

Granting Benefits Access – as an Employer

How to give a Third Party Administrator (TPA) or other authorized employee access to Unemployment Insurance benefits information

As an employer, you, or someone you choose, will need to answer questionnaires we send you as part of your employees' application for Unemployment Insurance (UI) or Paid Leave Oregon benefits. If you have a TPA, you will need to add them as a user to your Frances Online account or adjust their access so they can see benefits information.

This guide shows you:

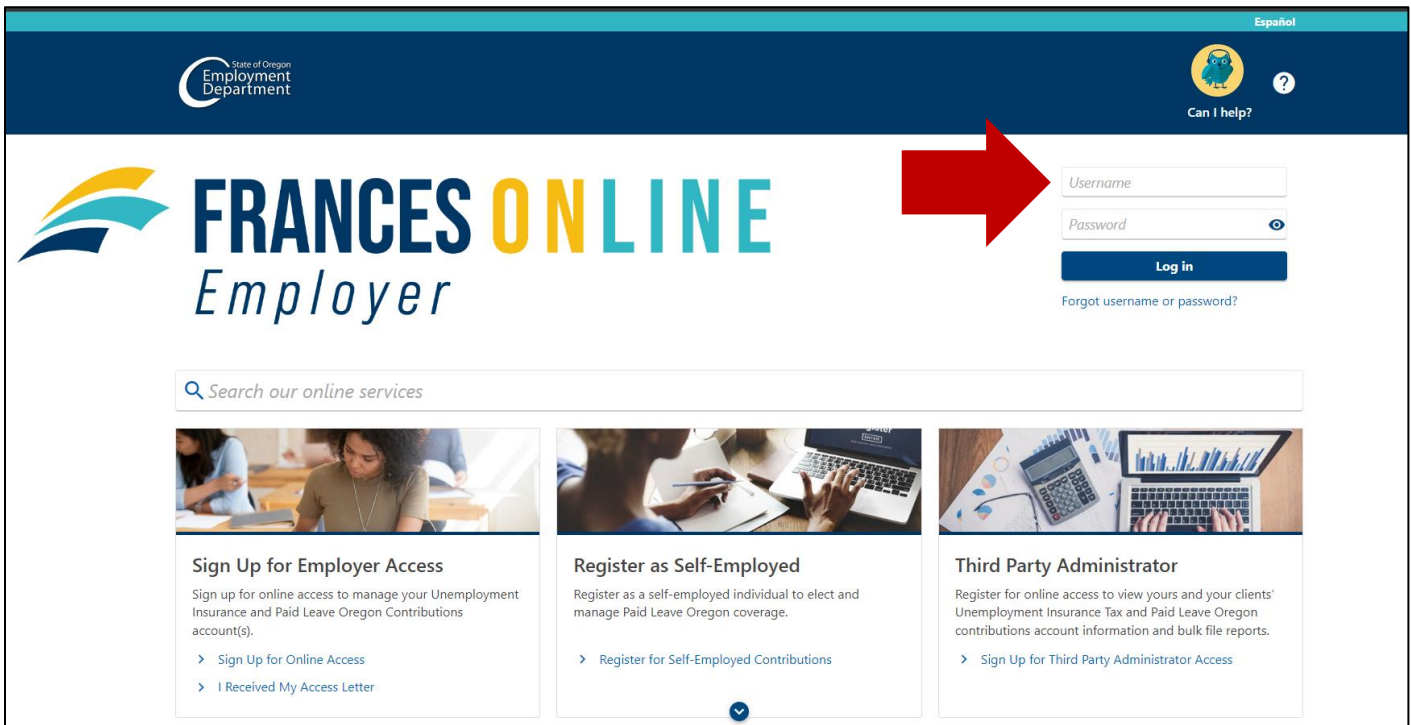
- **How to ask for access to benefit information**
 - [when you are not the account administrator](#)
 - [when you are the account administrator](#)
- **How to give someone else access to benefits information**
 - [when they do not have a Frances Online logon](#), or account
 - [when they do have a Frances Online logon](#), or account

Go to the Frances Online Employer Portal

There are two ways to get there:

- Go to frances.oregon.gov
 - Under “Employers, Self-Employed, and Third Party Administrators,” select “Log on to Frances Online.”
- Enter your email address (username) and password and select “Log in.”

Note: If you do not have a Frances Online account, go to frances.oregon.gov and select “Sign up for access” on the Employer panel. Come back to this guide when you’ve completed the sign-up process.



State of Oregon
Employment
Department

Español

Can I help?

FRANCES ONLINE
Employer

Username

Password

Log in

Forgot username or password?

