State of Oregon Employment Department

UNEMPLOYMENT INSURANCE

FRANCES ONLINE

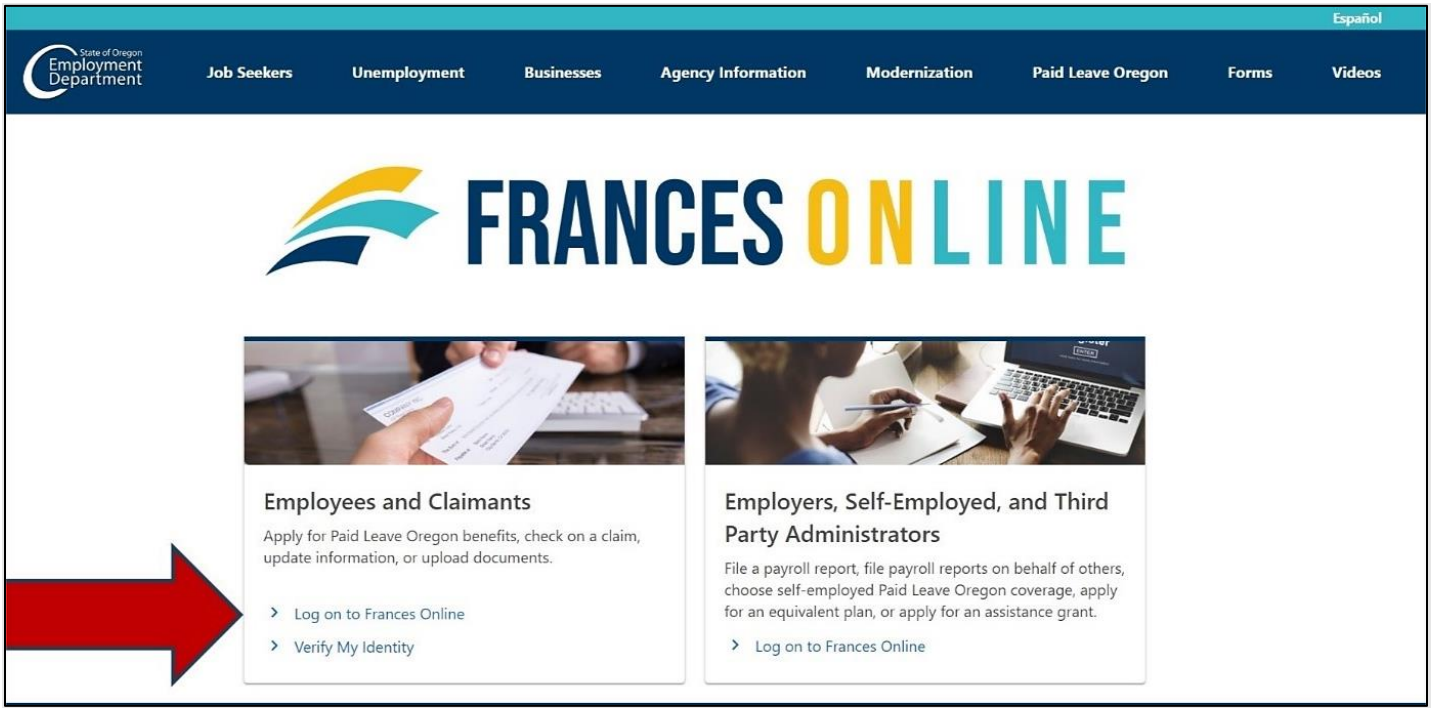
How to Create a Frances Online Account

Use this guide to create an account in Frances Online so you can apply for benefits from the Unemployment Insurance Program, including Work Share. 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.

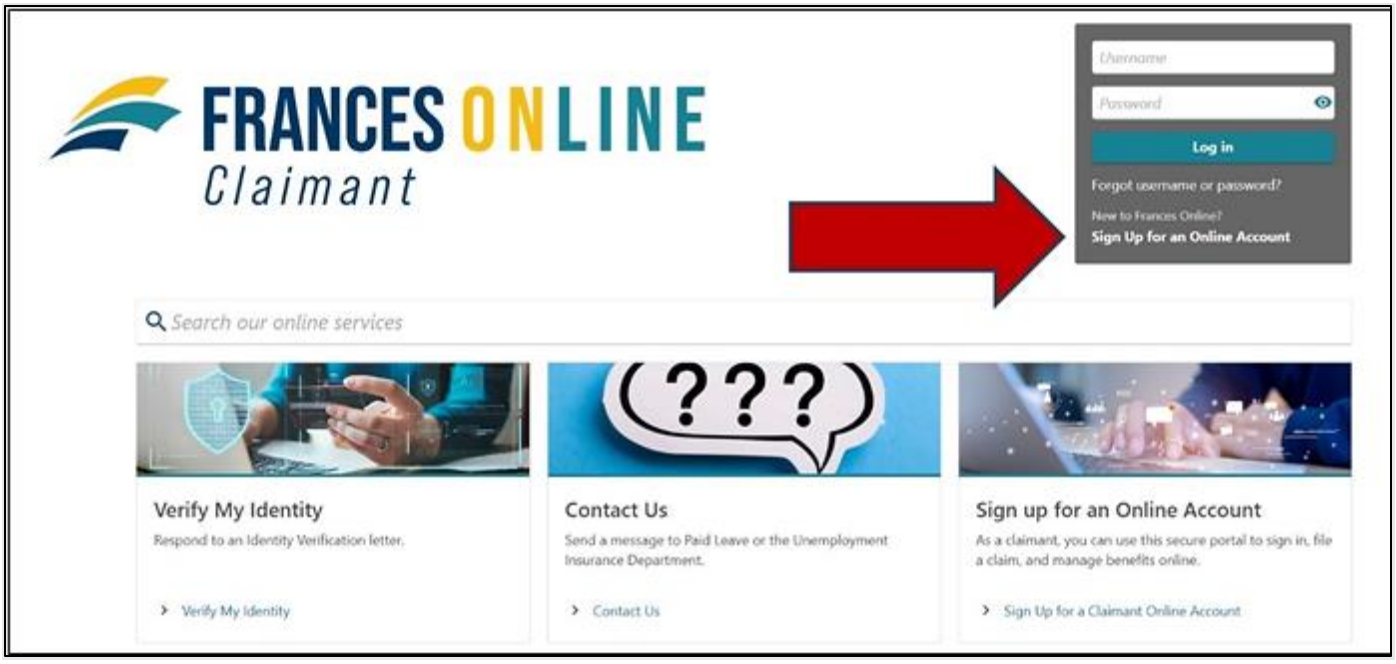
Step 1 — Go to frances.oregon.gov.

