

as a Third Party Administrator

Use this guide to create your Third Party Administrator (TPA) account in Frances Online. Use your Frances Online account to file payroll reports and respond to Paid Leave Oregon and Unemployment Insurance benefits questionnaires on behalf of your clients.

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.

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 Third Party Administrator Access" link in the Third Party Administrator box.



Select the appropriate registration.

- In-state TPAs will need a Federal Employer Identification Number (FEIN) and a Business Identification Number (BIN).
- Out-of-state TPAs will need a Federal Employer Identification Number (FEIN).
- Self-employed individuals will need a Social Security Number (SSN).

0			
Registration Type			
Registration Type			
Choose this option if your business is located in the state of Oregon.			
In-State TPA			
Choose this option if your business is located out of the state of Oregon			
Out-Of-State TPA			
Choose this option if your business is located in the state of Oregon and you are self-employed.			
Self-Employed TPA			
Cancel	< Previous	Next	>

In-State TPA

Step 1 – Enter your business information

- Enter your Federal Employer Identification Number (FEIN) and a Business Identification Number (BIN).
- Please enter your business contact information not your clients' information.

Preparer Information	Contact Information
lease enter the following information associated to your company or practice . This is not nformation related to your client(s). ederal Employer Identification Number	Please enter contact information for an individual within your company or practice. This in not a contact related to your client(s).
Required	
usiness Identification Number (BIN)	Phone Country
Required	USA 🗸
	Phone Type
	Business Phone
	Phone Number *
	Required
	Email *
	Required
	Confirm Email

Step 2 — 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.

Logon Information	Password Recovery
Enter your email address and the password you want to use to access your account. Your email will be used to log in to eServices. 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	Select a secret question and answer that you will remember if you forget your password. Secret Question Required Secret Answer Required
Email * Required Verify My Email	
Password * Required Confirm Password	

Step 3 – Review your information and select submit.

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

Registration type Preparer information V	Neb Access Review and Submit
Preparer Information	Contact Information
lease enter the following information associated to your company or praction of information related to your client(s).	ce. This is Please enter contact information for an individual within your company or practice. This is not a contact related to your client(s).
ederal Employer Identification Number	Name
-*2363	Gus Morgan
susiness Identification Number (BIN)	Phone Country
01836822-2	USA
	Dhana Tuna
	Business Phone
	7503) 867 5309
	(505) 007-5505
	Email
	gus@email.com
	Confirm Email
	gus@email.com
.ogon Information inter your email address and the password you want to use to access your acc mail will be used to log in to eServices.	count. Your Select a secret question and answer that you will remember if you forget your password.
.ogon Information inter your email address and the password you want to use to access your acc imail will be used to log in to eServices. bur password must meet the following requirements: • Be at least 14 characters in length	count. Your Select a secret question and answer that you will remember if you forget your password. Secret Question What is the first and last name of your favorite
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cogon Information inter your email address and the password you want to use to access your acc mail will be used to log in to eServices. 'our 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 mail gus@email.com Email Verified assword	count. Your Select a secret question and answer that you will remember if you forget your password. Secret Question What is the first and last name of your favorite Secret Answer •
An example of the second seco	count. Your Select a secret question and answer that you will remember if you forget your password. Secret Question What is the first and last name of your favorite Secret Answer •
Logon Information inter your email address and the password you want to use to access your acc imail will be used to log in to eServices. 'our password must meet the following requirements: • Be at least 14 characters in length • Contain both letters and numbers • Contain both letters and lowercase letters • Contain special characters mail gus@email.com • Email Verified tassword tassword	count. Your Select a secret question and answer that you will remember if you forget your password. Secret Question What is the first and last name of your favorite Secret Answer •

Step 4 – The final screen will show a confirmation number that you can save if you need to contact us and ask questions.

- If we can validate your business information, you will be able see your TPA account immediately.
- If your business is new in our system, we will send you an email in three to five days with more information.

Confirmation
Thank you for submitting your request for a new account in Frances Online. Your confirmation number is 0-000-159-198 . Please make a note of this number and include it with any attachments or future correspondence regarding this request.
If we are able to validate all of the information you have provided within our system, you will be able to click OK and be directed to your online access as a third party administrator (TPA).
If we are unable to validate your information, we will need to review the information you have provided. This process can take 3-5 business days to be completed. In the meantime, if we have any questions, we will reach out to you. Otherwise, you will receive an email with an approval or denial of your registration request for accessing Frances Online. To learn more about Frances Online visit francesinfo.oregon.gov.
Printable View OK

Step 5 – 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.