Search our online services

Sign Up for Employer Access
Sign up for online access to manage your Unemployment Insurance and Paid Leave Oregon Contributions account(s).
> Sign Up for Online Access
> I Received My Access Letter

Register as Self-Employed
Register as a self-employed individual to elect and manage Paid Leave Oregon coverage.
> Register for Self-Employed Contributions

Third Party Administrator
Register for online access to view yours and your clients' Unemployment Insurance Tax and Paid Leave Oregon contributions account information and bulk file reports.
> Sign Up for Third Party Administrator Access

For added security, you will need to enter the security code the Frances system sends you by the method you chose when you created your account.



< Home

Verify Security Code

A text message with your Frances Online - Employer security code was sent to (***) ***-***55.

Security Code *

Required

Required

Trust this device

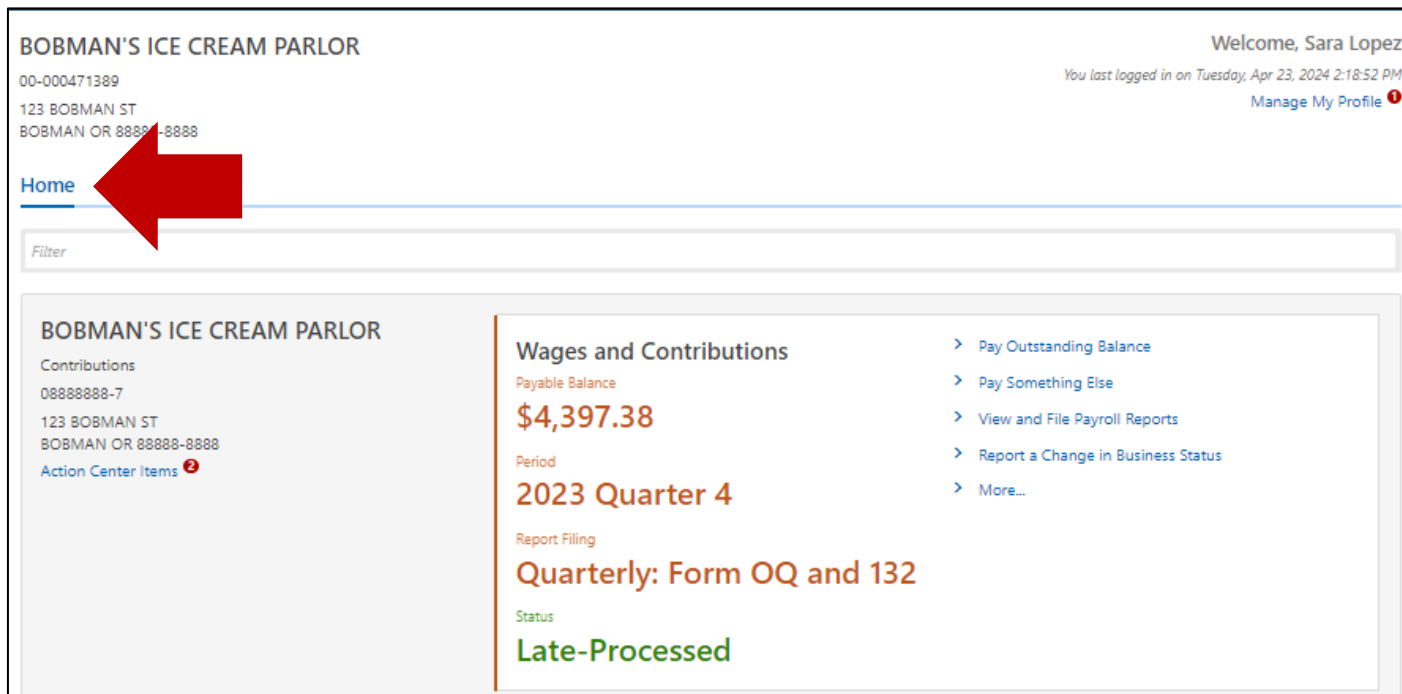
Didn't receive your code? [Resend](#)

Cancel Confirm

Requesting benefit access when you *are not* the account administrator

Step 1 — After logging in, you'll see the Home tab.

- Scroll down past the wages and contributions panels to a new panel, the **Questionnaire panel**, at the bottom. After you have benefits access, you can answer UI or Paid Leave questionnaires from this panel.



