



# FRANCES ONLINE

## Quick Reference Guide

Step-by-step guide to common tasks in Frances Online.

### Tasks by group

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Choose from list below to link directly to group of tasks.

[Create and manage your account](#)

[Payroll Report filing](#)

[Messaging and document management](#)

[Paid Leave Oregon](#)

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### Create and manage your account

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**Create a Frances Online Account - Employer Logon**

- Go to [frances.oregon.gov](https://frances.oregon.gov)
- In the Sign Up For Employer Access panel, click **Sign Up For Online Access**.
- You will need FEIN and BIN.
- If you have payroll report data, you will enter it to verify your account and gain instant access.
- If you do not have payroll report data, you can request a verification letter.

Note: The password minimum is 14 characters.

**Create a Frances Online Account - TPA logon**

- Go to [frances.oregon.gov](https://frances.oregon.gov)
- In the Third Party Administrator panel, click **Sign up for Third Party Administrator Access**.
- Select the appropriate registration type.
  - In-State will need FEIN and BIN.
  - Out-of-State will need FEIN.
  - Self-employed will need SSN.
- Fill in the information.

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|   | <ul style="list-style-type: none"> <li>• If your business has an account in our system, you can log into your online account immediately. If your business is new in our system, please allow three days for our staff to review your information and set up a new account for your business. You will receive an email when that process has been completed.</li> </ul> <p>Note: The password minimum is 14 characters.</p>  |
| <b>Manage Logons Associated with Your Account</b> | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> <li>• In the Access Management panel, click <b>Manage My Users</b>.</li> <li>• Click the <b>email address</b> of the user you would like to manage.</li> <li>• Make desired changes and then click <b>Submit</b>.</li> </ul>   |
| <b>Add Another Logon for an Employee</b>          | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> <li>• Scroll down</li> <li>• In the Access Management panel, click <b>Add a New Logon</b>.</li> <li>• Enter the required information and then click <b>Submit</b>.</li> </ul>  |
| <b>Changing Logon Access</b>                      | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> <li>• In the Access Management panel, click <b>Manage My Users</b>.</li> <li>• Click the <b>email address</b> of the user you would like to manage. <ul style="list-style-type: none"> <li>○ To change access type: <ul style="list-style-type: none"> <li>▪ Click <b>Manage Account Access</b>.</li> <li>▪ Click the hyperlink for the access type that needs to be changed.</li> <li>▪ Use the drop-down menu to change the access type.</li> </ul> </li> <li>○ To change access level: <ul style="list-style-type: none"> <li>▪ Click <b>Change Access</b>.</li> <li>▪ In the Type of Access drop-down menu, select the desired access level.</li> </ul> </li> <li>○ To remove a logon: <ul style="list-style-type: none"> <li>▪ Click <b>Deactivate Access</b>.</li> <li>▪ Click the <b>Yes</b> button.</li> </ul> </li> </ul> </li> </ul> |
| <b>Associate Multiple BINS to</b>                 | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> </ul>  |

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| <b>Your Logon<br/>(Multi-BIN Filing<br/>or TPAs)</b> | <ul style="list-style-type: none"> <li>• In the Multi-Bin Filing panel click <b>Add New Client Accounts To My Business</b>.</li> <li>• Read the Introduction to learn what you need to access your client's accounts. Click <b>Next</b>.</li> <li>• Click <b>Add Client</b> to add clients individually, or click <b>Upload Spreadsheet</b> to associate multiple clients at once.</li> </ul> |
| <b>Change Your Mail Options</b>                      | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>Settings</b> tab.</li> <li>• Click either <b>Paper</b> or <b>Electronic</b> in the Mail Delivery row.</li> <li>• Select your desired option and click <b>Save</b>.</li> </ul>   |
| <b>Change Your Mailing Address</b>                   | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> <li>• Click <b>Manage Names &amp; Addresses</b> on the Names, Addresses, &amp; Contacts panel.</li> <li>• Make desired changes and click <b>Save</b>.</li> </ul>   |

