

# Your online security and ONE



## ONE is the system that Oregonians know and trust because:

- When you apply online, all your information is secure. Our system encrypts the information you send from your computer. This includes anything you submit that becomes part of your file.
- A secure data center keeps all of your information safe. The data center has strict rules and restricts access.
- **ONE** has security checks performed often. Third-party vendors perform these security checks. **ONE** also has internal checks as needed. These help to ensure your security and privacy.
- Data that goes to and from the Federal Data Services Hub for medical eligibility is secure. We strictly limit who can view your information. Your personal information cannot be shared.

**ONE has always kept information safe for the people of Oregon.  
ONE is going through an upgrade to make it even better!**



**Click:** [www.benefits.oregon.gov](http://www.benefits.oregon.gov)



**Call:** 1-800-699-9075, TTY 711. 7 a.m. to 6 p.m.



**Connect:** Oregon Department of Human Services (ODHS) offices

**Locate local offices at:** [www.oregon.gov/DHS/Offices](http://www.oregon.gov/DHS/Offices)

[Self-Sufficiency Programs](#) • [Aging and People with Disabilities](#) • [Area Agency on Aging](#)

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact [ADA.dhs@dhsosha.state.or.us](mailto:ADA.dhs@dhsosha.state.or.us).

DHS 2436C

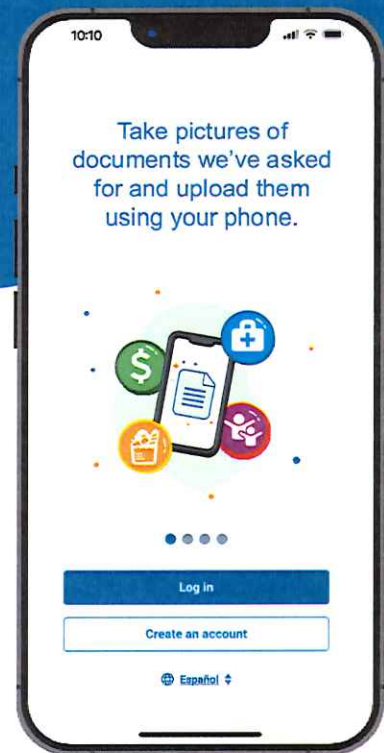
# Oregon ONE Mobile

Once you've applied for benefits, you can download the free Oregon ONE Mobile app. It's a way to manage your medical, food, cash and child care benefits. Find ways to apply at [benefits.oregon.gov](https://benefits.oregon.gov).



Scan the QR code to download. Available for iOS and Android.

Available in English and Spanish.



## With Oregon ONE Mobile you can:

- ✓ **Find out your application or case status** and any actions you need to take for your case.
- ✓ **Take pictures** of supporting documents and upload them using your phone.
- ✓ **Download and review** important notices about your benefits.
- ✓ **Check important due dates** for medical, food, cash and child care benefits reporting and renewals.
- ✓ **Get important and time-sensitive alerts** and notices about your case.
- ✓ **Report changes** to your contact information and income.

For technical help, call the ONE Technical Support at 1-833-978-1073.

We accept all relay calls.

# Setting up an Oregon Eligibility (ONE) Account

Please use the following information to create your ONE account online.

Compatible browsers
Internet Explorer
Mozilla Firefox
Google Chrome and Chrome for Android
Safari and Safari for iOS

**Note:**

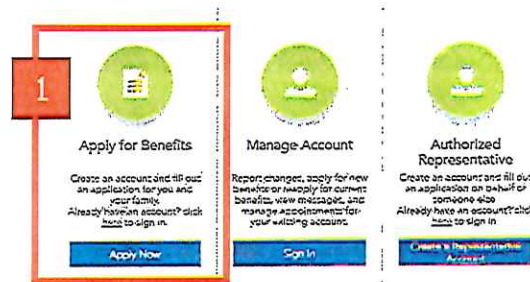
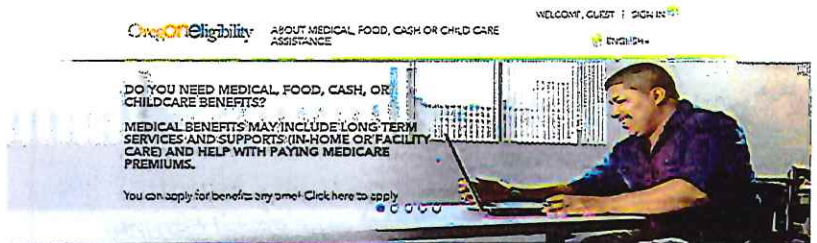
- Please complete account setup in one session.
- Please accept the terms and conditions to use the website.
- The website is available in English and Spanish.