BOBMAN'S ICE CREAM PARLOR
00-000471389
123 BOBMAN ST
BOBMAN OR 98888-8888

Welcome, Sara Lopez
You last logged in on Tuesday, Apr 23, 2024 2:18:52 PM
Manage My Profile

Home

Filter

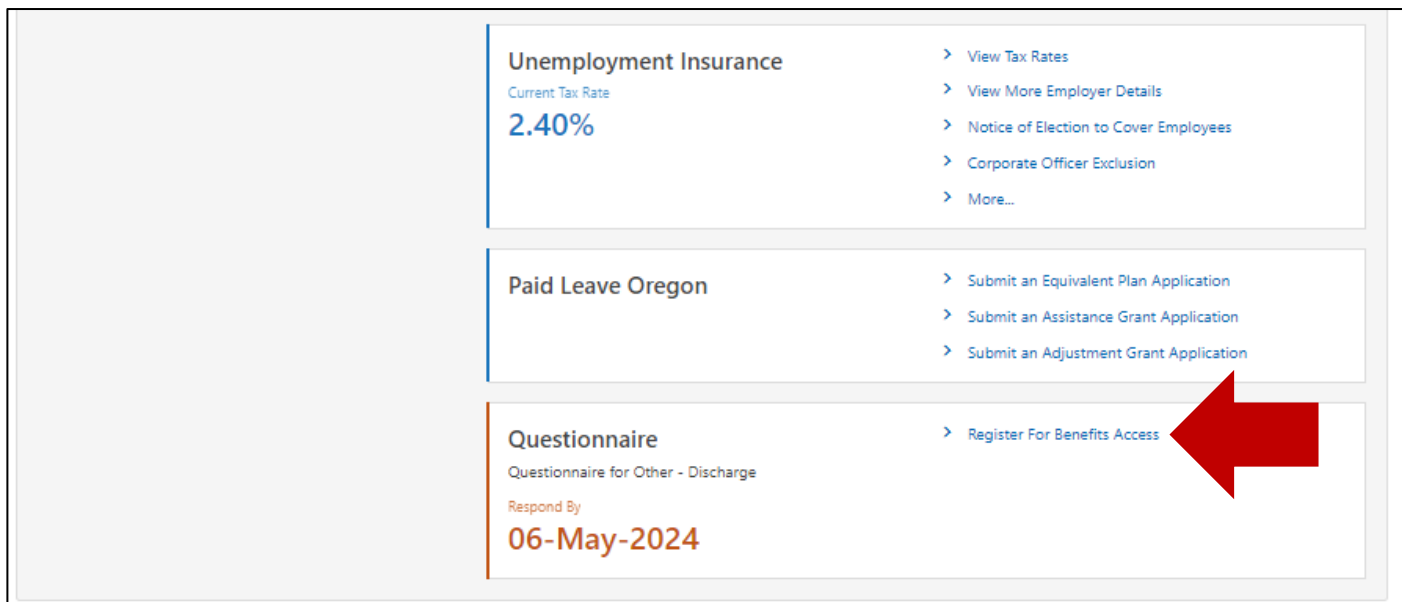
BOBMAN'S ICE CREAM PARLOR
Contributions
08888888-7
123 BOBMAN ST
BOBMAN OR 88888-8888
Action Center Items

Wages and Contributions
Payable Balance
\$4,397.38
Period
2023 Quarter 4
Report Filing
Quarterly: Form OQ and 132
Status
Late-Processed

- > Pay Outstanding Balance
- > Pay Something Else
- > View and File Payroll Reports
- > Report a Change in Business Status
- > More...

Step 5 — To request access to benefits information, select Register For Benefits Access.

- You'll need to provide proof that you are authorized by your business to access benefits information. You will do this by entering the Letter ID from any benefits letter.



Unemployment Insurance
Current Tax Rate
2.40%

- > View Tax Rates
- > View More Employer Details
- > Notice of Election to Cover Employees
- > Corporate Officer Exclusion
- > More...