< Confirmation		
Protect your Frances Online - Employer prof	file with two-step verification	
Two-step verification is used to better protect your Frances Online - in.	Employer profile. Once we have it setup you'll be asked to provide	e a unique security code to verify your identity each time you log
Authentication App	Text Message	Email
Use an authentication app, such as Google Authenticator, to get security codes.	Receive security codes by text message.	Receive security codes by email.
Set Up	Add Phone	Add Email
	Message and data rates may apply. To stop receiving SMS messages, remove your number above.	
		•
		Cancel Confirm

Once you add your choice and save, you're done!

Out-of-State TPA

Step 1 – Enter your business information

- Choose ID type Federal Employer Identification Number (FEIN) from the drop-down menu.
- Enter your FEIN and confirm.
- Please enter your business contact information and mailing address. Do not enter your clients' information.
- After entering your address, you need to select the red text that reads "Address status not verified" to confirm the address.
 - You must complete this step to move on from this screen.

reparer Information	Contact Information
siness Name *	Please enter contact information for an individual within your company or practice. This
Required	not a contact related to your client(s).
*	Name
iype	Required
equired	Phone Country
•	USA 🗸
lequired	Phone Type *
	Required 🗸
	Phone Number *
	Required
	Email *
	Required

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Mailing Address			
Street *			
Required			
Street 2			
Unit Type	Unit Number	City *	
~		Required	
State *	ZIP Code *	County	
Required 🗸	Required		~
Attention			
Address Status Not Verified			
Cancel		< Previous Ne	xt >

Step 2 – Upload supporting documents

• Select the Supporting Documents button to attach documents your Secretary of State documentation or business licenses that show you are providing support to your clients.

⊘	Q	0					
Registration Type	Customer Information	Attachments					
File Upload Please upload supporting docu	mentation showing proof that your be	isiness provides support administer	ing taxes. Examples could be currer	t Secretary of St	ate documentation o	or relevant	
business licenses.							
Supporting Do	ocuments						
Attachments							
Туре	Name		Size				
There are no attachments.							
Cancel					< Previous	Next	>

Step 3 — 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.

Registration Type	Customer Information	Attachments	Web Access	
Logon Information			Password Recovery	
Enter your email address and tl email will be used to log in to e	he password you want to use to access you eServices.	r account. Your	Select a secret question and answer that you *	will remember if you forget your password.
Your password must meet the f • Be at least 14 characters in	following requirements: 1 length		Required	~
Contain both letters and n	umbers		Secret Answer	
Contain both uppercase ar	nd lowercase letters		Required	•
Contain special characters				
Email *				
Required				
Verify My Email				
Password *				
Required	•			
Confirm Password				
	0			
Concol				/ Proviour
Cancel				< Previous Next

Step 4 – Review your information and select submit.

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

Registration type	Customer Information	Attachments	Web Access	Review and Submit
Preparer Information	on		Contact Information	
Business Name			Please enter contact information	for an individual within your company or practice. This
DIAMOND REPS			is not a contact related to your c	lient(s).
ld Tura			Name	
Federal Employment Iden	tification Number		Bruce Diamond	
rederar Employment iden	ancadon Number		Phone Country	
Federal Employment Identificatio	n Number		USA	
-*1987			Phone Type	
			Business Phone	
			Phone Number	
			(503) 555-1212	
			Email	
			Bruce@diamond.com	
			Confirm Email	
			Bruce@diamond.com	
Mailin o Aslahasas				
Mailing Address				
Street				
Street 227 224TH ST SE				
Street 227 224TH ST SE Street 2				
Street 227 224TH ST SE Street 2				
Street 227 224TH ST SE Street 2 Unit Type		Unit Number	City	
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Street 227 224TH ST SE Street 2 Unit Type State WA - Washington		Unit Number ZIP Code 98021-8351	City BC Cou SN	DTHELL nty IOHOMISH
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Street 227 224TH ST SE Street 2 Unit Type State WA - Washington Attention Attention Attention		Unit Number ZIP Code 98021-8351	City BC Cou SN	DTHELL nty IOHOMISH

Logon Information	Password Recovery
Enter your email address and the password you want to use to access your account. Your email will be used to log in to eServices.	Select a secret question and answer that you will remember if you forget your password. Secret Question
Your password must meet the following requirements: Be at least 14 characters in length	What is the first and last name of your favorite
Contain both letters and numbers	Secret Answer
Contain both uppercase and lowercase letters	•
Contain special characters	
Email	
Bruce@diamond.com	
✓ Email Verified	
Password	
Confirm Password	

Step 5 – The final screen will show a confirmation number that you can save if you need to contact us and ask questions.

- If we can validate your business information, you will be able see your TPA account immediately.
- If your business is new in our system, we will send you an email in three to five days with more information.

Confirmation
Thank you for submitting your request for a new account in Frances Online. Your confirmation number is 0-000-159-198. Please make a note of this number and include it with any attachments or future correspondence regarding this request.
If we are able to validate all of the information you have provided within our system, you will be able to click OK and be directed to your online access as a third party administrator (TPA).
If we are unable to validate your information, we will need to review the information you have provided. This process can take 3-5 business days to be completed. In the meantime, if we have any questions, we will reach out to you. Otherwise, you will receive an email with an approval or denial of your registration request for accessing Frances Online. To learn more about Frances Online visit francesinfo.oregon.gov.
Printable View OK

Step 4 – 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.

