

## 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](https://frances.oregon.gov).

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

Spanish

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.

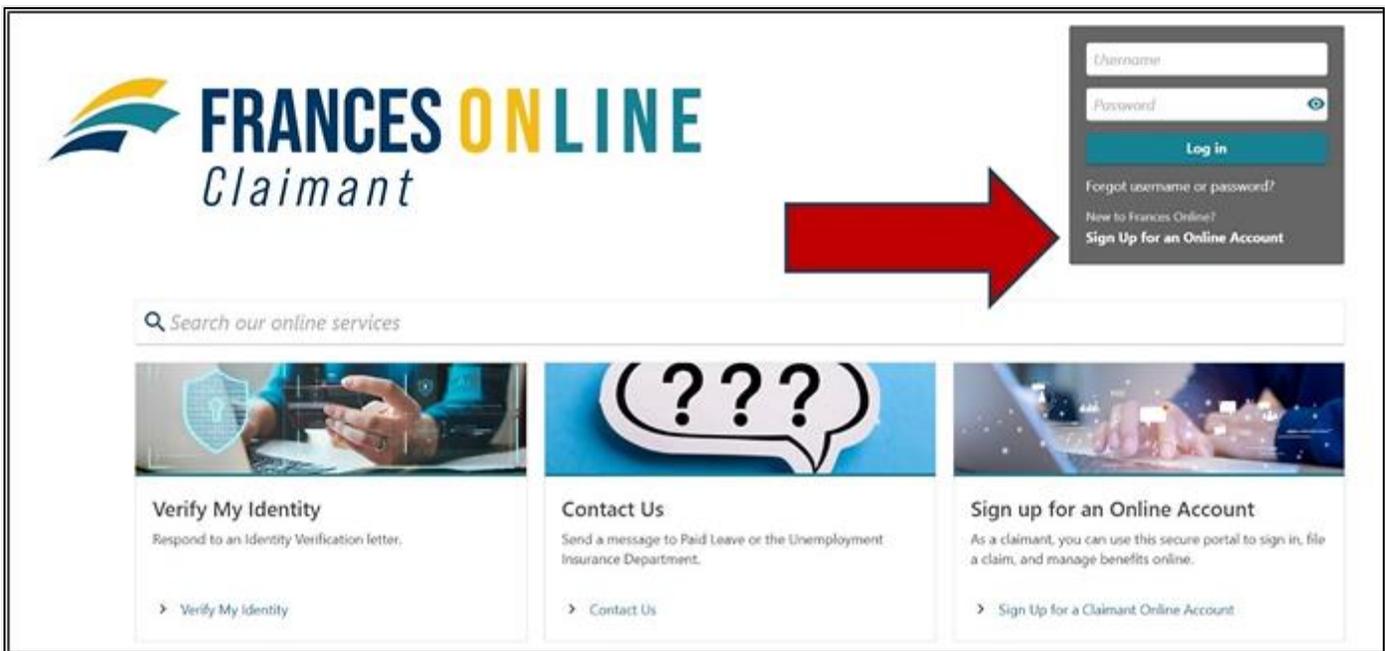
- > Log on to Frances Online
- > Verify My Identity