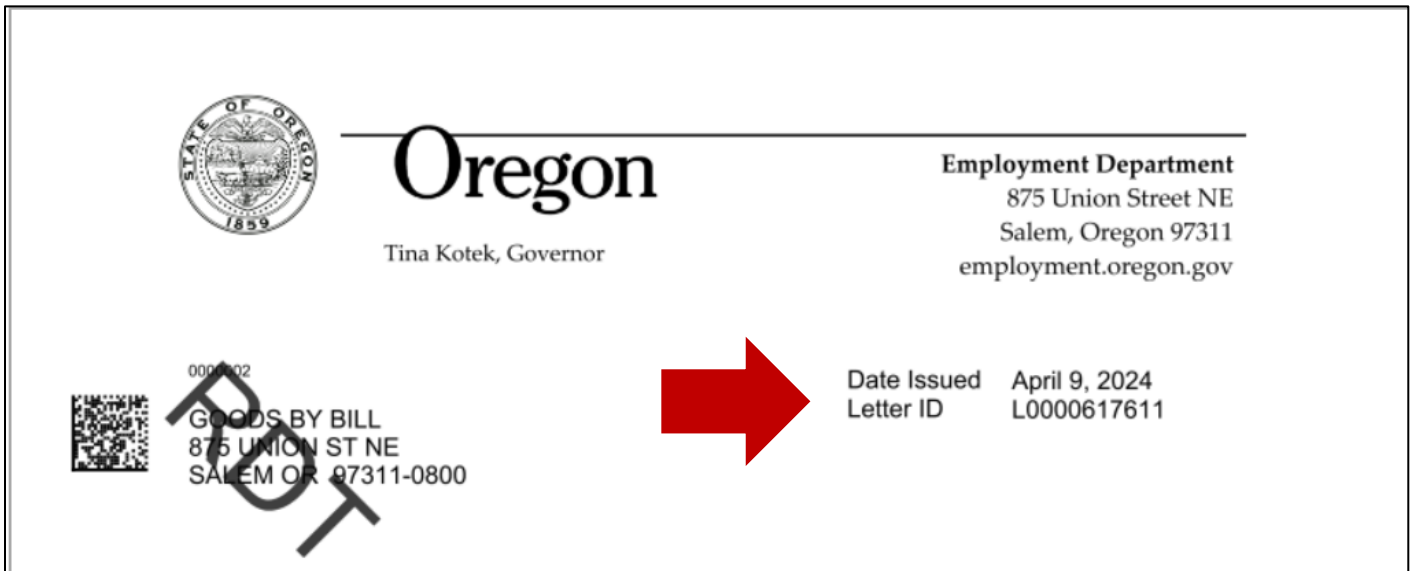
Paid Leave Oregon

- > Submit an Equivalent Plan Application
- > Submit an Assistance Grant Application
- > Submit an Adjustment Grant Application

Questionnaire
Questionnaire for Other - Discharge
Respond By
06-May-2024

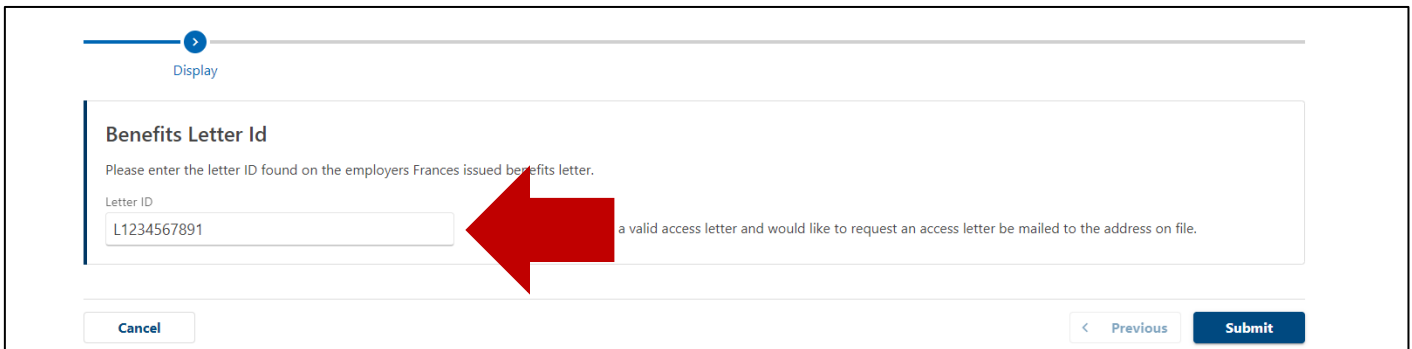
- > Register For Benefits Access

Every UI or Paid Leave Oregon letter has a unique Letter ID. Here is an example of what a benefits letter looks like.