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



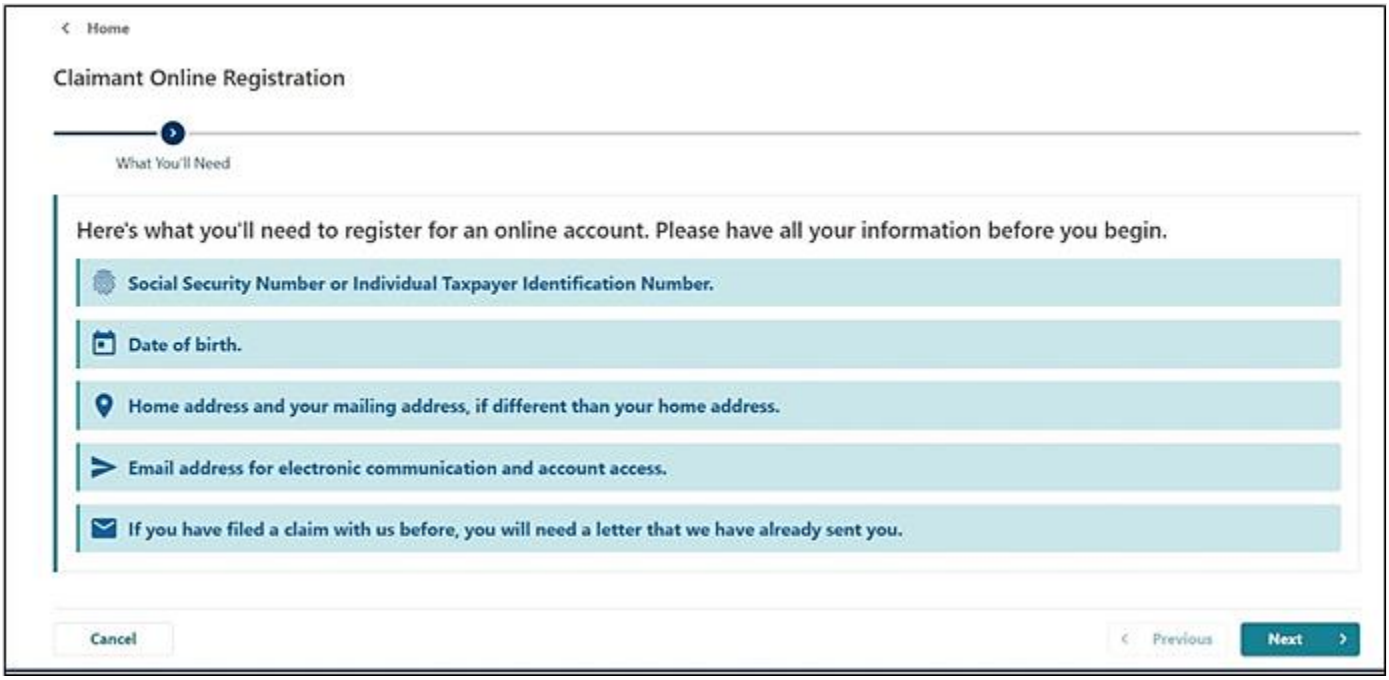
Step 2 — On the next screen, click on "Sign Up for an Online Account."

