

Work Share: Filing a Weekly Claim in Frances Online

Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. 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 — Log in to your Frances Online Account at frances.oregon.gov/claimant.

Step 2 — From your Frances Home screen, click the “File Now” hyperlink in the Unemployment Insurance Benefits panel.

- If the “File Now” hyperlink does not show on your screen, you will need to click on the “Reopen or File an Additional Claim” hyperlink. If so, please see the resource guide for Restart my Claim.

LESLIE HIGGINS
***-**-6548
14980 SW DIVISION ST
BEAVERTON OR 97007-2731

Welcome, leslie higgins
Manage My Profile

Home Action Center Settings I Want To...

Filter

LESLIE HIGGINS
***-**-6548
14980 SW DIVISION ST
BEAVERTON OR 97007-2731

Claimant Services > File a Paid Leave Oregon Claim

Current Unemployment Insurance Benefits
Benefit Begin: 11-May-2025
Eligibility Through: 09-May-2026
Action Center Items

Claim for Week of 05-Jul-2025
File your weekly claim in order to receive benefits.
Status
Ready to File > File Now

Benefit Details > View Week History
\$812.00 per week from 11-May-2025 to 09-May-2026 > View or Change Benefit Details
> Update Benefit Payment Method

Restart My Claim > Reopen or File an Additional Claim

Step 3 — Review the Introduction page and then click the “Next” button.

< LESLIE HIGGINS

UI Weekly Claim

05-Jul-2025
Regular Unemployment Insurance Benefits
000-0477501
LESLIE HIGGINS

Introduction

Introduction

The following questions apply only to the week of **June 29, 2025** through **July 5, 2025**.

You must report your work-seeking activities each week. To be considered actively seeking work, you must complete at least five work-seeking activities each week you claim benefits. At least two of the work-seeking activities you complete each week must be direct contact with employers.

Check the temporarily unemployed box only if your employer expects you to return to work within four weeks of your last day of work. Checking the temporarily unemployed box incorrectly could delay your payment if your employer does not expect you to return to work within four weeks of your last day of work.

If you have questions about how to file your weekly claim or when to check the temporarily unemployed box, contact us in Frances. Learn about the different ways you can contact us at unemployment.oregon.gov/contact-us.

Cancel < Previous **Next** >

Step 4 — The first question is related to Work Share.

- Answer “yes” or “no” and then click the Next button.

< LESLIE HIGGINS

UI Weekly Claim

05-Jul-2025
Regular Unemployment Insurance Benefits
000-0477501
LESLIE HIGGINS

Introduction **Work Share**

Work Share

Were you temporarily laid off by your Work Share employer last week? *

Cancel < Previous **Next** >

Step 5 — The Job Offerings and Separations page questions are asked on all weekly claims.

- The first question is: “Did you fail to accept any off of work last week?”
- For Work Share, if you had a reasonable offer of work but chose not to work it or were unable to work it due to being sick, taking vacation, taking care of someone who is sick, jury duty or another reason, you would answer yes. You will be able to provide more information on this to us in a separate questionnaire.

LESLE HIGGINS

UI Weekly Claim

05-Jul-2025
Regular Unemployment Insurance Benefits
000-0477501
LESLE HIGGINS

Introduction Work Share Job Offerings and Separations

Job Offerings and Separations

Did you fail to accept any offer of work last week? *

Yes No

Did you quit a job last week? *

Yes No

Were you fired from a job last week? *

Yes No

Were you suspended from a job last week? *

Yes No

Cancel Previous Next

- If you need more information about any of the questions that are blue, you can click on the question to bring up more information about how to answer.
- When finished, click the Next button.

Job Offerings and Separations

Did you fail to accept any offer of work last week?

Yes No

Did you quit a job last week? *

You quit a job if you told your employer that you did not want to work there anymore, or you stopped showing up for work.

Yes No

Were you suspended from a job last week? *

Yes No

Step 6 —The Work Share Earnings page is a table related to your weekly Work Share earnings.

- **Enter the hours worked for the week.**
- **Enter Gross earnings.** Gross earnings meaning earnings before taxes and deductions. If unsure, your employer should be able to provide you with this information.
- **Enter other pay.** Other pay is any other pay related to your Work Share employer such as bonuses, commissions, or tips. If none, leave blank. If you have a second job, you will enter this information on a different screen.
- After these fields are entered, press the Next button.

< LESLIE HIGGINS

UI Weekly Claim
 05-Jul-2025
 Regular Unemployment Insurance Benefits
 000-0477501
 LESLIE HIGGINS

Introduction Work Share Job Offerings and Separations **Work Share Earnings**

Work Share Earnings

What are the total gross hours and earnings through the Work Share employer including earnings from leave, bonus, commissions, paid holidays, etc. for the week ending **July 5, 2025**?

Employer Name	Hours Worked	Earnings	Other Pay	Total
AFC RICHMOND	32	1,600.00	0.00	1,600.00

Cancel < Previous **Next** >

Step 7 —If you receive other benefits, such as retirement or workers’ compensation, you will indicate that on this page.