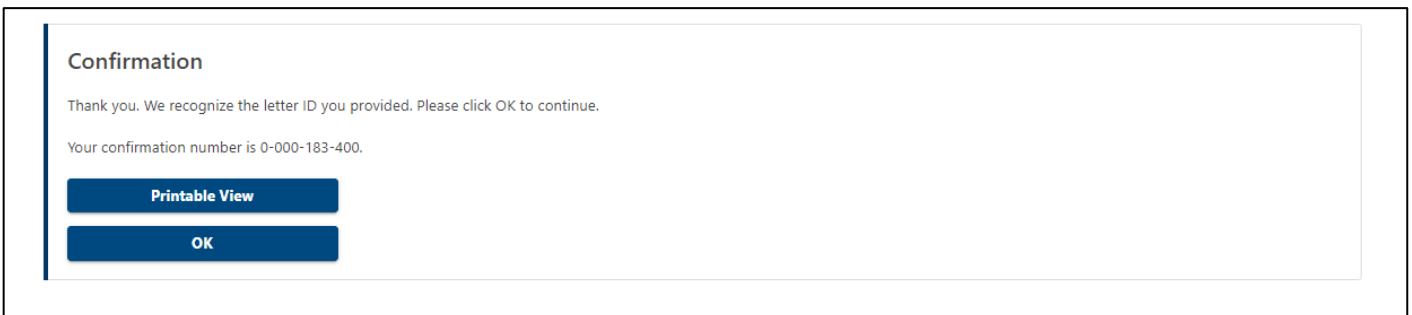


Step 6 — The Letter ID starts with the letter “I” followed by 10 digits.

- If you don't have a letter with an ID, you will need to ask your client to send you one. If you do have a letter ID, enter it here and select Submit. (L0000581591)



Step 7 - You have now registered for benefit access. You should see a confirmation screen, where you can print your confirmation number if you choose.



Step 8 — Select the Home tab and scroll down to the Questionnaire panel.

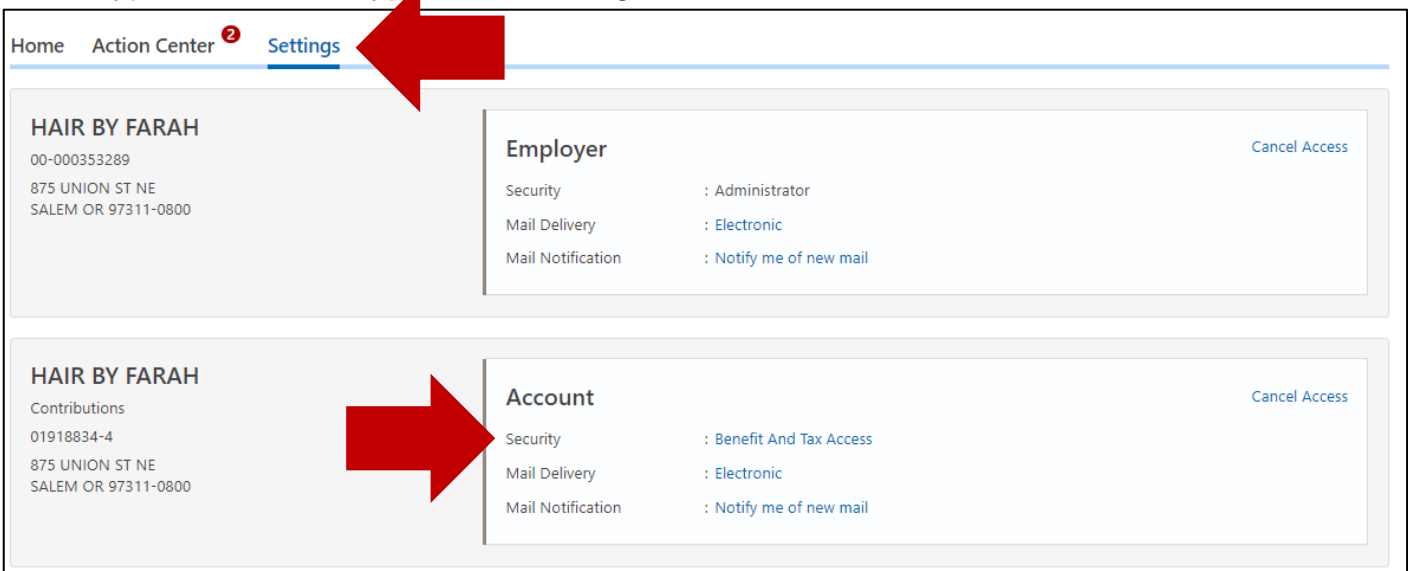
- You now have benefits access and can choose the **Respond to Questionnaires** hyperlink to answer questionnaires.



Requesting benefit access when you are the account administrator

Step 1 — After logging in, you'll see the Home page.

- Now select the Settings tab.
- In the Account panel, in the Security row, you can see your current security access type. Select the hyperlink to change it.



Step 2 — Select the Type of Access drop-down menu. All the security access types are listed here. Select the benefit access type that you need.

- Benefit and Tax Access** will allow you to file payroll reports, pay tax bills, and answer benefits questionnaires.
- If you **will not** be filing payroll reports or submitting payments, you can choose **Benefits Access**.