## Setting up your account

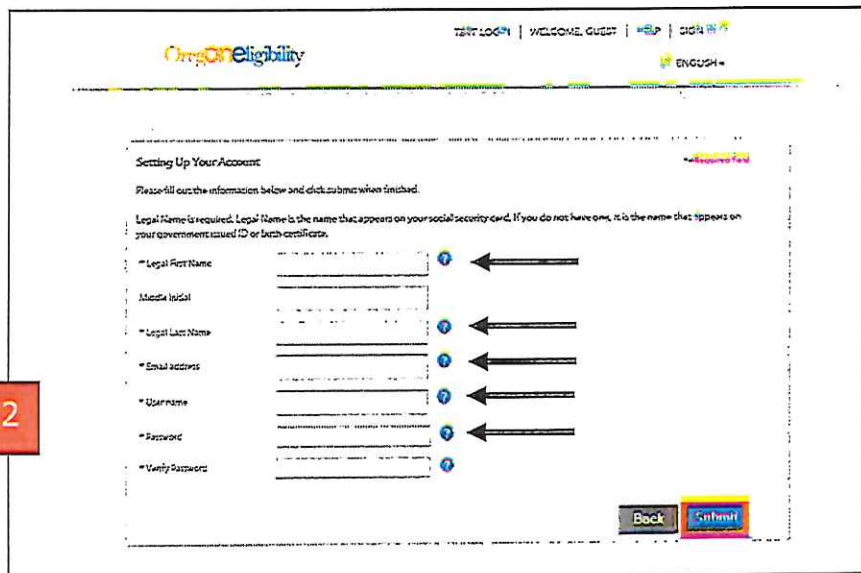
To set up an account, go to

<https://one.oregon.gov/>.

1. Under the **Apply for Benefits** section, click **Apply Now**. You can use Apply Now to create an account, even if you already have benefits.
2. Fill out the required information (see below). Then click **Submit**.



- **Legal First Name**
  - **Legal Last Name**
  - **Email address**
  - **User name**
  - **Password**
    - **Requirements**
      - 12-24 characters
      - 1 upper case Letter
      - 1 lower case letter
      - 1 number
      - 1 symbol
- (example: #, \*, \$, @, &, !, %)



After you click **Submit** you will get an email to confirm the account is setup.

3. Once you receive the email, click on the hyperlinked URL, or copy and paste it into your browser search bar. Please log back into your account. You will need to enter more information at the **User Verification** page:

- **Sex that matches current federal information**

- Choose Male or Female
- Federal information means Social Security Administration (SSA), US Citizenship and Immigration Services (USCIS), or sex listed on your passport.
- You will have the opportunity to tell us about your gender identity and expression later in the application

- **Birthdate**

- **Optional: Social Security Number**  
Things to know about your Social Security number:

- You do **not** have to list it.
- Listing it helps us verify your application.
- If you don't want to list it, we will still process your application.

- **Street Address, City, State and Postal Code**

- **Optional: Phone Number**

**User Verification** \*Required Field

We must verify your identity. You will be asked several questions that only you would know the answer to. These questions may come from public records or other personal information. We may also use information from your State of Oregon records. Fields with asterisks are required. When you are finished, click "Next".

\*First/Given Name(s):  3

Middle Initial:

\*Last/Family Name(s):

Suffix:

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

Sex:  ←

\*Birthdate:  ←

Social Security Number:  ←

\*Street/Address:  ←

\*City:  ←

\*State:  ←

Postal Extension Code:

Phone Number:  ←

I'm not a robot

Once you enter the information, check the box in the CAPTCHA and click **Next**.

4. The **User Verification** screen will show three to five questions that are specific to you. If you select the correct answers, you will see a "Success" screen. Otherwise, you will go to the **Additional Identity Proofing Check** screen when:

- You get the questions wrong, or
- The system does not know enough about you to create the three to five specific user questions.

5. For either screen follow the directions, then click the next button.

**A prior case means you have had benefits with the Oregon Department of Human Services (ODHS).** Our system will try to match your new account to a prior case if you have one. The system will use the information you gave when you set up the online account. Here is what will happen after you click the **Next** button:

**Dashboard screen:** If you end up at your dashboard, you are done creating your account. You don't need to do anything else.

**Application screen:** If you end up at an application screen, the system could not match you with a prior case.

**If you do not have a prior case:**

- If you do not have a prior case, continue to fill out the application. Once you submit your application you will be known to the system. After your case has been approved, you will be able to manage your benefits online.

**If you have a prior case:**

- If the system can match you to a prior case at the "individual demographic screen", you will then go to your dashboard. The account creation process is then complete.
- If the system is still not able to match you to a prior case, you will need to continue to fill out the application. A worker will take that online application and connect it to your prior case. When that is complete you will be able to see your current benefits on the dashboard. You can also call the Applicant Portal Technical Team at 1-833-978-1073 to link your active case to your online account.

**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.