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



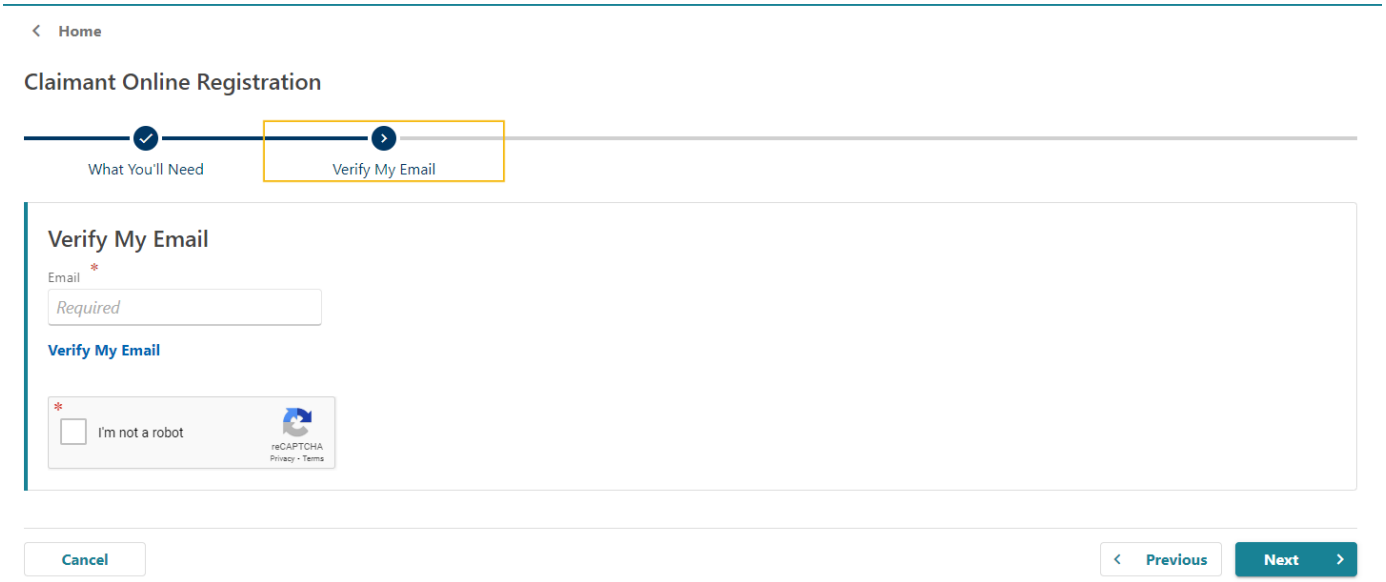
Step 3 — The next screen shows what information you need to create an account in Frances Online.

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



Step 4 — You will need to provide and verify your email address.

- After you enter your email and select “Verify My Email,” we will send a unique code to your email address.
- Enter that code in the field to verify and continue.



Step 5 — You can create an account with a Social Security Number (SSN) or an Individual Taxpayer Identification Number (ITIN).

- If you plan to file an Unemployment Insurance claim (including Work Share), use your Social Security Number to set up your online account.
- You will see the option to use an Individual Tax Identification Number (ITIN) to create your account, but DO NOT use this option. If you use an ITIN at this step, your claim information will not be connected to your new account. An ITIN can only be used for Paid Leave Oregon claims.
- Enter your date of birth and select “Next.”

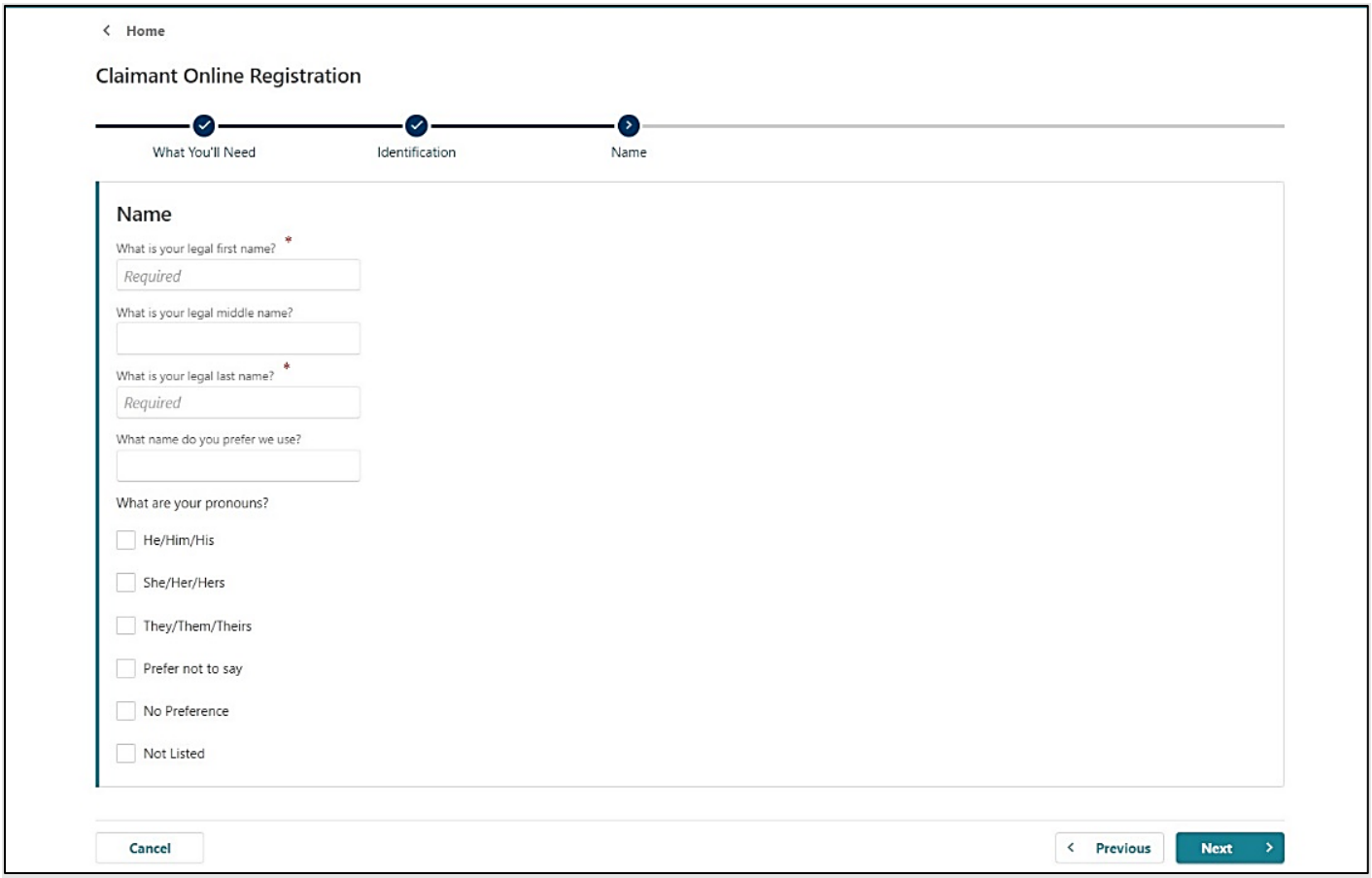
After you select "Next," if Frances Online finds a record of you in our system, we will need to connect that information to your new account. This usually occurs because you have filed a claim with us in recent years prior to the launch of Frances Online.

