Setting up a ONE Online Account in Oregon ONE Mobile App
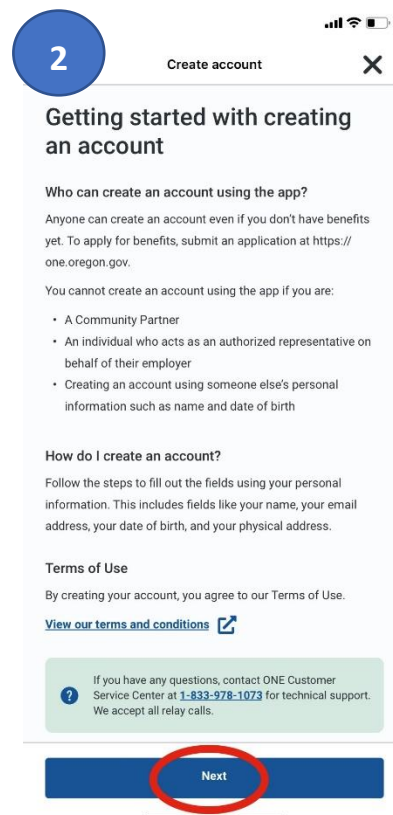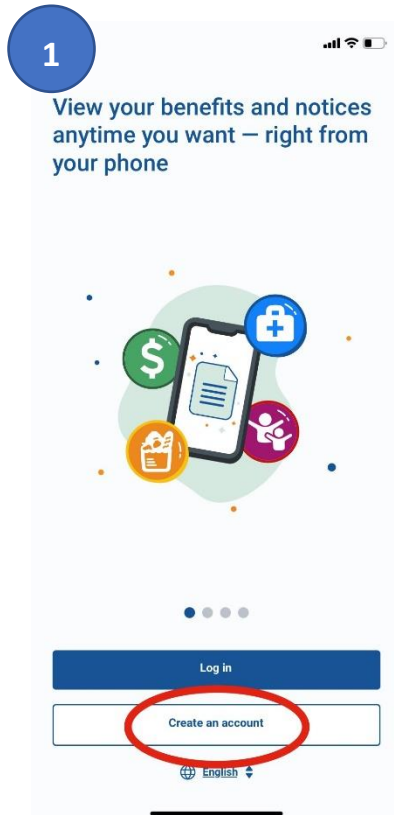
Please use the following information to create your ONE Online Account using the Oregon ONE Mobile app.

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

1

View your benefits and notices anytime you want — right from your phone

Log in

Create an account

🌐 English ⬍

2

Create account ✕

Getting started with creating an account

Who can create an account using the app?

Anyone can create an account even if you don't have benefits yet. To apply for benefits, submit an application at https://one.oregon.gov.

You cannot create an account using the app if you are:

- A Community Partner
- An individual who acts as an authorized representative on behalf of their employer
- Creating an account using someone else's personal information such as name and date of birth

How do I create an account?

Follow the steps to fill out the fields using your personal information. This includes fields like your name, your email address, your date of birth, and your physical address.

Terms of Use

By creating your account, you agree to our Terms of Use.

View our terms and conditions 🔗

❓ If you have any questions, contact ONE Customer Service Center at **1-833-978-1073** for technical support. We accept all relay calls.

Next

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.

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

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
     - 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.
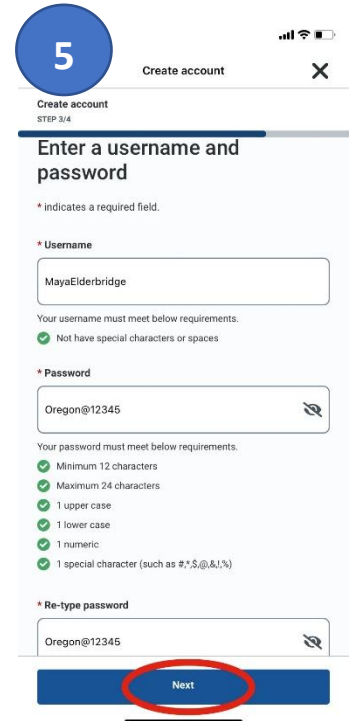
6. After you click **Next** you will get an email to confirm the account is set up.