< Confirmation					
Protect your Frances Online - Employer profile with two-step verification					
Two-step verification is used to better protect your Frances Online in.	Employer profile. Once we have it setup you'll be asked to provide	a unique security code to verify your identity each time you log			
Authentication App	Text Message	Email			
Use an authentication app, such as Google Authenticator, to get security codes.	Receive security codes by text message.	Receive security codes by email.			
Set Up	Add Phone	Add Email			
	Message and data rates may apply. To stop receiving SMS messages, remove your number above.				
		Cancel Confirm			

Once you add your choice and save, you're done!

Self-Employed TPA

Step 1 – Enter your business information

- Enter your Social Security Number (SSN).
- Please enter your business contact information and mailing address, not your clients' information.
- After entering your address, you need to select the red text that reads "Address status not verified" to confirm the address.

Registration Type Customer Information	
Identification ID Type Self-Employed Social Security Number SSN * Required Confirm SSN * Required	Preparer Information Please enter contact information for an individual within your company or practice. This is not a contact related to your client(s). First Name * Required Last Name * Required Doing Business As (DBA) Phone Country USA Phone Type Business Phone Phone Number * Required Email * Required Confirm Email

• You must complete this step to move on from this screen.

Mailing Address					
Street *					
Required					
Street 2					
Unit Type	Unit Number	City *			
~		Required			
State	ZIP Code *	County			
OR - Oregon	Required			~	
Attention					
Address Status Not Verified					
_					
Cancel			< Previous	Next	

Step 2 – Upload supporting documents

• Select the Supporting Documents button to attach documents your Secretary of State documentation or business licenses that show you are providing support to your clients.

⊘	⊘ [O					
Registration Type	Customer Information	Attachments					
File Upload Please upload supporting docur business licenses. Supporting Do Attachments	mentation showing proof that your b	usiness provides support administer	ing taxes. Examples could be currer	it Secretary of St	ate documentation o	or relevant	
Туре	Name		Size				
There are no attachments.							
-							
Cancel					< Previous	Next	>

Step 3 — 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.

Introduction Business Information Verify Account Information	ation Create Logon and 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	Password Recovery Select a secret question and answer that you will remember if you forget your password. Secret Question * Required Secret Answer * Required
Required Verify My Email Password * Required Confirm Password * Required	
Cancel	< Previous Next >

Step 4 – Review your information and select submit.

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

Registration Type Customer Information	Attachments Web Access Review and Submit
Identification	Preparer Information
ID Type	Please enter contact information for an individual within your company or practice. This
Self-Employed Social Security Number	is not a contact related to your client(s).
55N	First Name
***_**_2323	GUS
	Last Name
Lontirm SSN	MORGAN
	Doing Business As (DBA)
	GUS'S PUPS
	Phone Country
	USA
	Phone Type
	Business Phone
	Phone Number
	(503) 123-4567
	Email
	gus@pups.com
	Confirm Email
	aus@pups.com

street			
515 E MAIN ST			
Street 2			
Unit Type	Unit Number	City	
		CARLTON	
State	ZIP Code	County	
OR - Oregon	97111-9119	YAMHILL	
Attention			

Step 5 – The final screen will show a confirmation number that you can save if you need to contact us and ask questions.

- If we can validate your business information, you will be able see your TPA account immediately.
- If your business is new in our system, we will send you an email in three to five days with more information.

Confirmation
Thank you for submitting your request for a new account in Frances Online. Your confirmation number is 0-000-159-198. Please make a note of this number and include it with any attachments or future correspondence regarding this request.
If we are able to validate all of the information you have provided within our system, you will be able to click OK and be directed to your online access as a third party administrator (TPA).
If we are unable to validate your information, we will need to review the information you have provided. This process can take 3-5 business days to be completed. In the meantime, if we have any questions, we will reach out to you. Otherwise, you will receive an email with an approval or denial of your registration request for accessing Frances Online. To learn more about Frances Online visit francesinfo.oregon.gov.
Printable View OK

Step 4 – 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.

< Confirmation		
Protect your Frances Online - Employer pro Two-step verification is used to better protect your Frances Online in.	file with two-step verification - Employer profile. Once we have it setup you'll be asked to provid	e a unique security code to verify your identity each time you log
Authentication App Use an authentication app, such as Google Authenticator, to get security codes. Set Up	Text Message Receive security codes by text message. Add Phone Message and data rates may apply. To stop receiving SMS messages, remove your number above.	Email Receive security codes by email. Add Email
		Cancel Confirm

Once you add your choice and save, you're done!