- If we find a record of you in our system, we will need to take some additional steps to confirm your account and protect your information. If so, you will advance to the "Letter ID" screen and can go to Step 6 now.
- If we didn't find a record of you in our system, you will move forward to continue creating your account and can go to Step 8 now.

Step 6 — Request a Letter ID to confirm your account.

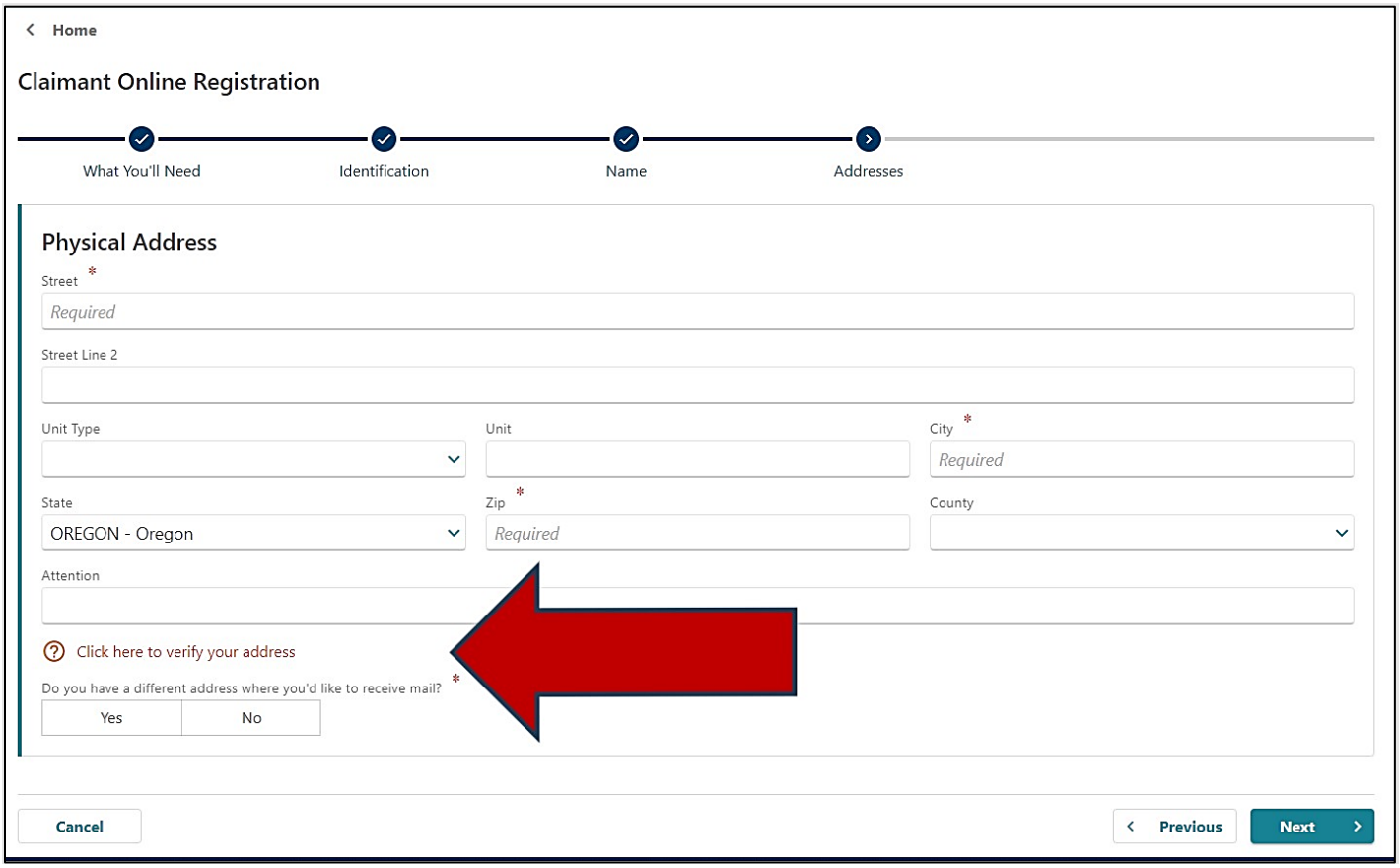
- To keep your information secure, we will send you a Frances Access Letter through the U.S. mail. This may take several days to arrive in your mailbox depending on your location.
- The letter will contain a code, known as a **Letter ID,** that you will use to confirm your account.
- The Frances Access Letter will be sent to the address we have for you in our system.
    - If you cannot receive U.S. mail at that address, call 877-345-3484 to update your address.
- Check your mail regularly because the Letter ID is valid for a limited amount of time.
- When the Frances Access Letter arrives, follow the instructions on the letter.
    - You can also follow the "How to Create A Frances Online Account with a Frances Access Letter" guide.

