

How to Verify Your Frances Online Account

We need to confirm your account and information before you can receive benefits from the Unemployment Insurance Program.

Some important things to know:

- You may be asked to complete some, or none, of these tasks to help verify your identity.
- We may require identity verification at several points during the course of a claim.
- We use several different tools to protect your benefits from identity theft.

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.

Driver's license or state-issued identification document (ID)

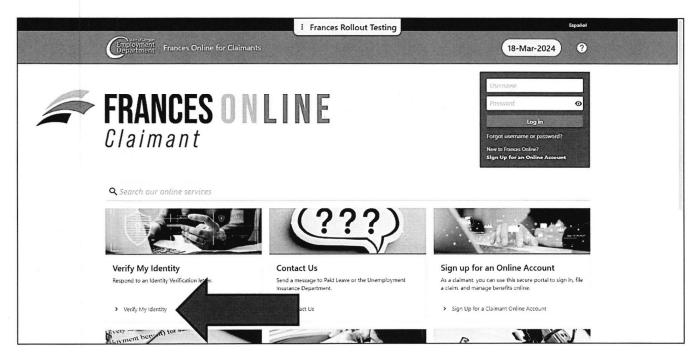
If you have a driver's license or state-issued ID, use the number on it when you create your Frances Online account. This is an important step in confirming your information. If you don't have a driver's license or state-issued ID, we can use other ways to confirm your information later.

Responding to letters sent through the U.S. mail

We may mail you a letter with a special one-time passcode or a request for additional information that you will need to confirm. Make sure you give us a mailing address that you check often. Update your mailing address if you move.

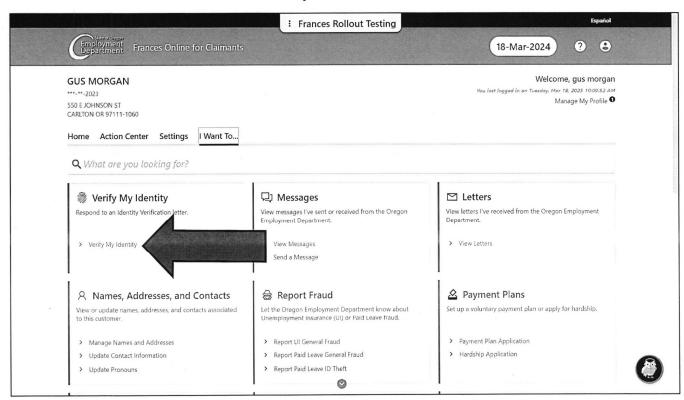
You can respond to these letters in Frances Online to confirm your account. Go to frances.oregon.gov and select "Verify My Identity" in the "Employees and Claimants" section or the "Verify My Identity" panel. Follow the instructions to verify your identity.

Unemployment Insurance — Why We Confirm Your Frances Online Account



If you are already logged into Frances Online, select "I Want To..." and then select "Verify My Identity."

· Follow the instructions to confirm your account.



The letter you receive may have other specific instructions for you to follow.