voluntary Disclosures (7)

Voluntary Disclosures

Your answers will not be used to make decisions about your claim. To help us better understand the different communities we serve, we encourage you to answer the demographics questions below. You can choose the option “prefer not to say” for any question.

What is the highest degree or level of school you have completed? *

☐ No school
☐ Less than high school
☐ Some high school, no diploma
☐ High school graduate, including GED or equivalent
☐ Technical, trade or vocational school
☐ Some undergraduate education or associate degree
☐ Bachelor's degree
☐ Postgraduate degree
☐ Prefer not to say

Do you have a disability? *

You would be considered to have a disability if you have a physical, intellectual, and/or emotional condition that substantially limits major activity, or if you have a history or record of a disability or medical condition. This also includes if you are registered as having a disability.

☐ Yes
☐ No
☐ Prefer not to say

What is your veteran or military status? *

☐ I am a Veteran of the U.S. Armed Forces, Military Reserves, or National Guard
☐ I am active U.S. Armed Forces, Military Reserves, or National Guard
☐ I am not a veteran or I do not have a military status
☐ Prefer not to say

Unemployment Insurance — How to File an Initial Application for Benefits

Step 17 — Choose how you would like to receive your payments.

- If you choose direct deposit, you will need to provide your banking information.
- If you choose a debit card, you will need to read and acknowledge a statement about it.

← SARAH NIX

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Utility Additional Questions Voluntary Disclosures Voluntary Disclosures Voluntary Disclosures **Payment**

Receiving Your Benefits

How would you like to receive your benefit payments if they are approved? You must view the U.S. Bank ReliaCard® agreement as it is the back-up payment if we are not able to use direct deposit to send your benefits.

☐ Direct Deposit

☐ Debit Card (ReliaCard)

Cancel Save Draft < Previous Next >

Step 18 — Choose how much tax you would like withheld from your payments.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Questions Voluntary Disclosures Voluntary Disclosures Voluntary Disclosures Payment **Tax Withholding**

Tax Withholding

How would you like us to handle tax withholding on your future payments? *

☐ I want both 10% for my federal and 6% for my state personal income taxes withheld from my benefit payments.

☐ I want only 10% of my benefit payments withheld for federal personal income taxes.

☐ I want only 6% of my benefit payments withheld for state personal income taxes.

☐ I do not want taxes withheld from my benefit payments.

Cancel Save Draft < Previous Next >

Step 19 — You must enter your name to certify that the information you provided is correct.

- Read the requirements so you know what you need to do to remain eligible.

Regular Unemployment Insurance Claim

SARAH NIX
***-**-0211

Voluntary Disclosures Voluntary Disclosures Payment Tax Withholding **Certification**

Certification

I certify under penalty of perjury that I am a citizen of the United States or was legally authorized to work in the United States during the weeks I am claiming benefits.

I understand the questions I have been asked. My answers are true to the best of my knowledge.

I understand that we provide penalties for making false statements in order to obtain benefits from the Unemployment Insurance Program.

By submitting this application I hereby register for work and request an initial determination of benefits potentially payable to me. I authorize the Unemployment Department to obtain and use information from any source provided for administering unemployment insurance and employment service activities.

By entering your name in the box below, you are certifying the above information. *

Required:

Eligibility Notice: Your work search requirements.

Failure to seek work as required will result in a denial of benefits.

For each week you claim benefits, you must be:

- Physically and mentally able to perform the work you sought each week.
- Available for full-time, part-time, and temporary work during all of the days and hours normal for your type of work.
- Actively seeking work for jobs you may be trained to do.

To be considered actively seeking work, you must make two direct employer contacts **and** do three additional work-seeking activities each week you claim.

You should make your direct contact with employers in the way the employer requires you to ask about or apply for jobs. You must record:

- The date of contact.
- The company name.
- The company location or online job posting number.
- How you contacted the employer.