Step 7 — If Frances Online did not find a record of you in our system, you will continue on to the Name screen, where you will tell us how we should refer to you.



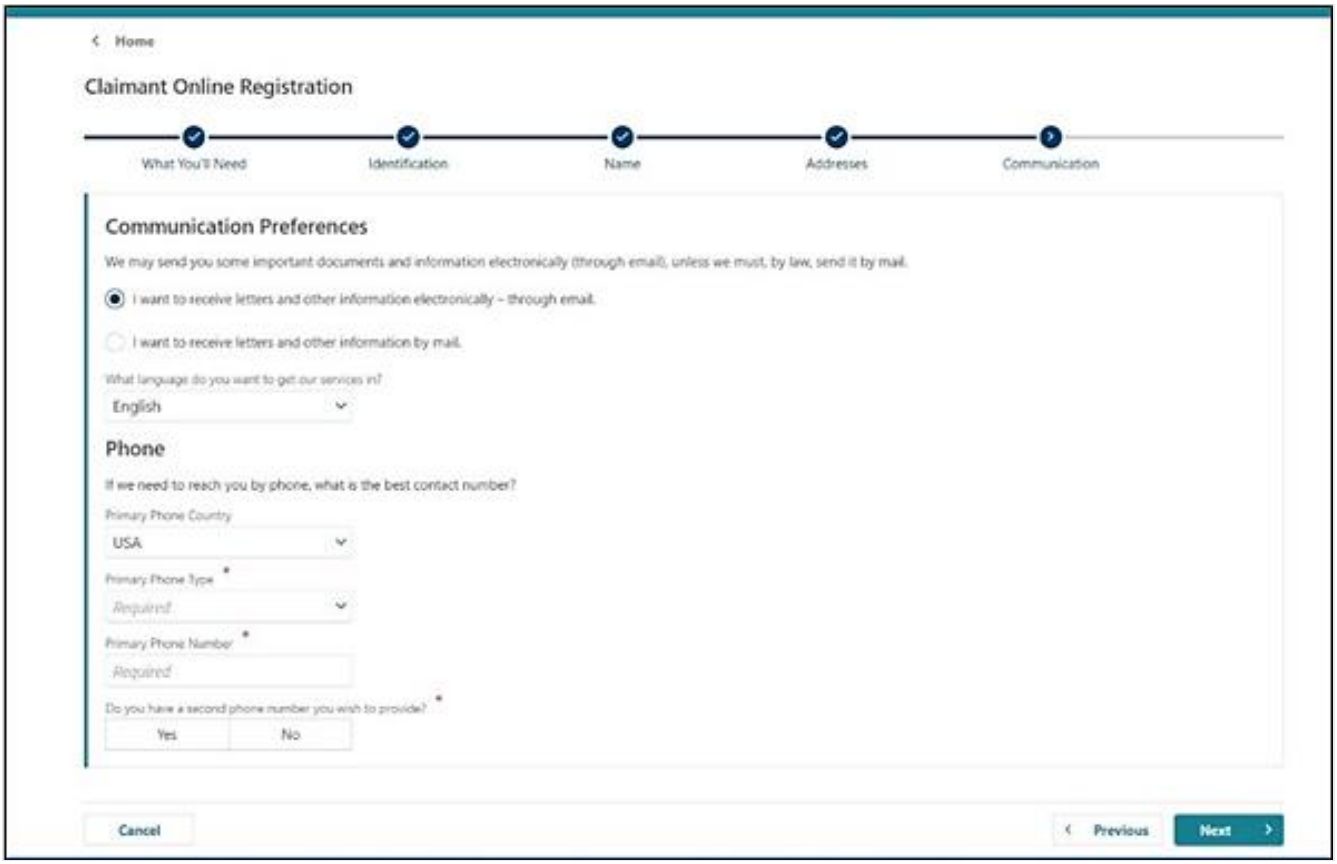
Step 8 — On the Addresses screen, tell us where to send important mail and information.

- After entering your address, you need to select the red text that reads “Click here to verify your address” to confirm the address.
    - You must complete this step to move on from this screen.
- You can also add a different address where you would like to receive mail.



