How to Create a
Frances Online Account

Use this guide to create your employer account in Frances Online. Use your Frances Online account to file payroll reports, add logons for Third Party Administrators (TPAs), or other authorized employees, manage your account information, and respond to Paid Leave Oregon and Unemployment Insurance benefits questionnaires.

Note: 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 — Go to frances.oregon.gov.

- Under "Employers, Self-Employed, and Third Party Administrators," select "Log on to Frances Online."
- To sign up for an account as an Employer, select the **"Sign up for Online Access"** link in the Sign up for Employer Access box.

Step 2 — The next screen shows what information you need to create an account in Frances Online.

- Gather the required information and select the "Next" button.

Introduction

As an employer doing business in the state of Oregon, you can use this request to sign up for Frances Online access if your business is already registered with the Oregon Employment Department (OED).

If you are a third party administrator for an employer, sign up for Third Party Administrator Access to complete a different registration process.

What do I Need to Register for Frances Online?

To complete your registration, you will need the federal ID number associated with your business and the Business Identification Number (BIN) issued to you. If you have not registered your business you can Register With the Department of Revenue for a new Business Identification Number.

Eligible federal ID types include:
- Federal Employer Identification Number (FEIN)
- Social Security Number (SSN)
- Individual Taxpayer Identification Number (ITIN)

What do I Need to Verify my Account?

For payroll report access verify your account using information from a previously filed payroll report from the last 2 years for one of the following programs.

- Unemployment Insurance
- State Withholding
- Paid Leave Oregon Wages
- Statewide Transit Tax
- TriMet Transit District Tax
- Lane Transit District Tax
- Worker's Benefit Fund

For **benefits information access, or if you do not know the information or have never filed**, you will be able to request a verification letter during the enrollment process. Once you receive the letter in the mail, you will be able to complete your Frances Online enrollment using information provided in the letter.

Cancel   Previous   Next

Step 3 — You will need to provide information about your business and your contact information.

- Choose the federal ID type you would like to use from the drop-down menu.
- Enter your Business Identification Number (BIN). This is the number the Department of Revenue gave you when you registered your business.
- Enter your first and last name and phone number.

Step 4 — Choose the program you would like to access.

- Choose the program from the drop-down menu. If you need access to both payroll reporting and benefits information you will have an opportunity to add access to the other program after you've completed your registration.

Registering for access to Benefits Information

- To keep your information secure, we will send you a Frances Access Letter through the U.S. mail. This may take several days to arrive in your mailbox depending on your location.
- The letter will contain a code, known as a Letter ID, that you will use to confirm your account.

Account Validation

Please select the program you wish to gain Frances Online access to. Once you have completed the registration you can choose to gain access to the other program from your Frances Online account.

Register For Benefits Information

How do you want to verify your account information?

○ I can provide the required information from a previously filed report.

● I want to request a letter in the mail.

Cancel   < Previous   Next >

- The Frances Access Letter will be sent to the address we have for your business in our system.
- If that address has changed, you will need to update it before we send you a Frances Access Letter. To update the address, please call us at 503-947-1488.
- Check your mail regularly because the Letter ID is valid for a limited amount of time.
- When the Frances Access Letter arrives, follow the instructions on the letter.

Registering for access to Payroll Reporting

- If you have information from a previously filed payroll report, 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 using the process described above and use it to complete your Frances Online enrollment.

Note: If you are an employer who wants to give your TPA access to benefits information so they can respond to benefits questionnaires, this is the fastest way to create your account. To add them as a logon follow the steps on the Benefits Access guide.

Step 5 — To create an account, you need to enter your email address and create a password.

- 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.
- You need to create a unique password with letters, numbers, and symbols that you can remember and keep secret.
- Please select a secret question and provide an answer in case you need to reset your password.

Create Logon and Password

Enter your email address and the password you want to use to access your account. You will log in to e-Services using this email and password combination.

Password Requirements :
- Be at least 14 characters in length
- Contain both letters and numbers
- Contain both uppercase and lowercase letters
- Contain special characters

Email *

Required

Verify My Email

Password *

Required

Confirm Password *

Required

Password Recovery

Select a secret question and answer that you will remember if you forget your password.

Secret Question *

Required

Secret Answer *

Required

Cancel   Previous   Next

Step 6 — Certify that the information is correct and accurate by checking the I agree box at the bottom of the page.

- If anything is incorrect, use the "Previous" button to go back and change it.

Review and Submit

Review the following information for accuracy before submitting this request.

FEIN
-*2363

**Name**
GUS MORGAN

Cell Phone
(503) 123-4567

Email (Username)
gus@pups.com

Certification

By checking **I Agree** below, I certify under penalty of law that the information I have provided is true and correct to the best of my knowledge and belief.

☐ **I Agree** *

Cancel   Previous   Submit

Step 7 — The final screen will show a confirmation number that you can save if you need to contact us and ask questions.
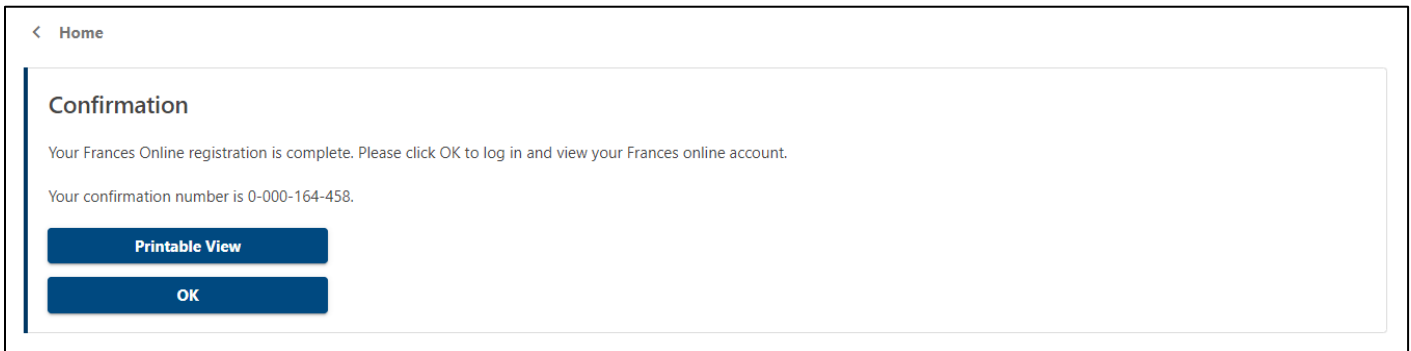
Step 8 — For your final step protect your account by setting up two-factor authentication.

- We only ask you to do this the first time you sign in after setting up your account.
- You can choose to connect to an authentication app, an email, or a cell phone that
- receives text messages.
- Once you add your choice and save, you're done!