



Find out more about the program at:  
[unemployment.oregon.gov](http://unemployment.oregon.gov)

# Unemployment Insurance Benefits

## What is Unemployment Insurance?

The Unemployment Insurance program gives money to people who have lost their jobs or have had their hours reduced through no fault of their own. Weekly benefits are paid to support people as they actively look for work.

If you have lost your job or if your employer has cut your hours, you may be eligible for benefits. Benefits are not public assistance and will not affect immigration status.

If you have already filed an initial application for unemployment benefits, you are ready to file every week and get the benefits you are eligible for!

The fastest way to apply is through **Frances Online**. You can apply over the phone by calling **877-File-4-UI** (877-345-3484).



Get updates by following the  
Oregon Employment Department  
on social media:



Facebook



LinkedIn



Twitter



UIPUB219 (0424) English

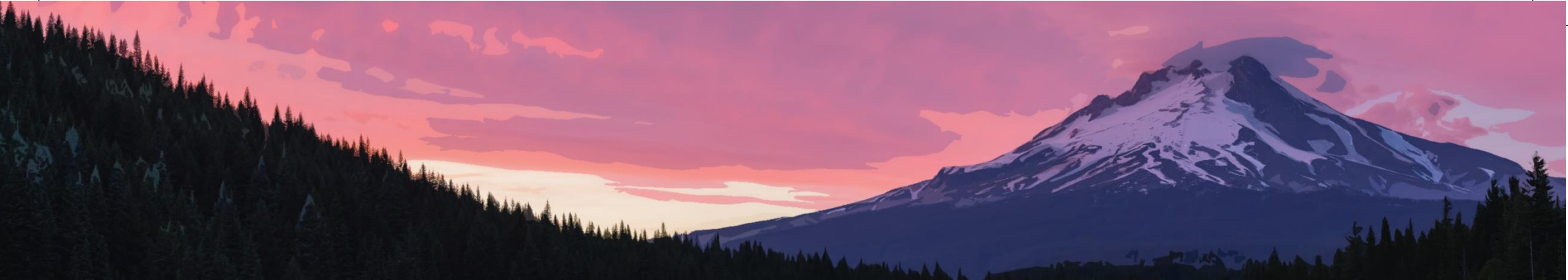
### Need help?

This information is vital. The Oregon Employment Department (OED) is an equal opportunity agency. OED provides free help so you can use our services. Some examples are sign language and spoken-language interpreters, written materials in other languages, large print, audio, and other formats. To get help, please go to [unemployment.oregon.gov](http://unemployment.oregon.gov) and click on Contact Us or call us at 877-345-3484. TTY users call 711.

## File your claim every week

**from your smartphone  
or computer**





## How do I file every week?

You must wait until Sunday to claim benefits for the previous week. There are two ways you can file your weekly claim:

### 1. Frances Online

- Go to: **frances.oregon.gov**
- Available in English or Spanish
- Answer all questions

### 2. Using our automated phone system

- Call **800-982-8920**
- Choose your language by pressing the correct number
- Answer the questions using the numbers on your phone

You will need the following to log in:

- Your Social Security Number (SSN)
- The Personal Identification Number (PIN) you created with your initial application

For help call **877-345-3484** to speak with an agent.

**Language interpretation services are available.**

## What are the questions?

You will need to answer questions for each week that you claim benefits. These questions may include:

- Did you fail to accept an offer of work last week?
- Did you quit or were you fired or suspended from a job last week?
- Were you away from your home for more than three days last week?
- Were you both physically and mentally able to perform the work you looked for last week?
- Were you willing and able to accept full-time, part-time and temporary work?
- Did you actively look for work last week?
- If you worked last week, how many hours and what did you earn?

## What else do I need to do each week?

In addition to claiming benefits each week, you must also:

- Be able to work
- Be available to work
- Actively look for work

**worksource**  
**OREGON**

**WorkSource Oregon** centers offer free help to people looking for a job. They can help you create a resume and connect you with employers who are hiring. There is no charge for computer access at your local WorkSource Oregon office.

For more information on WorkSource Oregon, visit: **worksourceoregon.org**.

WorkSource Oregon provides help in many languages. Call the WorkSource Oregon Language Access Line at **833-685-0845**.