

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

Frances Rollout Testing

Spanish

18-Mar-2024

FRANCES ONLINE
Claimant

Search our online services

Verify My Identity
Respond to an Identity Verification letter.
Verify My Identity

Contact Us
Send a message to Paid Leave or the Unemployment Insurance Department.
Contact Us

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.
Sign Up for a Claimant 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.

Frances Rollout Testing

Spanish

18-Mar-2024

GUS MORGAN
***-**-2023
550 E JOHNSON ST
CARLTON OR 97111-1060

Welcome, gus morgan
You last logged in on Tuesday, Mar 18, 2025 10:09:52 AM
Manage My Profile

Home Action Center Settings **I Want To...**

What are you looking for?

Verify My Identity
Respond to an identity Verification letter.
Verify My Identity

Messages
View messages I've sent or received from the Oregon Employment Department.
View Messages
Send a Message

Letters
View letters I've received from the Oregon Employment Department.
View Letters

Names, Addresses, and Contacts
View or update names, addresses, and contacts associated to this customer.
Manage Names and Addresses
Update Contact Information
Update Pronouns

Report Fraud
Let the Oregon Employment Department know about Unemployment Insurance (UI) or Paid Leave fraud.
Report UI General Fraud
Report Paid Leave General Fraud
Report Paid Leave ID Theft

Payment Plans
Set up a voluntary payment plan or apply for hardship.
Payment Plan Application
Hardship Application

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