## Payroll Report filing

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| <b>File Your Payroll Reports</b>                               | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• In the Wages and Contributions panel, click on <b>View or File Payroll Reports</b>.</li> <li>• In the far right column, click <b>File Now</b> for the appropriate quarter.</li> </ul>   |
| <b>Filing Reports for Multiple BINS<br/>(Multi-BIN Filing)</b> | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click the <b>I Want To...</b> tab.</li> <li>• In the Multi-BIN Filing panel, click <b>Multi-BIN Filing</b>.</li> <li>• Read the information on the Introduction page and click <b>Next</b>.</li> <li>• Download specifications by clicking on <b>View Upload Format Specifications</b>.</li> <li>• Select the type of format from the drop-down menus and upload your reports.</li> </ul> |
| <b>Bulk Filing</b>   | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• Click <b>Bulk File Payroll Reports</b>.</li> <li>• Review the important information on the Introduction page and click <b>Next</b>.</li> <li>• Download specifications by clicking on <b>View Upload Format Specifications</b>.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Select the type of format from the drop-down menus and upload your reports.</li> </ul> <p>Note: TPAs do not need to add client's BINs to your Frances Online account to bulk-file reports. You <i>do</i> need to add clients to your account to amend reports or view BIN-specific information.</p>   |
| <b>View Your Payroll Reports</b>                 | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• In the Wages and Contributions panel, click on <b>View or File Payroll Reports</b>.</li> <li>• In the far right column, click <b>View or Amend Payroll Report</b> for the appropriate quarter.</li> <li>• Click <b>Print</b> to view a PDF version or click <b>Next</b> at the bottom right to click through the report.</li> </ul>   |
| <b>View an Amendment to Your Payroll Reports</b> | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• In the Wages and Contributions panel, click on <b>View or File Payroll Reports</b>.</li> <li>• Click the <b>Periods</b> tab and then the period with the amendment.</li> <li>• In the Period Activity panel <ul style="list-style-type: none"> <li>○ Message row is for the message sent in Frances Online to notify of the submission.</li> <li>○ Processed row is for the Web Request sent to Frances when the amended payroll report was submitted and is view or print only.</li> <li>○ The Ontime-Processed row is for the current payroll report and will allow additional amending.</li> </ul> </li> </ul> |
| <b>Find Your Tax Rate</b>                        | <ul style="list-style-type: none"> <li>• Sign into your Frances Online account.</li> <li>• In the Unemployment Insurance panel, your current tax rate is displayed.</li> <li>• Click on <b>View Tax Rates</b> to view previous years' tax rates.</li> </ul>  |
| <b>Make a Payment</b>                            | <ul style="list-style-type: none"> <li>• Payments need to be made with the Department of Revenue (DOR) through Revenue Online to be considered on time. Only delinquent payments can be made on Frances Online.</li> <li>• Sign into your Frances Online account.</li> <li>• In the Wages and Contributions panel, click on <b>Pay Outstanding Balance</b>.</li> <li>• Select <b>Pay by ACH</b> or <b>Pay by Credit Card</b> and click <b>Next</b>.</li> <li>• Enter your payment information and click <b>Submit</b>.</li> </ul>  |

## Messaging and document management

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| <b>Submit a Business Change in Status</b> | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• In the Wages and Contributions panel, click on <b>Report a Change in Business Status</b>.</li></ul>   |
| <b>Add a Power of Attorney</b>            | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• In the Wages and Contributions panel, click <b>More....</b></li><li>• In the Wages and Contributions panel, click <b>Add Power of Attorney</b>.</li></ul>                               |
| <b>Document Submission</b>                | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• Click the <b>I Want To...</b> tab.</li><li>• In the Letters panel, click <b>Submit Documentation</b>.</li><li>• Here you can submit documentation requested through a letter.</li></ul> |

## Paid Leave Oregon

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| <b>Submit an Equivalent Plan</b>   | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• In the Paid Leave Oregon panel, click <b>Submit an Equivalent Plan Application</b>.</li></ul>                        |
| <b>Add a Declaration of Intent</b> | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• In the Paid Leave Oregon panel, click <b>Declare Your Intent to Obtain Approval of an Equivalent Plan</b>.</li></ul> |

## Communication

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| <b>Send a Message to the Oregon Employment Department</b> | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• Click the <b>I Want To...</b> tab.</li><li>• Click <b>Secure e-Messages</b> in the Secure e-Messages panel.</li><li>• Click on <b>Send Message</b> on the top right.</li><li>• Select the appropriate hyperlinks and click <b>Next</b>.</li><li>• Add the Subject, create your Message, and click <b>Submit</b>.</li></ul> |
| <b>Access Your Letters</b>                                | <ul style="list-style-type: none"><li>• Sign into your Frances Online account.</li><li>• Click the <b>I Want To...</b> tab.</li><li>• In the Letters panel, click <b>View Letters</b>.</li></ul>  |