



Filing an Additional Claim for Work Share Claimants in Frances

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. 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 — Log in to your account at frances.oregon.gov/claimant.

Step 2 — If you attempt to file a weekly claim and the “File Now” link related to the week is not on your claim, you will need to Restart your claim.

- Click on the Reopen or File an Additional Claim hyperlink.

The screenshot shows the Frances Online Claimant Services dashboard for COLIN HUGHES. The user's name and address are listed on the left. The dashboard is divided into two main sections: Claimant Services and Current Unemployment Insurance Benefits. The Claimant Services section includes a link to 'File a Paid Leave Oregon Claim'. The Current Unemployment Insurance Benefits section includes links for 'Benefit Details', 'Restart My Claim', 'View Week History', 'View or Change Benefit Details', and 'Update Benefit Payment Method'. The 'Restart My Claim' link is highlighted with a red box, indicating the next step in the process.

Section	Item	Action
COLIN HUGHES ***-**-3908 21217 NW SAUVIE ISLAND RD PORTLAND OR 97231-1319	Claimant Services	> File a Paid Leave Oregon Claim
	Current Unemployment Insurance Benefits Benefit Begin: 30-Mar-2025 Eligibility Through: 28-Mar-2026 Action Center Items 2	Benefit Details
	Restart My Claim	> Reopen or File an Additional Claim

Step 3 — Enter your social security number and read through the page.

- Click on the disclaimer box at the bottom.
- Click the “Next” button to move forward.

File a Benefit Claim

ISAAC MCADOO
***-**-8510

Identity

You need to start with your Social Security Number because protecting you and your personal information is important to us. *

Required

You must tell the truth on this application

It is very important that you provide true and accurate information on your application. There may be additional penalties if you intentionally make a false statement or purposefully do not report true and accurate information so you can receive benefits.

What could happen if I do not provide accurate information?

- Our work on your claim may be delayed, which could delay your benefits.
- Your claim can be denied, and you will not receive benefits.
- Your claim can be overpaid, and you will have to repay the benefits you received.
- If you knowingly give us false information, you may have to complete a number of penalty weeks on your claim. This means you can claim these weeks and be eligible for benefits, but you will not be paid for these weeks.
- You can be prosecuted for a crime and be forced to pay penalties or serve time in jail.

Disclaimer

By checking this box, I certify that all statements provided, including but not limited to the reason I am currently unemployed, are true and accurate. I understand that these statements are made under the penalty of perjury and that any intentional misrepresentation is considered fraud. If I am found to have committed fraud, I understand that I may be subject to criminal prosecution.

[Cancel](#) [Previous](#) [Next](#)

Step 4 — You will then answer questions to determine if a restart is needed or an additional claim is needed.

- Answer “Yes” or “No” to each question, then click the “Next” button.

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File a Benefit Claim

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Provide the following information to help decide how to proceed.

Have you worked for an employer since June 22, 2025?

Yes No

Have you worked as an independent contractor or been self-employed since June 22, 2025?

Yes No

[Cancel](#) [Previous](#) [Next](#)

Step 5 — You will then need answer questions about your hours and earnings for the previous week.

- Click “Yes” or “No” to each question, then click the “Next” button.

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File a Benefit Claim

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Earnings Last Week

During the week of June 29, 2025 through July 5, 2025, did you have gross earnings of \$812 or more? *

Yes	No
-----	----

During the week of June 29, 2025 through July 5, 2025, did you work 40 hours or more? *

Yes	No
-----	----

Step 6 — If you have worked since the previous claimed week, you will proceed with the Additional Claim process.

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Additional Unemployment Insurance Claim

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>

Gather Materials

Unemployment Insurance Oregon Application for Benefits

Please gather and be prepared to provide the following information:

- Your work history for the last 18 months, including
 - Dates of employment
 - Your employers' business names, addresses, and phone numbers. If you worked for a Federal employer that was not the military, you may find this information on an SF-8 or SF-50.
 - Your salary from each employer.

Before restarting your claim, **please review some of the eligibility requirements.**

- You must be able to work, be available for work, and be actively seeking work each week you claim. It is your responsibility to keep track of your work search efforts.
- You must look for work in your labor market and normal occupation. You must stay in the area of your permanent residence for the major portion of the week unless you are seeking work elsewhere.
- You must be willing to work all days and shifts normal for your occupation.
- You must be available for full-time, part-time, and temporary work. If you are limited to part time work because of a permanent or long-term disability, you may still be eligible for benefits.