   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.

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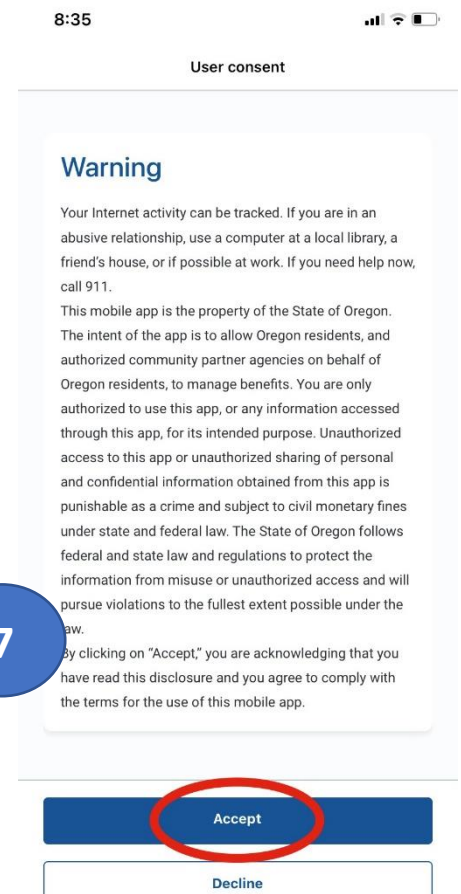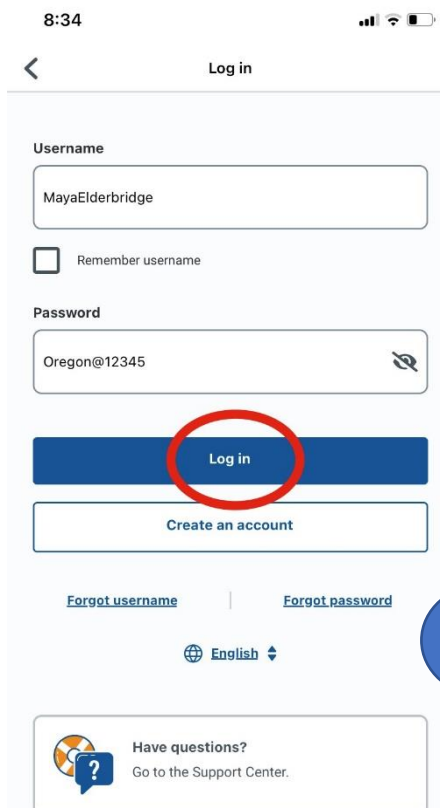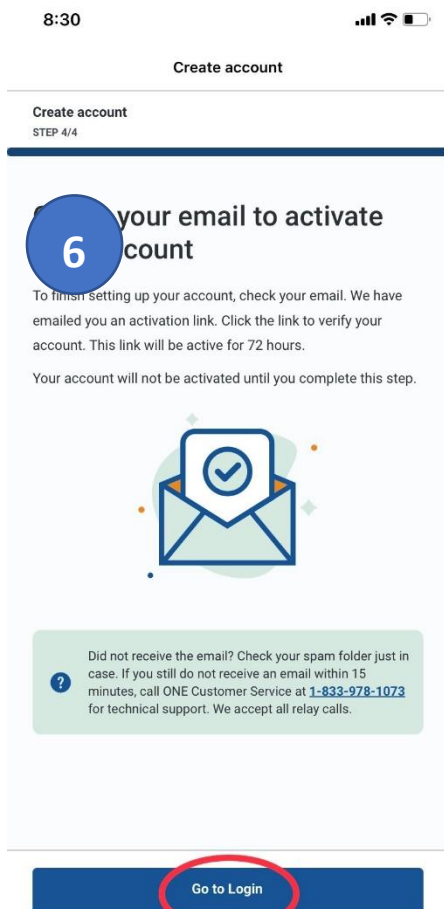
8. Begin user verification, click "Next"
9. Enter your details: Name, Sex, Phone number and Social Security Number. *Social Security number is not required but is helpful to verify your application. If you don't want to list it, we will still process your application. *

8

User verification ✕

Let's begin by verifying your information

We need some information from you to verify your identity. Please follow the steps and enter the required fields (marked with an asterisk *). Some fields are optional and you do not need to be fill them out.