**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

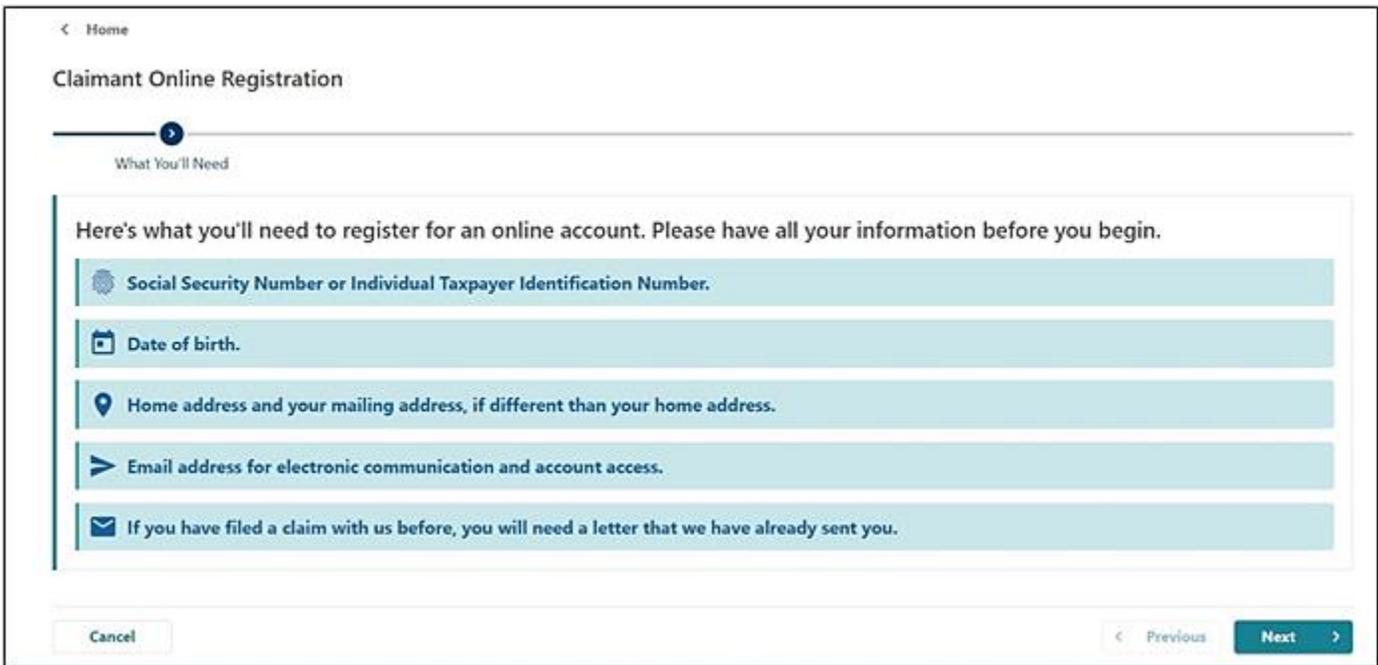
### Step 2 — On the next screen, click on “Sign Up for an Online Account.”

- Moving forward, you can reach this page directly at [frances.oregon.gov/claimant](https://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.

The screenshot shows the 'Claimant Online Registration' progress bar with two steps: 'What You'll Need' (completed) and 'Verify My Email' (current step, highlighted with a yellow box). Below the progress bar is a form titled 'Verify My Email'. It includes an 'Email' input field with a red asterisk and the text 'Required'. Below the input field is a blue button labeled 'Verify My Email'. At the bottom of the form is a reCAPTCHA widget with the text 'I'm not a robot' and a checkbox. At the bottom of the page are three buttons: 'Cancel', 'Previous', and 'Next'.

### 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.”

The screenshot shows the 'Claimant Online Registration' progress bar with two steps: 'What You'll Need' (completed) and 'Identification' (current step, highlighted with a yellow box). Below the progress bar is a form titled 'Identification Information'. It includes a question 'What ID type would you like to use?' with two radio button options: 'Social Security Number' and 'ITIN'. Below the radio buttons is a question 'What is your date of birth?' with a date input field and a red asterisk. At the bottom of the page are three buttons: 'Cancel', 'Previous', and '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.**

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### Claimant Online Registration

What You'll Need Identification **Name**

#### Name

What is your legal first name? \*

What is your legal middle name?

What is your legal last name? \*

What name do you prefer we use?

What are your pronouns?

- He/Him/His
- She/Her/Hers
- They/Them/Theirs
- Prefer not to say
- No Preference
- Not Listed

### 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.

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#### Claimant Online Registration

What You'll Need   Identification   Name   Addresses

##### Physical Address

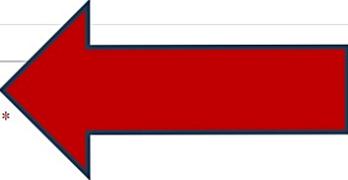
Street \*  
*Required*

Street Line 2

Unit Type   Unit   City \*  
*Required*

State   Zip \*   County  
OREGON - Oregon   *Required*

Attention

 [? Click here to verify your address](#)

Do you have a different address where you'd like to receive mail? \*  
 Yes    No

Cancel   [Previous](#)   [Next](#)

