

Oregon Paid Leave

How to start an account to apply for benefits

Use these instructions to create an account in Frances Online to apply for benefits. Frances Online responds to the information you enter, so **you may see different screens** and receive different questions based on your situation.

Step 1

Go to frances.oregon.gov



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

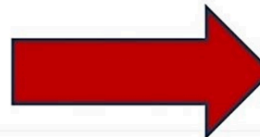
File a payroll report, file payroll reports on behalf of others, choose self-employed Paid Leave Oregon coverage, apply for an equivalent plan, or apply for an assistance grant.

- > Log on to Frances Online

Step 2

On the next screen, select "Sign Up for an Online Account."

- After you've created an account, you can login directly at frances.oregon.gov/claimant

A screenshot of the Frances Online login and sign-up interface. It features a "Username" input field, a "Password" input field with an eye icon for toggling visibility, a blue "Log in" button, and links for "Forgot username or password?", "New to Frances Online?", and "Sign Up for an Online Account".

Step 3

The next screen shows the 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.

Step 5

You can create an account with a Social Security Number (SSN) or an Individual Taxpayer Identification Number (ITIN).

- If you have a Social Security Number, use it to set up your account.
- If you do not have a Social Security Number, you can use an Individual Tax Identification Number for Paid Leave Oregon.
- You must have a Social Security Number to apply for Unemployment Insurance.
- Enter your date of birth and select “Next.”

What You'll Need Verify My Email Identification

Identification Information

If you plan to file an Unemployment Insurance claim, use your Social Security Number (SSN) to set up your online account.

If you plan to file a Paid Leave Oregon claim, you can use an Individual Taxpayer Identification Number (ITIN) or your Social Security Number (SSN).

What ID type would you like to use?

Social Security Number (SSN)

Individual Taxpayer Identification Number (ITIN)

Please enter your Social Security Number (SSN): *

Required

Confirm your Social Security Number *

Required

What is your date of birth? *

Required

Cancel < Previous 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.

- 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 **don't find a record of you** in our system, you will move forward to continue creating your account, and you can go to [Step 8](#) now.

Step 6

Request a Letter ID to confirm your account.

- All the letters we send contain a code, known as a Letter ID, that you can use to confirm your account. If you do not have a recent letter from us, you need to request a Frances Access Letter.

Use the following steps to request a Frances Access Letter.

1. Fill out your mailing address so we can send the Frances Access Letter to the right address. If your address has changed since your most recent claim, fill out your new, current address. You must be able to receive mail at this address and check it regularly because the Letter ID is valid for a limited time.
2. When the Frances Access Letter arrives, follow the instructions on the letter.

Step 7

Use a Letter ID to confirm your account.

- We will send you a Frances Access Letter through the U.S. mail to keep your information secure. This may take several days to arrive, depending on your location.
- The Letter ID starts with "L" and is followed by 10 digits. It is in the top right corner of the first page in the letters we send.
- If you have a Frances Access Letter or another recent letter from us with a Letter ID, you can use it to create your account.
- Enter the "L" and the following 10 digits in the appropriate field when prompted.

Step 8

If Frances Online did not find a record of you in our system, you will continue to the Name screen, where you will tell us how we should refer to you.

The screenshot shows a progress bar at the top with four steps: "What You'll Need", "Verify My Email", "Identification", and "Name". The "Name" step is highlighted with a yellow box. Below the progress bar, the "Name" form contains the following fields and options:

- 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

At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Next".

Step 9

On the Addresses screen, tell us where to send important mail and information.

- After entering your address, select the red text, “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.

Step 10

Choose if you would like to receive important documents electronically or through the mail.

- If you want letters sent electronically, you will get notified via email that you have letters in Frances Online. Be aware that we are required by law to send some letters through the U.S. mail, so check your mail regularly.
- We also need a phone number so we can call to get more information. We might call from an unlisted phone number. Make sure your voicemail is set up so we can leave a voice message.

Step 11

On the *Identification and Accessibility* page, enter your driver's license or state-issued ID information. Select "Yes" under *Accessibility* if you would like additional free help to use our services.