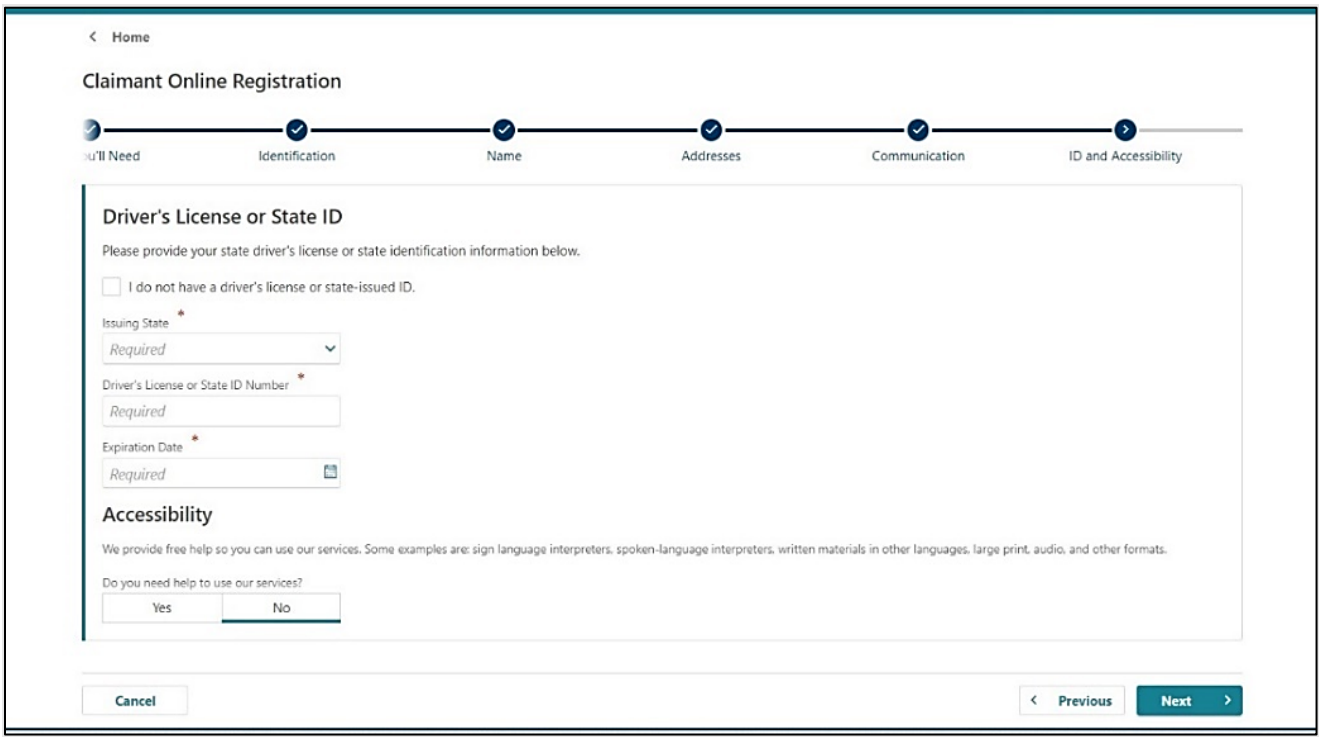
Step 9 — Choose if you would like to receive important documents electronically or through the mail.

- 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.
- We also need a phone number.



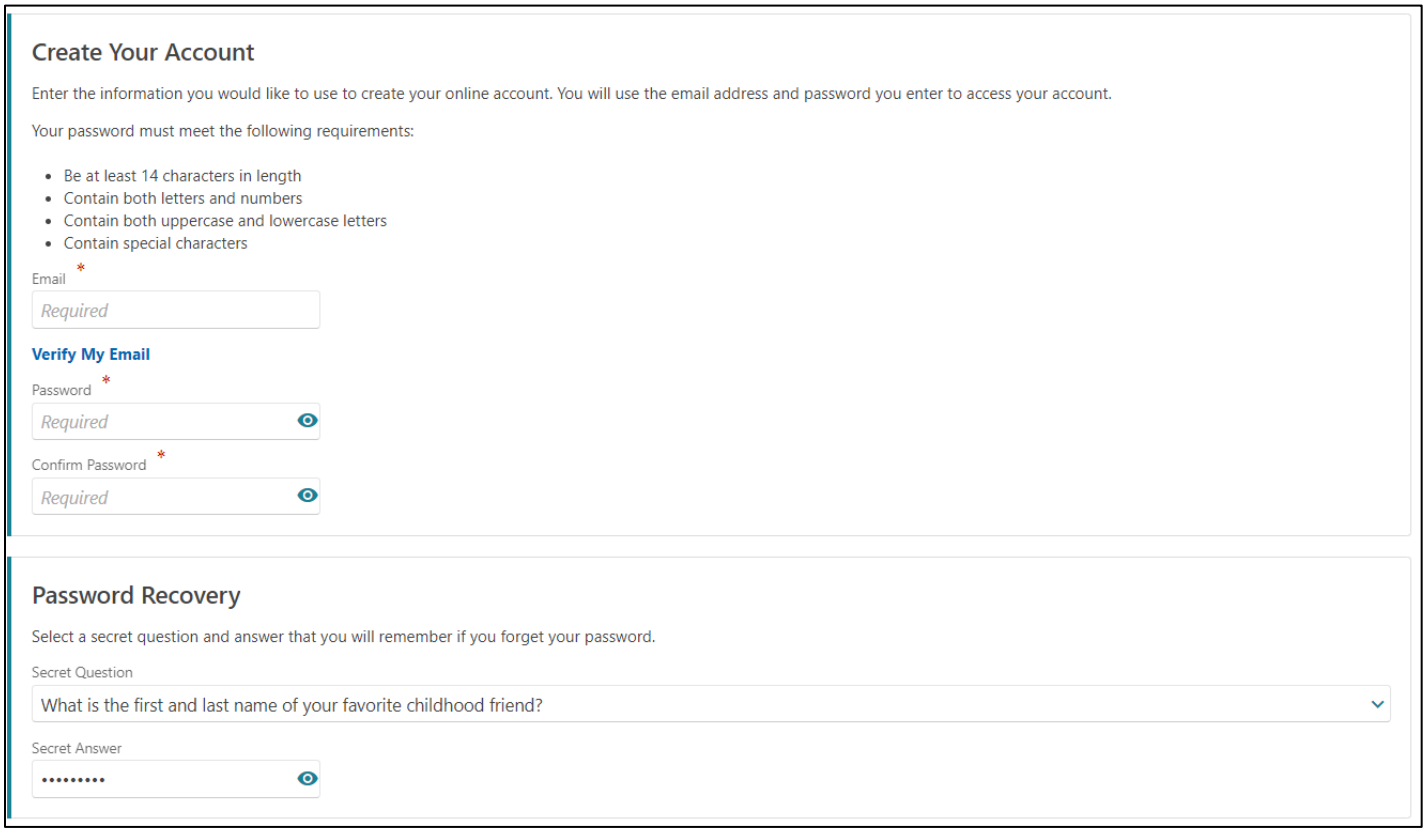
Step 10 — On the Identification and Accessibility page, please enter your driver's license or state-issued ID information.

