

Setting up a ONE Online Account in Oregon ONE Mobile App

Please use the following information to create your ONE Online Account using the Oregon ONE Mobile app.

Note:

- Please complete account setup in one session.
- Please accept the terms and conditions to use Oregon ONE Mobile.
- Oregon ONE Mobile is available in English and Spanish.

Setting up your account

- 1. From the Log In screen, click on "Create an Account"
- 2. Click "Next" on Getting started with creating an account screen







3. Select which account type you want to create and click "Next"

If you are applying for benefits for yourself or individuals in your household, select Individual Account. If you are applying for benefits on behalf of another person (adult child, your parent, your friend), select Authorized Representative.

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Select	the description that best describes you
0	Individual
•	You are applying for benefits for yourself or individuals in your household.
	Asheid Barrantalia
0	You are applying for benefits for another person who is
Ŭ	not an individual of your household (i.e. your parents, your adult child, your friend).
	Need to excels an account for people due to your job?
0	Contact your local ODHS office before creating an
	create an account or if an account should be created for your organization.

4. Fill in all the required fields: First or Given name, Last or Family name, and Email address. Click Next.

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- 5. Enter a username and password
 - Username cannot have special characters or spaces.
 - Password must meet below requirements:
 - Minimum 12 characters
 - Maximum 24 characters
 - 1 upper case letter
 - 1 lower case letter
 - o 1 numeric
 - 1 special character (such as #,*,\$,@, &, !,%)
 - **Note:** Store your login information in a secure place. Password will need to be changed every 90 days.
- 6. After you click **Next** you will get an email to confirm the account is set up.

Check your email to activate your account. Click on the hyperlink to verify your account or copy and paste it into your browser search bar. The link is active for 72 hours.

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Username	
Maria Maria Maria	
MayaElderbridge	
our username must meet below requirements.	
Not have special characters or spaces	
Not have special characters or spaces	
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Not have special characters or spaces Password Oregon@12345 our password must meet below requirements. Mainum 12 characters Maximum 24 characters I special character (such as #,*\$@.&.!%) Re-type password	8

Note: You can continue setting up your account in your web browser or return to Oregon ONE Mobile to finish. If you do not receive the verification email in 5 minutes, check your spam folder. After checking your spam folder if you didn't receive the email, call technical support at 1-833-978-1073.

7. Login to your new account and accept the Warning on the User Consent screen.

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Create account	<	Log in		User consent
Create account STEP 4/4				
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6 Count To filmsin setting up your account, check your email. We	Remember us	ername	abusive relationship friend's house, or if p call 911.	use a computer at a local library, a possible at work. If you need help now,
emailed you an activation link. Click the link to verify yo account. This link will be active for 72 hours.	Password		This mobile app is the	e property of the State of Oregon.
Your account will not be activated until you complete th	nis step. Oregon@12345		authorized commun	ity partner agencies on behalf of
			authorized to use th	s app, or any information accessed
		Log in	access to this app o	r unauthorized sharing of personal
		Create an account	punishable as a crim	ne and subject to civil monetary fines
			federal and state lav	ral law. The State of Oregon follows v and regulations to protect the
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Did not receive the email? Check your spam folder	r just in	⊕ English ♦	7 By clicking on "Acce	pt," you are acknowledging that you
Case. In you still do hot receive an email within 15 minutes, call ONE Customer Service at <u>1-833-978</u> for technical support. We accept all relay calls.	<u>1-1073</u>	<u> </u>	have read this disclo	sure and you agree to comply with
	Hav	e questions?		
	Got	o the Support Center.		
				Accept
Go to Login				Decline





- 8. Begin user verification, click "Next"
- 9. Enter your details: Name, Sex, Phone number and Social Security Number. *Social Security number is not required but is helpful to verify your application. If you don't want to list it, we will still process your application. *

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	Next			Next			Next	

- 10. Enter your date of birth
- 11. Enter your physical address: Street Address, City, State and Postal Code If you do not have a physical address, enter your last known address.

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	Enter you	ur date of birth			1134 Lanc	aster Dr NE	
	* Date of Birth				Street addr	ress (Line 2)	
	05/24/1998						
10				11	* City		
					Salem		
					* State		
					OREGON		\$
					* Postal co	de	
					97301		
					Postal exte	nsion code	





12. Select the correct address option

Nhich	address is correct?
Ve could no ntered, but ou would li	t find your residential address exactly as you found one that is similar. Please select the address ke to use below.
indicates a	required field.
Select fro	m the following options
O ^{Su}	ggested address: 34 Lancaster Dr NE Salem, Oregon 97301 2933
O 40	idress you entered: 34 Lancaster Dr NE Salem, Oregon 97301

13. Your account is successfully verified. Click "Continue" to confirm your identity.





14. Begin Identity Proofing by answering some questions only you would know the answers to. All questions must be answered to finish creating your account. Click "Begin."



15. Select an answer to the security questions and click "Next." There will be 3-5 questions to answer. *Disclaimer: The questions below are just a sample, you will receive questions specific to your identity based on Experian verification.*

Identity proofing	×	<	Identity proofing	×
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16. Success! Your identity has been successfully verified, click "Continue" and then accept the warning screen.



Note: If you receive the Additional Identity Proofing Check screen, that means the answers were answered incorrectly OR the system does not know enough about you to create the 3-5 user specific questions. Please contact the Applicant Portal Technical Team at **1-833-978-1073** for assistance with identity proofing.

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	The Experian help desk hours of operations are:	
Additional Identity Proofing	 Monday through Friday: 5:30 a.m. to 7:00 p.m. Pacific Time [PST] (6:30 a.m. to 8:00 p.m. Mountain Time [MT]) 	
Sorry! We are not able	 Saturday 7:00 a.m. to 5:00 p.m. PST (8:00 a.m. to 6:00 p.m. MT) 	
Please stay on this screen while you call to	 Sunday 8:00 a.m. to 5:00 p.m. PST (9:00 a.m. to 6:00 p.m. MT) 	For help with identity
finish your identity proofing. If you leave this screen, you may have to call to finish your identity proofing again. * indicates a required field.	Step 2: If you couldn't identify yourself with Experian, call the ONE Customer Service Center at <u>1-833-978-1075</u> . Request a worker to help you with identity proofing.	proofing please call the Applicant Portal Technical Team at 1- 833-978-1073.
Step 1: Call Experian help desk at <u>1-866-578-5409</u> to finish identity proofing. Experian will help you through the rest of your identity proofing steps.	Check the box to proceed. Please check the box when you have contacted Experian or ONE Customer Service and they have successfully processed your identity proofing, then click Next.	
Please write down the token number #CMS201211140	Next	

17. If you do not have a prior case:

- You can apply for benefits online at <u>https://one.oregon.gov/</u>, log in using the account information you just created. You can also apply over the phone by calling 1-800-699-9075, or by going to your nearest ODHS office.

If you have a prior case: you will see your active benefits on your dashboard. You are all done with setting up your online account!

- If you have benefits from ODHS and get the below message, call 1-833-978-1073 and ask to link your ONE Online Account to your case.





Need help

If you need help, please call at 1-833-978-1073 - We accept all relay calls. When you get the prompts, select your language and then remain on the line for the next representative to assist you.