Step 12

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.
- Select a secret question from the drop-down menu 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 *

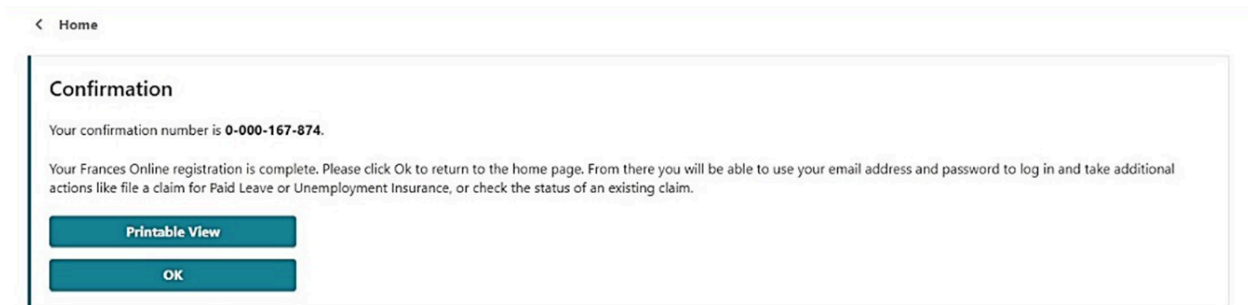
Confirm Password *

Step 13

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.

Step 14

The final screen gives a confirmation number; save this in case you need to reach out with questions.



Step 15

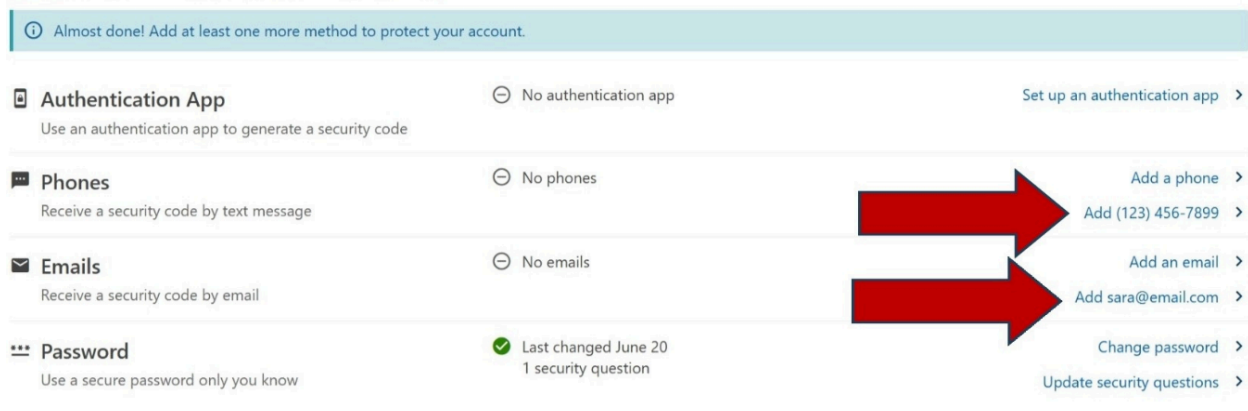
Once you finish creating your account, Frances Online will log you out and send you back to the Frances Online Claimant home page.

- Log back in and review the name, email, and phone number you provided to us.
- You can add a secondary phone number for us to contact you.
- If your information is incorrect, you can make changes.

Step 16

Next, protect your account by setting up two-step authentication.

- You can choose from three methods: an authentication app, an email, or a cell phone that receives text messages.
- There are links to add the email address or phone number you have already provided. Most people use these options, but you can choose to add additional phone numbers or email addresses.



- When you select a method, we will send you a code through that method. Enter the code to complete the set-up process.

- We recommend adding multiple methods for two-step authentication. That way, if you lose access to one, you will have another option for accessing your account. You will need to complete the setup for each method you add.
- You can change your two-step authentication methods at any time in the Security tab of your Profile.
- Once you set up at least one method, select “Log in,” and you’re done!

Helpful Tip: The next time you log in, after you enter your password, we will send you a security code using one of the two-step verification methods you have set up.

Select “Choose another way to verify” if you want to use a different method.

You are now ready to use Frances Online to:

1. File an initial claim for Unemployment Insurance benefits.
2. File weekly benefit claims.
3. File a Paid Leave application for benefits.
4. File a Paid Leave intermittent weekly claim.
5. Send secure messages to staff at the Oregon Employment Department.
6. Update your information.
7. Appeal administrative decisions, and more!

For more information:

Contact Lane ESD Human Resources:

- Find more OPL and protected leaves resources on the [HR homepage](#) in the LESD Intranet
- Email HRConfidential@lesd.k12.or.us
- Call us at 541-225-5295

Contact Unemployment Insurance:

- Learn more about [unemployment benefits](#)
- Fill out our [Contact Us](#)
- Call us at 877-345-3484 (toll-free)

Contact Paid Leave Oregon:

- Visit [Paid Leave Oregon’s website](#) to learn more about eligibility and benefits.
- Learn more about how to apply for benefits from the [Paid Leave Oregon Toolkit](#)
- Fill out our [Contact Us](#)
- Call us at 833-854-0166 (toll-free)