- If you would like additional free help to use our services, select "Yes" under Accessibility.



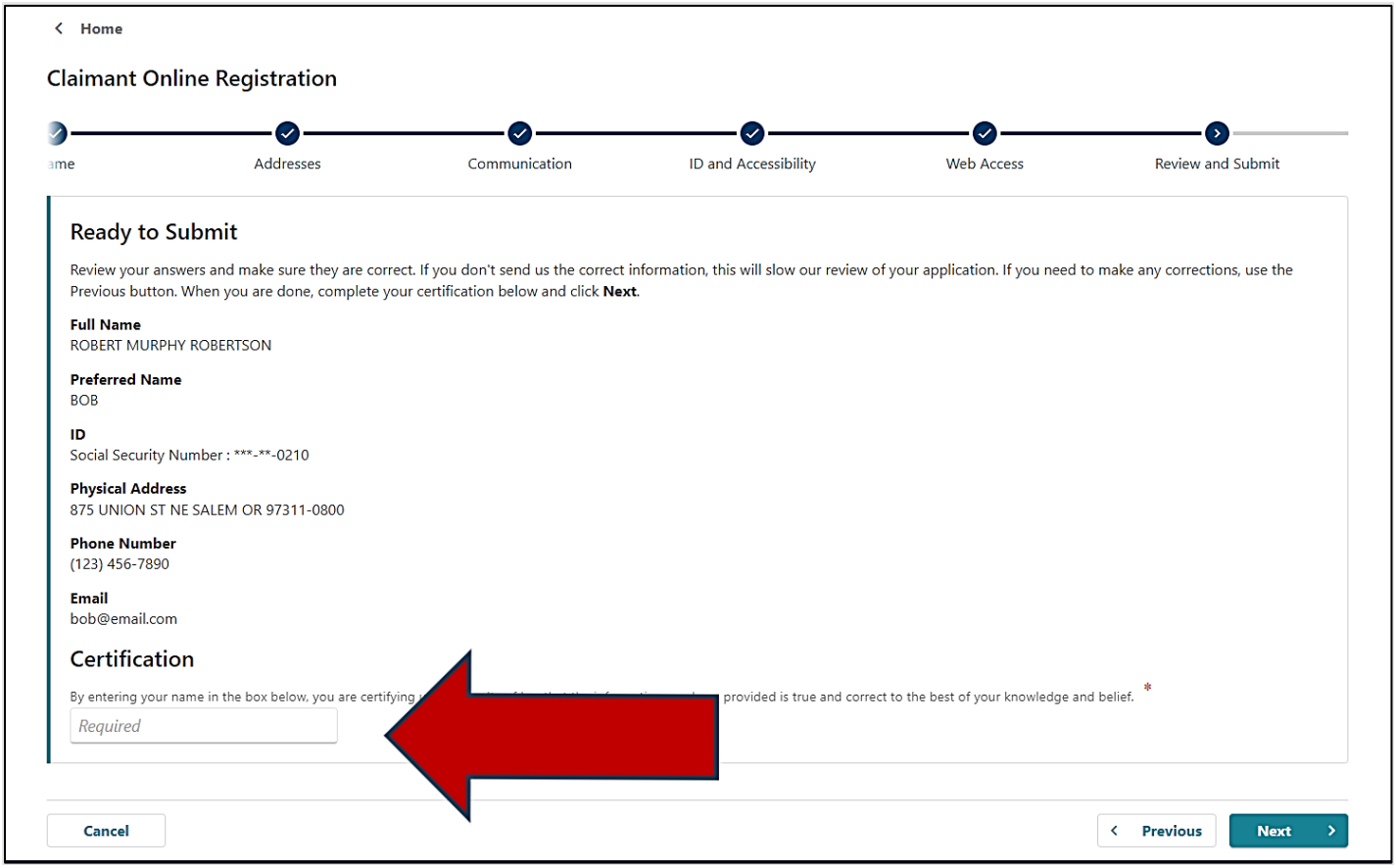
Step 11 — To create an account, you need to enter your verified email address again and create a password.