Next

8:36

< User verification ✕

User verification
STEP 1/4

First, enter your details

* indicates a required field.

First or Given name
Maya

Middle initial

Last or Family name
Elderbridge

Email
Maya@mailinator.com

* Sex assigned at birth

We recognize and respect everyone's gender identity. We use federal data to verify your application information. Currently federal databases only offer two options to identify sex: male or female. Please select the sex that matches your current federal information.

○ Male   ● Female

Name suffix

Next

8:36

< User verification ✕

User verification
STEP 1/4

* Sex assigned at birth

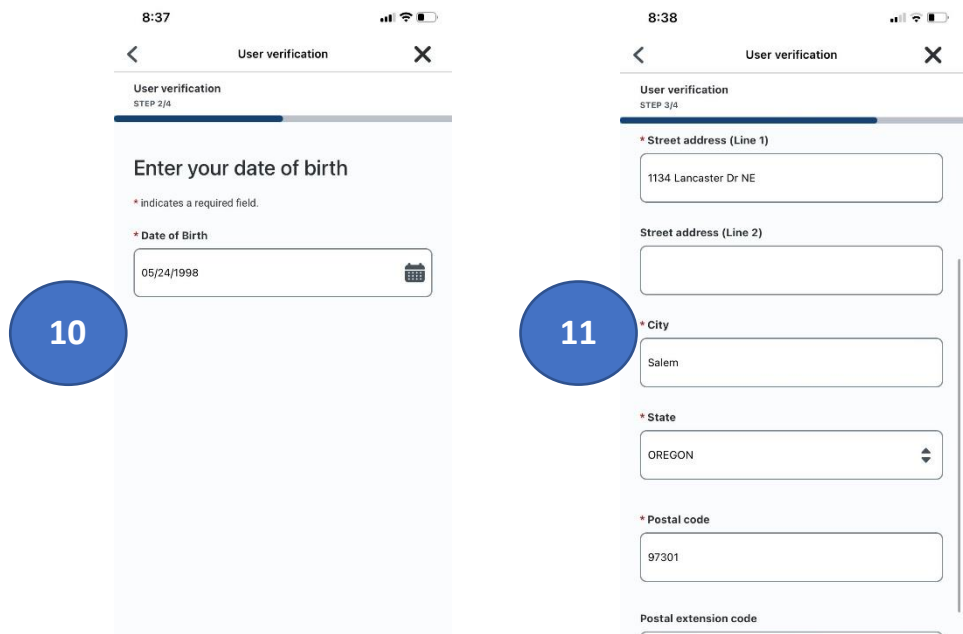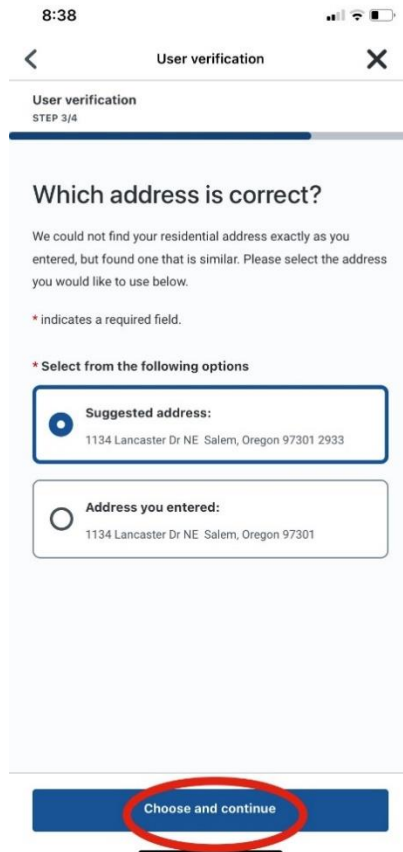We recognize and respect everyone's gender identity. We use federal data to verify your application information. Currently federal databases only offer two options to identify sex: male or female. Please select the sex that matches your current federal information.

