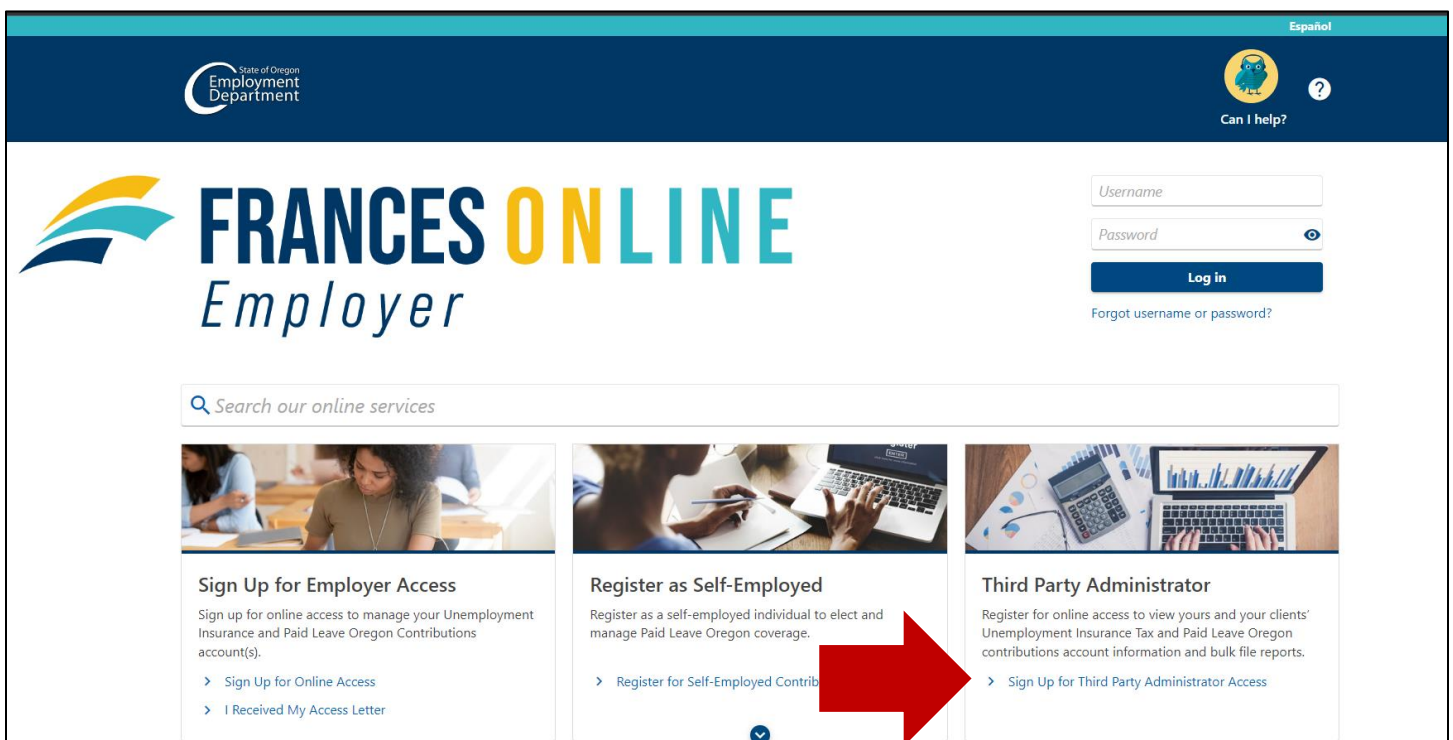# How to Create a Frances Online Account
as a Third Party Administrator

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).

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.

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.

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 ✓ — Web Access ✓ — Review and Submit >

Preparer Information

Please enter the following information associated to **your company or practice**. This is not information related to your client(s).

Federal Employer Identification Number

-*2363

Business Identification Number (BIN)

01836822-2

Contact Information

Please enter contact information for an individual within your company or practice. This is not a contact related to your client(s).

Name

Gus Morgan

Phone Country

USA

Phone Type

Business Phone

Phone Number

(503) 867-5309

Email

gus@email.com

Confirm Email

gus@email.com

Logon Information

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

Email

gus@email.com

✓ Email Verified

Password

•••••••••

Confirm Password

•••••••••

Password Recovery

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 profile with two-step verification

Two-step verification is used to better protect your Frances Online - 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 in.

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!

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.

Mailing Address

Street *

> Required

Street 2

Unit Type

Unit Number

City *

> Required

State *

> Required

ZIP Code *

> Required

County

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.

Registration Type   Customer Information   Attachments

File Upload

Please upload supporting documentation showing proof that your business provides support administering taxes. Examples could be current Secretary of State documentation or relevant business licenses.

Supporting Documents

Attachments

Type	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.

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

Business Name
DIAMOND REPS

Id Type
Federal Employment Identification Number

Federal Employment Identification Number
-*1987

Contact Information

Please enter contact information for an individual within your company or practice. This is not a contact related to your client(s).

Name
Bruce Diamond

Phone Country
USA

Phone Type
Business Phone

Phone Number
(503) 555-1212

Email
Bruce@diamond.com

Confirm Email
Bruce@diamond.com

Mailing Address

Street
227 224TH ST SE

Street 2

Unit Type	Unit Number	City
		BOTHELL

State	ZIP Code	County
WA - Washington	98021-8351	SNOHOMISH

Attention

✔ Address Status Verified

Logon Information

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

Email

Bruce@diamond.com

✓ Email Verified

Password

•••••••••

Confirm Password

•••••••••

Password Recovery

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

•

Cancel   < Previous   **Submit**

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.

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

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.

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 — 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 *

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 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

ID Type
Self-Employed Social Security Number

SSN
***-**-2323

Confirm SSN
***-**-2323

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
GUS

Last Name
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
gus@pups.com

Mailing Address

Street
515 E MAIN ST

Street 2

Unit Type

Unit Number

City
CARLTON

State
OR - Oregon

ZIP Code
97111-9119

County
YAMHILL

Attention

✔ Address Status Verified

Logon Information

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

Email

gus@pups.com

✓ Email Verified

Password

••••••••

Confirm Password

••••••••

Password Recovery

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

•

Cancel   ‹ Previous   **Submit**

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.

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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.

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