- You need to create a unique password with letters, numbers, and symbols that you can remember and keep secret.
- Please select a secret question and provide an answer in case you need to reset your password.

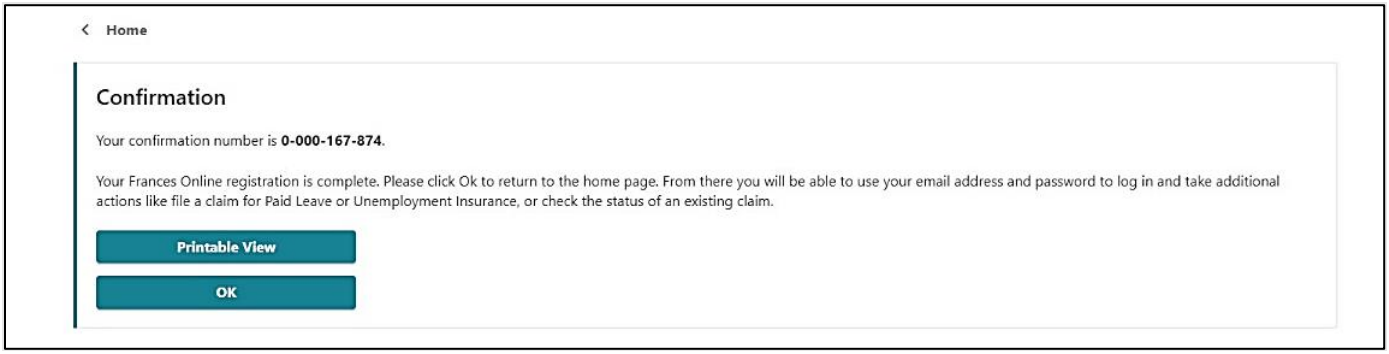


Step 12 — Certify that the information is correct and accurate by entering your name in the field at the bottom of the page.

- If anything is incorrect, use the “Previous” button to go back and change it.



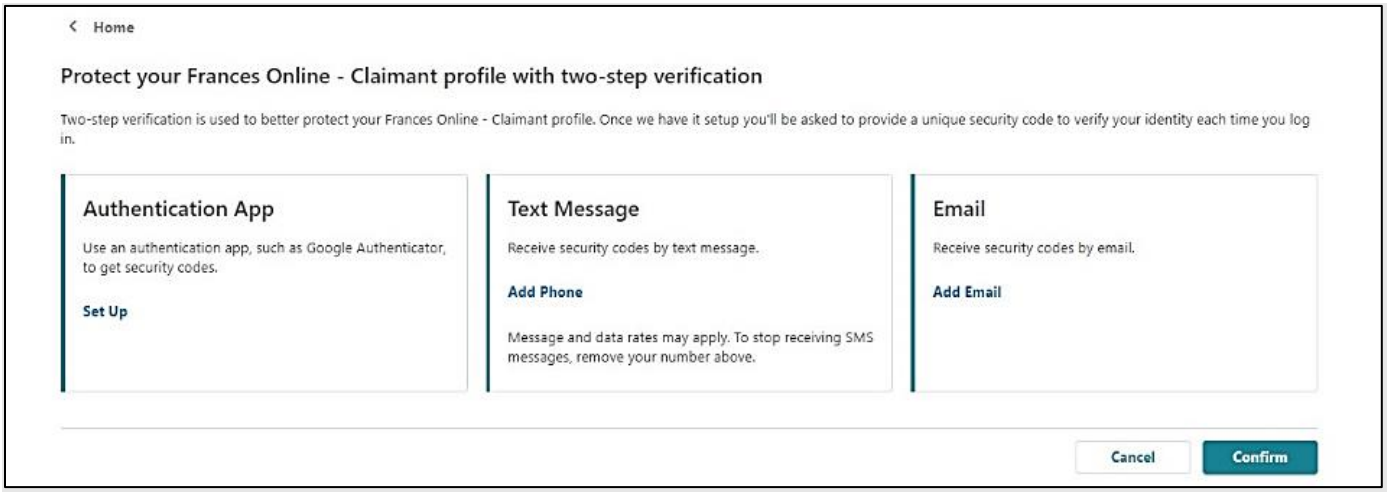
Step 13 — The final screen will show a confirmation number that you can save if you need to contact us and ask questions.



Step 14 — Once you finish creating your account, Frances Online will log you out and send you back to the Frances Online Claimant home page.

- For your final step, log back in and protect your account by setting up two-factor authentication.
- We only ask you to do this the first time you sign in after setting up your account.

- You can choose to connect to an authentication app, an email, or a cell phone that receives text messages.
- Once you add your choice and save, you're done!



You are now ready to use Frances Online to:

- File an initial claim for Work Share benefits.
- File weekly benefits or an Additional Claim.
- File a Paid Leave claim.
- Send secure messages to staff at Oregon Employment Department.
- Update your information.
- Appeal administrative decisions, and more!