< LESLIE HIGGINS

UI Weekly Claim
 05-Jul-2025
 Regular Unemployment Insurance Benefits
 000-0477501
 LESLIE HIGGINS

Introduction Work Share Job Offerings and Separations Work Share Earnings **Other Benefits**

Other Benefits

Did you apply or receive workers' compensation for an on the job injury? *

Yes No

Other than social security, did you apply for or have a change in retirement plan, pension, or annuity not previously reported? *

Yes No

Cancel < Previous **Next** >

Step 8 — If you have other employment, you will indicate it on this page.

- Clicking Yes would bring up a table for you to enter your additional employer. You would then enter the hours and earnings for the week from the additional employer.

LESLIE HIGGINS

UI Weekly Claim

05-Jul-2025
Regular Unemployment Insurance Benefits
000-0477501
LESLIE HIGGINS

Progress: Selection, Work Share, Job Offerings and Separations, Work Share Earnings, Other Benefits, Earnings

Earnings

Did you have earnings outside your Work Share employer?

Yes No

Employers

[Add Employer](#)

Employer Name	Hours Worked	Earnings	Other Pay	Total

Buttons: Cancel, Previous, Next

Step 9 — The final question is to verify your address.

- We do this weekly to ensure all letters are sent to the correct location.
- When finished with this page, click the next button.

LESLIE HIGGINS

UI Weekly Claim

05-Jul-2025
Regular Unemployment Insurance Benefits
000-0477501
LESLIE HIGGINS

Progress: Work Share, Job Offerings and Separations, Work Share Earnings, Other Benefits, Earnings, Address

Address Verification

It is very important that you keep us informed of your current mailing address, as forms mailed by the Employment Department are not forwarded. Before you claim your week of benefits, please review the mailing address we have for you.

14980 SW DIVISION ST BEAVERTON OR 97007-2731

Is your mailing address correct? *

Yes No

Buttons: Cancel, Previous, Next

Step 10 —The next page is to review your answers.

- If you need to return to a question to modify your answers, click on the navigation bar, and you can update any information.
- When you are finished, click the confirm checkbox at the bottom of the page and click the submit button.

Review

Were you temporarily laid off by your Work Share employer last week?
No

Did you fail to accept any offer of work last week?
No

Did you quit a job last week?
No

Were you fired from a job last week?
No

Were you suspended from a job last week?
No

Did you have earnings outside your Work Share employer?
No

Did you apply or receive workers' compensation for an on the job injury?
No

Other than social security, did you apply for or have a change in retirement plan, pension, or annuity not previously reported?
No

Confirm

By checking this, I certify this claim is true and correct and is filed under penalty of false swearing.*

Cancel Previous Submit

Step 11 —You will be given a confirmation page which you can print for your records.

- Clicking OK will return you to your home screen.

Confirmation

Your weekly claim for the week of July 5, 2025 has been sent.

Your confirmation number is: **0-000-181-506**

Question	Answer
Did you fail to accept an offer of work last week?	No
Did you quit a job last week?	No
Were you fired from a job last week?	No
Were you suspended from a job last week?	No
Did you have earnings outside your Work Share employer?	No
Did you apply to receive workers' compensation for an on the job injury?	No
Other than social security, did you apply for or have a change in retirement plan, pension, or annuity not previously reported?	No

Printable View

OK

Step 3 —If there are no issues, your week will update to show it is processing.

Home Action Center Settings I Want To...

Filter

LESLIE HIGGINS
***-**-6548
14980 SW DIVISION ST
BEAVERTON OR 97007-2731

Claimant Services > File a Paid Leave Oregon Claim

Current Unemployment Insurance Benefits
Benefit Begin: 11-May-2025
Eligibility Through: 09-May-2026

Claim for Week of 05-Jul-2025
The week is currently processing.
Status
Processing

Benefit Details > View Week History
\$812.00 per week from 11-May-2025 to 09-May-2026 > View or Change Benefit Details
> Update Benefit Payment Method

Restart My Claim > Reopen or File an Additional Claim

Step 3 —If there are any issues with your weekly claim, a questionnaire will show on this screen and under the Action Center tab.

Home Action Center ² Settings I Want To...

Filter

TED LASSO
***-**-8755
73777 SOUTH CARLSON RD
OREGON CITY OR 97405

Claimant Services > File a Paid Leave Oregon Claim

Current Unemployment Insurance Benefits
Benefit Begin: 11-May-2025
Eligibility Through: 09-May-2026
Action Center Items ²

Questionnaire > Respond to Questionnaire
Questionnaire for Missed Work Opportunity
with AFC RICHMOND
Respond By
08-Jul-2025

Claim for Week of 05-Jul-2025 > File Now
File your weekly claim in order to receive benefits.
Status
Ready to File

Claim for Week of 28-Jun-2025
This week is not being paid while an issue is resolved.
Status
Suspense

Benefit Details > View Week History
\$440.00 per week from 11-May-2025 to 09-May-2026 > View or Change Benefit Details
> Update Benefit Payment Method