Setting up a ONE Online Account

Please use the following information to create your ONE Online Account.

| 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**.
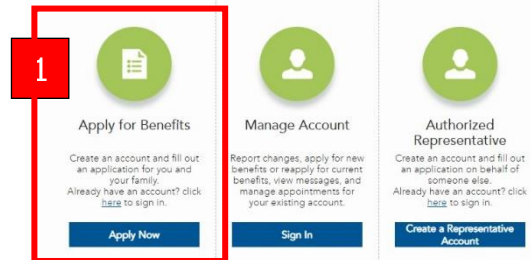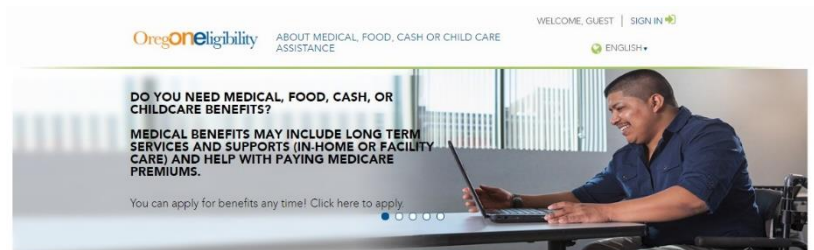
- **Legal First Name**
- **Legal Last Name**
- **Email address**
- **User name**
- **Password**
  - **Requirements**
    - 12-24 characters
    - 1 upper case Letter
    - 1 lower case letter
    - 1 number
    - 1 symbol

      (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**
  - o *Choose Male or Female*
  - o *Federal information means Social Security Administration (SSA), US Citizenship and Immigration Services (USCIS), or sex listed on your passport.*
  - o *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:
  - o *You do **not** have to list it.*
  - o *Listing it helps us verify your application.*
  - o *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".

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*First/Given Name(s): Erin

Middle Initial

*Last/Family Name(s): Rashid

Suffix --Select--

*We recognize and respet 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. Female

*Birthdate 01/01/1991

Social Security Number ***-**-****

*Street Address KEVIN STREET

*City Halon

*State Oregon

Postal Exension Code

Phone Number (978) 397-8979

☐ I'm not a robot

Next >

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.

Screen 4

User Verification

*=Required field

4

* What is the make of your car?
- Benz
- Nissan
- Porsche
- Signature
- Scoda

* What is the year of your vehicle?
- 1989
- 1990
- 1991
- 1992
- 1993

* What is the name of the city you previously lived in?
- Mumbai
- Hyderabad
- Chennai
- Delhi
- Gurgaon

* What is the recent hospital you visited?
- Partha
- Apollo
- Safe
- Lotus
- Rainbow

Next ►

> **Disclaimer: This is just a sample of what this screen may look like. You will receive questions specific to your identity based on Experian verification.**

Screen 5

Additional Identity Proofing

5 = Required Field

We need more information to confiirm 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.

Option 1: Call Experian at 1-866-578-5409 to finish your identity proofing.

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

Please refer to #CMS201211140

The experian help desk (1-866-578-5409) hours of operation are:
• Monday through Friday - 5:30 a.m. to 7:00 p.m. Pacific time (PT) (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)

Option 2: Call the ONE Customer Center at 1-833-978-1073 and request a worker to help you with identity proofing. We accept all relay calls.

☐ *Please check the box when you have contactd Experian or ONE Customer Service and they have successfully processed your identitiy proofing, then click Next

If you are attempting to complete your identity proofing after hours please try again tomorrow.

Next

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.