- You can select the second drop-down menu if you want to change the access from All Periods to a limited date range. Select **Save**.

HAIR BY FARAH

Account Security

Contributions
01918834-4
HAIR BY FARAH

Settings

Account Security

Type of Access
Benefit And Tax Access

Periods Logon Has Access To
All Periods

Cancel Save

Step 3 — Select the Home tab and scroll down to the Questionnaire panel.

- You now have benefits access and can choose the **Respond to Questionnaires** hyperlink to answer questionnaires.

Questionnaire

You have 2 questionnaires to answer.

Respond By
06-Oct-2023

[Respond to Questionnaire](#)

Giving access to benefits information to someone who *does not* have a web logon

Step 1 — After logging in, you'll see the Home tab.

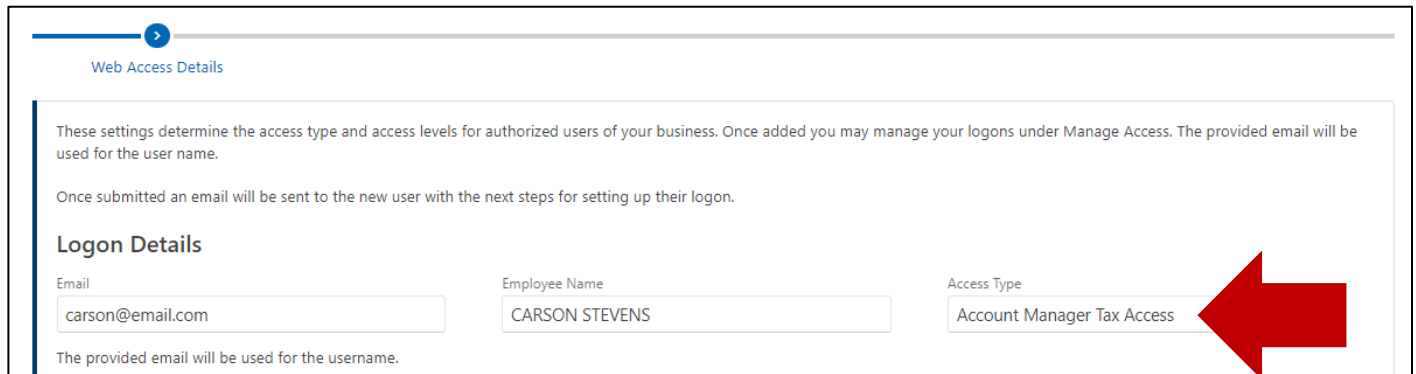
- To create their logon and assign them the access type they need, from your home dashboard, select the **I Want To** tab, and in the **Access Management** panel, select **Add a New Logon**.

The screenshot shows the user dashboard with the following elements:

- Navigation Bar:** Home, Action Center ², Settings, **I Want To...** (highlighted with a red arrow).
- Search Bar:** "What are you looking for?"
- Submissions:** Search for previous submissions. > Search Submissions
- Payment Plans:** Submit an application to enroll in a payment plan with the agency. > Payment Plan Application
- Messages:** View messages I've received from the Oregon Employment Department. > View Messages
- Letters:** View letters I've received from the Oregon Employment Department. > View Letters, > Submit Documentation
- Payments & Payroll Reports:** Manage payments and payroll reports for accounts of this customer. > Manage Payments & Payroll Reports
- Names, Addresses, and Contacts:** View or update names, addresses, and contacts associated to this customer. > Manage Names and Addresses, > Manage Contacts, > Update Demographic Information
- Access Management:** Manage access of accounts I have access to. > **Add a New Logon** (highlighted with a red arrow), > Manage My Users, > View Access, > Gain Access To My Other Accounts
- Authorized Representatives:** View or remove authorized representatives associated to my accounts. > Manage Authorized Representatives
- Multi-BIN Filing:** File payroll reports for multiple BINs. > Add New Client Accounts To My Business, > Work With My Clients, > Remove Clients My Business No Longer Works With

Step 2 — To add an authorized user

- Enter their email which will be the username when they log on
- Enter their name
- Choose their **Access Type**
 - As you hover over the Access Type drop-down menu, a blue circle appears. Select it for a description of each access type.
- To give someone access to answer benefit questionnaires, choose **Account Manager Tax Access** for the Access Type.



Web Access Details

These settings determine the access type and access levels for authorized users of your business. Once added you may manage your logons under Manage Access. The provided email will be used for the user name.

Once submitted an email will be sent to the new user with the next steps for setting up their logon.