○ Male   ● Female

9

e suffix

--Select--

Phone number

515-365-2552

Enter in 000-000-0000 format

Social Security Number

521-36-8558

Enter in 000-00-0000 format. You do not have to give us your SSN. It is helpful if you have an SSN and can provide it.

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.

8:37

< User verification ✕

User verification
STEP 2/4

Enter your date of birth

* indicates a required field.

* Date of Birth

05/24/1998   📅

10

8:38

< User verification ✕

User verification
STEP 3/4

* Street address (Line 1)

1134 Lancaster Dr NE

Street address (Line 2)

11

* City

Salem

* State

OREGON

* Postal code

97301

Postal extension code

12. Select the correct address option

13. Your account is successfully verified. Click "Continue" to confirm your identity.
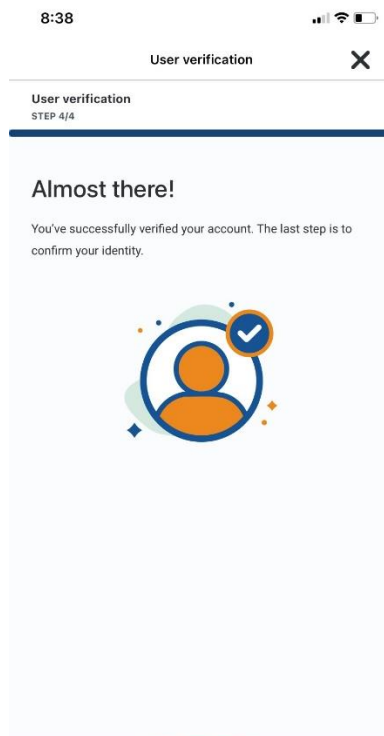
14. Begin Identity Proofing by answering some questions only you would know the answers to. All questions must be answered to finish creating your account. Click "Begin."
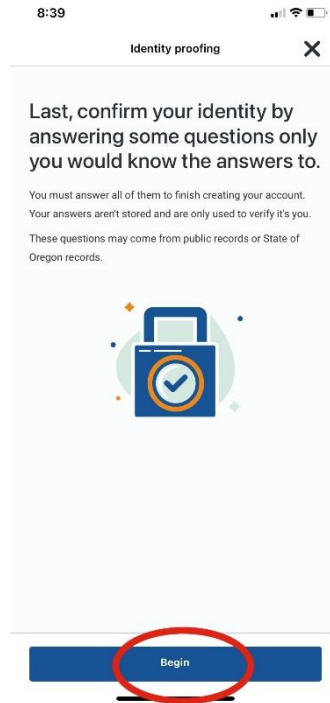
15. Select an answer to the security questions and click "Next." There will be 3-5 questions to answer. *Disclaimer: The questions below are just a sample, you will receive questions specific to your identity based on Experian verification.*
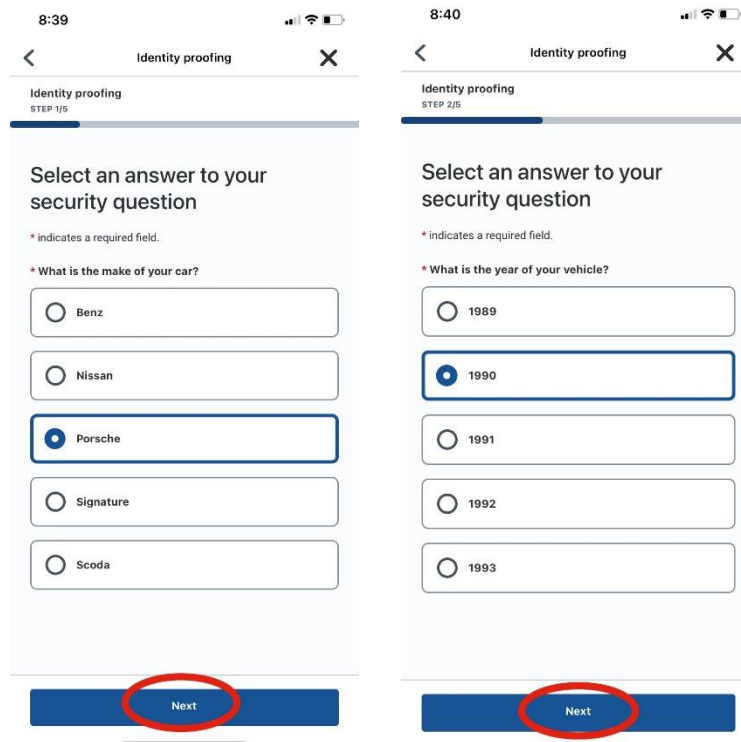
16. Success! Your identity has been successfully verified, click "Continue" and then accept the warning screen.
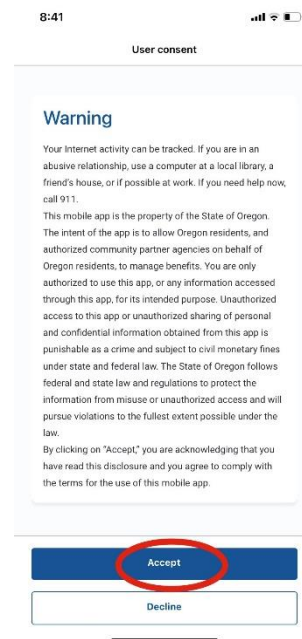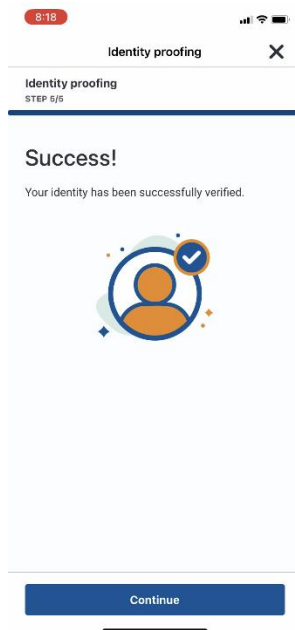
Note: If you receive the Additional Identity Proofing Check screen, that means the answers were answered incorrectly OR the system does not know enough about you to create the 3-5 user specific questions. Please contact the Applicant Portal Technical Team at **1-833-978-1073** for assistance with identity proofing.