Step 7 — Click the “Add Employer” hyperlink to add the employer or employers that you worked for during the period from when you last claimed.

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Gather Materials Subsequent Employment Work History

Employment History Since Your Previous Claim

We have retrieved your known employment since your last active claim.

To complete your employment history:

1. Select each employer’s name below to answer questions about your employment.
2. If you do not see an employer that you have worked for since June 22, 2025, add that employer with the Add Employer link.
3. After you have added all employers and answered questions about all the jobs you have had since June 22, 2025, use the Next button to continue.

Employers

Name	Address	Employer Type
There are no employer records.		

+ Add Employer

Cancel Save Draft Previous Next

Step 8 — Select your employer in the window that appears.

- If the employer is not listed, click on the “Add a New Employer” button.
- If there are multiple employers, you will need to click on each employer and complete the required information.

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Gather Materials Subsequent Employment Work History

Claim Filing

Previous Employers Show Older Employers

Name	Address	Type
AFC RICHMOND	SW MORRISON ST PORTLAND OR 97205	In-State Employer

Cancel Add a New Employer

There are no employer records.

+ Add Employer

Cancel Save Draft Previous Next

Step 9 — Complete all the questions for each employer.

- Click on the “Search for Occupation” and enter a keyword search to find your occupation.
- For the question “Which of these describes your situation?” Work Share is considered “Still Working – Reduction in hours.”
- Enter the date range of your reduction in hours. This can be when you began the Work Share program and when you expect it to end.

All Questions ? ×

AFC RICHMOND
SW MORRISON ST PORTLAND OR 97205

What was your first day of work for this employer? *
 Required

Are you still working for this employer?
 Yes No

What was your last day of work for this employer? *
 Required

Your Occupation
You must provide your occupation. Click the button Search for Occupation to find your occupation.

Data Scientists

What was your **frequency** of pay with this employer?

What was your **amount** of pay with this employer? (Monthly)

What was your job title?

What were your job duties?

Was the work you did for this employer seasonal?
 Yes No

Which of these describes your situation?

You are performing services for this employer, with a reduction in hours.

When did your reduction of hours begin?

When do you expect to return to work full-time?

Step 10 — Read and certify that you understand the questions you have been asked.

- After reading through the information on this page, enter your name and then click the checkbox on the bottom.
- Then click the “Next” button.

Additional Unemployment Insurance Claim

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Gather Materials Subsequent Employment Work History Certification

Certification

I understand the questions I have been asked. My answers are true to the best of my knowledge.

I understand the law provides penalties for making false statements in order to obtain benefits from the Unemployment Insurance Program.

I certify that I understand that it is my responsibility to know the information in both the Unemployment Insurance Claimant Handbook and Work Share Claimant Handbook. More information is on the Work Share website.

By entering your name in the box below, you are certifying the above information. *

Eligibility Notice: Your Work Share Requirements

Your weekly hours must be reduced between 10% and 50%.
You must be available for all work offered through your Work Share employer.
You must remain in contact with your Work Share employer.
You must not be a seasonal worker.

For each week you claim benefits, you must be:

- Able to work;
- Available for full-time, part-time, and temporary work during all of the days and hours typical for your type of work.

The following situations are not common:

You may be considered temporarily unemployed if your hours are reduced more than 50% for four weeks in a row. You must resume work-seeking activities after five consecutive weeks of being considered temporarily unemployed.

I agree to the above statements. *

Step 11. After completing the additional claim process, you will be able to file the weekly claim from your claimant home screen.

Home Action Center ¹ Settings I Want To...

Filter

COLIN HUGHES
***-**-3908
21217 NW SALVIE ISLAND RD
PORTLAND OR 97231-1319

Claimant Services [File a Paid Leave Oregon Claim](#)

Current Unemployment Insurance Benefits
Benefit Begin: 11-May-2025
Eligibility Through: 09-May-2026
[Action Center Items](#) ¹

Claim for Week of 05-Jul-2025 [File Now](#)
File your weekly claim in order to receive benefits.
Status: **Ready to File**

Benefit Details
\$012.00 per week from 11-May-2025 to 09-May-2026
[View Week History](#)
[View or Change Benefit Details](#)
[Update Benefit Payment Method](#)