Logon Details

Email: carson@email.com

Employee Name: CARSON STEVENS

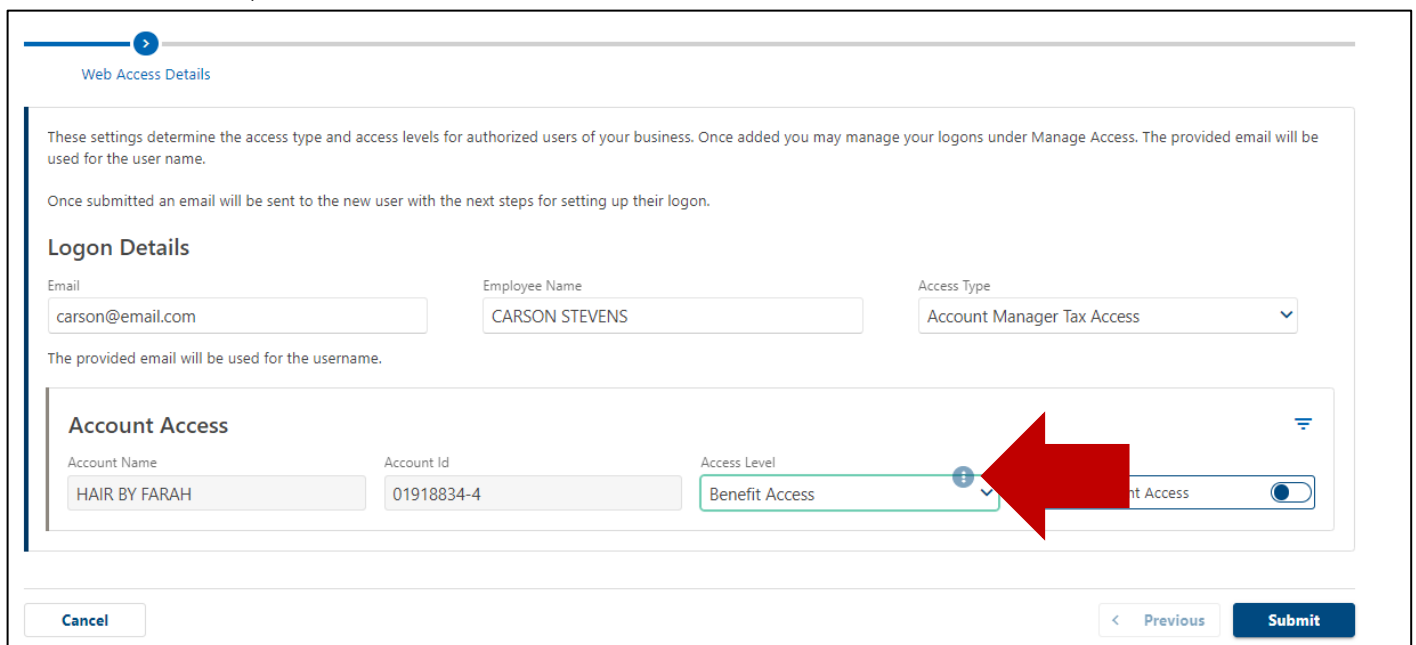
Access Type: Account Manager Tax Access

The provided email will be used for the username.

We will email new users a letter with a link to update their password. After they update their password, they will set up their profile. **The link is only valid for SEVEN (7) days.** If the link expires, they will need to contact us for help setting up their account.

Step 3 — Now let's move to the Account Access panel.

- Select the blue circle next to the Access Level dropdown menu to learn more about each access level. In this example, Carson only needs Benefit Access.
- To choose, select **Benefit Access** from the list.



Web Access Details

These settings determine the access type and access levels for authorized users of your business. Once added you may manage your logons under Manage Access. The provided email will be used for the user name.

Once submitted an email will be sent to the new user with the next steps for setting up their logon.

Logon Details

Email: carson@email.com

Employee Name: CARSON STEVENS

Access Type: Account Manager Tax Access

The provided email will be used for the username.

Account Access

Account Name: HAIR BY FARAH

Account Id: 01918834-4

Access Level: Benefit Access

Benefit Access:

Cancel Previous Submit

Step 5 – Select anywhere in the Grant Access toggle box to confirm.

Web Access Details

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Once submitted an email will be sent to the new user with the next steps for setting up their logon.

Logon Details

Email: Employee Name: Access Type:

The provided email will be used for the username.

Account Access

Account Name: Account Id: Access Level:

Step 6 – Now select Submit to see your request confirmation.