## 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.

The screenshot shows the 'Claimant Online Registration' process at Step 9, 'Communication'. A progress bar at the top indicates the following steps: 'What You'll Need', 'Identification', 'Name', 'Addresses', and 'Communication' (the current step). The 'Communication Preferences' section includes a notice: 'We may send you some important documents and information electronically (through email), unless we must, by law, send it by mail.' There are two radio button options: 'I want to receive letters and other information electronically - through email.' (which is selected) and 'I want to receive letters and other information by mail.' Below this is a dropdown menu for 'What language do you want to get our services in?' with 'English' selected. The 'Phone' section asks 'If we need to reach you by phone, what is the best contact number?' and includes three required fields: 'Primary Phone Country' (USA), 'Primary Phone Type' (Required), and 'Primary Phone Number' (Required). At the bottom of this section is a question 'Do you have a second phone number you wish to provide?' with 'Yes' and 'No' radio buttons. At the bottom of the form are three buttons: 'Cancel', 'Previous', and 'Next'.

**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.

The screenshot shows a web form titled "Claimant Online Registration" with a progress bar at the top. The progress bar has six steps: "You'll Need", "Identification", "Name", "Addresses", "Communication", and "ID and Accessibility". The "Identification" step is currently active. Below the progress bar, the form is titled "Driver's License or State ID" and includes a checkbox for "I do not have a driver's license or state-issued ID." Below this are three required fields: "Issuing State" (a dropdown menu), "Driver's License or State ID Number" (a text input), and "Expiration Date" (a date picker). Below these fields is an "Accessibility" section with a heading and a paragraph of text: "We provide free help so you can use our services. Some examples are: sign language interpreters, spoken-language interpreters, written materials in other languages, large print, audio, and other formats." Below this text is the question "Do you need help to use our services?" with two radio button options: "Yes" and "No". At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Next".

**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.

### Create Your Account

Enter the information you would like to use to create your online account. You will use the email address and password you enter to access your account.

Your password must meet the following requirements:

- Be at least 14 characters in length
- Contain both letters and numbers
- Contain both uppercase and lowercase letters
- Contain special characters

Email \*

### Verify My Email

Password \*

Confirm Password \*

### Password Recovery

Select a secret question and answer that you will remember if you forget your password.

Secret Question

Secret Answer

**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.

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### Claimant Online Registration

Progress bar: Name, Addresses, Communication, ID and Accessibility, Web Access, Review and Submit

#### Ready to Submit

Review your answers and make sure they are correct. If you don't send us the correct information, this will slow our review of your application. If you need to make any corrections, use the Previous button. When you are done, complete your certification below and click **Next**.

**Full Name**  
ROBERT MURPHY ROBERTSON

**Preferred Name**  
BOB

**ID**  
Social Security Number : \*\*\*-\*\*-0210

**Physical Address**  
875 UNION ST NE SALEM OR 97311-0800

**Phone Number**  
(123) 456-7890

**Email**  
bob@email.com

**Certification**

By entering your name in the box below, you are certifying that the information provided is true and correct to the best of your knowledge and belief. \*

Required

Cancel Previous Next >

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

< Home

### Confirmation

Your confirmation number is **0-000-167-874**.

Your Frances Online registration is complete. Please click Ok to return to the home page. From there you will be able to use your email address and password to log in and take additional actions like file a claim for Paid Leave or Unemployment Insurance, or check the status of an existing claim.

Printable View

OK

**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!

The screenshot shows a mobile app interface for setting up two-step verification. At the top, there is a back arrow and the text 'Home'. Below that is the heading 'Protect your Frances Online - Claimant profile with two-step verification'. A sub-heading explains: 'Two-step verification is used to better protect your Frances Online - Claimant profile. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you log in.' There are three main options presented in separate boxes: 1. 'Authentication App' with a 'Set Up' button and a note: 'Use an authentication app, such as Google Authenticator, to get security codes.' 2. 'Text Message' with an 'Add Phone' button and a note: 'Receive security codes by text message. Message and data rates may apply. To stop receiving SMS messages, remove your number above.' 3. 'Email' with an 'Add Email' button and a note: 'Receive security codes by email.' At the bottom right of the screen are two buttons: 'Cancel' and 'Confirm'.

**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!