



FRANCES ONLINE

FREQUENTLY ASKED QUESTIONS



1 How Do I Register in Frances Online?

You can begin registering in Frances Online September 6, 2022. To register for Frances Online go to francesinfo.oregon.gov and select the 'Resources' sub-page. Select the link for instructions for either an Employer or Third Party Administrator (TPA).

2 Will my OPRS logins transfer to Frances online?

Our first priority is keeping employer information safe. While we had hoped to transition your Oregon Payroll Reporting System (OPRS) account directly to Frances Online, we have determined that the best way to ensure your data is secure is for you to set up a new login and password in Frances Online. We are committed to making this as easy as possible.

3 What if I'm a Third Party Administrator (TPA) with a client with no previous payroll?

While validating accounts, TPAs have the ability to denote that the BIN has never had payroll.

4 Does Frances link to payroll software like Quick Books?

No. While we'd love to be able to connect with all payroll software to make it easier for you to report your combined payroll reporting obligations. Unfortunately, there are a lot of software companies and each use different formats making it difficult for our system to talk to theirs.

5 Will I still use Revenue Online?

Yes. You will still use Revenue Online to make payments for your combined payroll reports.

6 When can I start using Frances Online?

You will be able to start using Frances Online on September 6, 2022 for the following: File and amend payroll reports, manage online access for you and your staff, update your contact information, manage your mail delivery preferences, view your UI tax rates, and send/receive secure messages.

QUESTIONS?

We can help!



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