- Carson now has access to benefit information access and can respond to benefits questionnaires related to UI or Paid Leave Oregon claims.

Confirmation

We have received your request for a new logon. We will send the new user an email within 24 hours with the next steps for establishing a logon. Your confirmation number is 0-000-083-261. Thank you.

Giving access to benefits information to someone who *does* have a web logon

Step 1 — After logging in, you'll see the Home tab.

- Select the **I Want To...** tab.
- In the Access Management panel, select **Manage My Users**.

875 UNION ST NE
SALEM OR 97311-0800

Home Action Center ² Settings **I Want To...** Manage My Profile

What are you looking for?

Submissions
Search for previous submissions.
> Search Submissions

Payment Plans
Submit an application to enroll in a payment plan with the agency.
> Payment Plan Application

Messages
View messages I've received from the Oregon Employment Department.
> View Messages

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

Payments & Payroll Reports
Manage payments and payroll reports for accounts of this customer.
> Manage Payments & Payroll Reports

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

Access Management
Manage access of accounts I have access to.
> Add a New Logon
> **Manage My Users**
> View Access
> Gain Access To My Other Accounts

Authorized Representatives
View or remove authorized representatives associated to my accounts.
> Manage Authorized Representatives

Multi-BIN Filing
File payroll reports for multiple BINs.
> Add New Client Accounts To My Business
> Work With My Clients
> Remove Clients My Business No Longer Works With

Step 2 — To change an employee's level of access, select their email address.

Additional Logons

These settings determine the access type and access levels for logons created by your business.

Logons				Filter
Username	Name	Email	Access Type	
Active				
carson@email.com	CARSON STEVENS	carson@email.com	Administrator	

Step 3 — Select the current level of access hyperlink.

- In this example, “File Tax Reports and Make Payments.”

Additional Logon

- > Change Access
- > Manage Account Access
- > Resend Logon Access Email
- > Deactivate Access

Administrator


carson@email.com
CARSON STEVENS

Access Activity

Access Settings for carson@email.com Manage

BOBMAN'S ICE CREAM PARLOR - 00-000471389

General Access	Administrator
Contributions	08888888-7
	File Tax Reports and Make Payments



Step 4 — In the Account Security box, select the Change hyperlink in the upper right-hand corner.

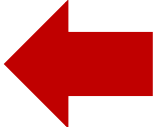
Account

Account Security Change

Logon : carson@email.com

Access Level : [Benefit And Tax Access](#)

[Cancel access to this account](#)



- In this example, this employee needs to file payroll reports and view benefits questionnaires, so they need both Benefit and Tax Access.
- Choose **benefits and tax access** from the drop-down menu. Select **Save**.

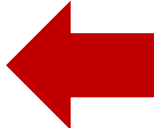
Settings

Account Security

Type of Access Benefit And Tax Access

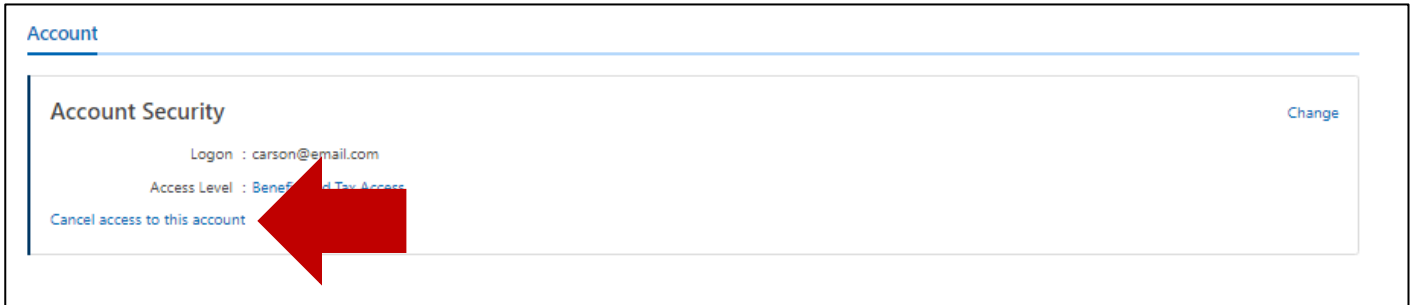
Periods Logon Has Access To All Periods

Cancel Save



Step 5 — On the Manage Access screen you can see their new level of access.

- If they no longer need account access, select **Cancel Access**.



You're done! You have just learned how to add or request access to benefits information. We've also shown you how to give an employee or TPA access to your business account and benefit access, and how to allow an employee or TPA who already has access to your Frances Online business account to see benefits information and respond to questionnaires on your behalf.