Additional Identity Proofing ✕

Sorry! We are not able to confirm your identity

Please stay on this screen while you call to 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 1: Call Experian help desk at 1-866-578-5409 to finish identity proofing.

Experian will help you through the rest of your identity proofing steps.

Please write down the token number
#CMS201211140

The Experian help desk hours of operations are:

- 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])
- Saturday 7:00 a.m. to 5:00 p.m. PST (8:00 a.m. to 6:00 p.m. MT)
- Sunday 8:00 a.m. to 5:00 p.m. PST (9:00 a.m. to 6:00 p.m. MT)

Step 2: If you couldn't identify yourself with Experian, call the ONE Customer Service Center at 1-833-978-1075. Request a worker to help you with identity proofing.

* 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.
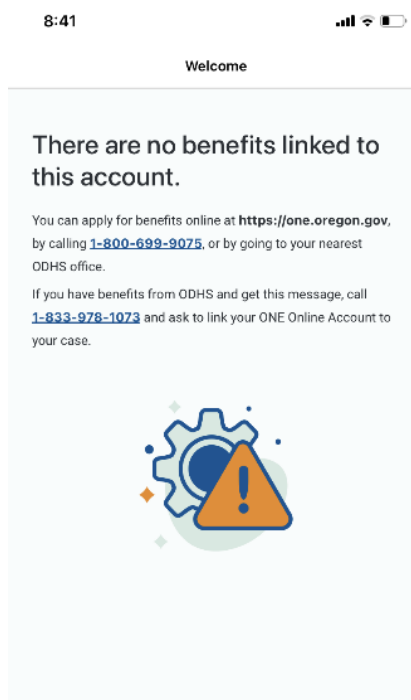
Next

> For help with identity proofing please call the Applicant Portal Technical Team at 1-833-978-1073.

17. **If you do not have a prior case:**
   - You can apply for benefits online at https://one.oregon.gov/, 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.

8:41

Welcome

There are no benefits linked to this account.

You can apply for benefits online at **https://one.oregon.gov**, by calling **1-800-699-9075**, or by going to your nearest ODHS office.

If you have benefits from ODHS and get this 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.