**Oreg**ON**eligibility**

# Accessing Eligibility Notices from Your ONE Online (Applicant Portal) Account Or ONE Oregon Mobile

You can access your eligibility notices online through the Message Center in your ONE Online (Applicant Portal) Account or in the ONE Oregon Mobile App. Because these notices include information such as your monthly benefit amount and certification dates, some organizations may accept them as verification of your current benefits.

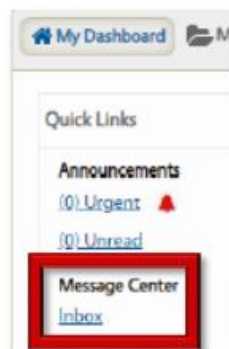Click here for ONE Oregon Mobile instructions.

**To access your eligibility notices in your ONE Online Account:**

1. Log in to your ONE Online (Applicant Portal) Account at ONE.Oregon.gov.

2. Click the "Messages" button on tool bar at the top of screen or under Quick Links on the left side of the screen.
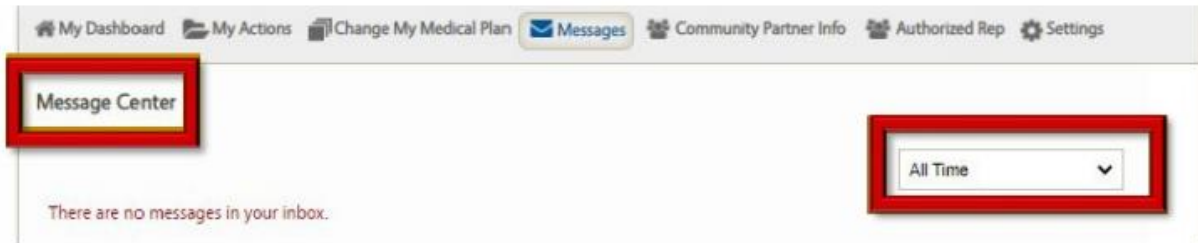
**Top of screen:**



**Quick Links:**



3. This will take you to the Message Center where a list of your previous notices will display from newest to oldest.

**NOTE:** If there are no messages displayed or the message you are looking for is not displayed, you may need to adjust the timeframe in the dropdown box to expand your search.

4. Locate the Eligibility Notice for the program you need verification of from the list of notices displayed:

**Medical:**
Notice Name- "Notice about your Medical Eligibility" This notice includes names, benefit level, and begin and end dates for the benefit.

**Food Benefits (SNAP):**
Notice Name- "SNAP Eligibility Decision" or "SNAP Eligibility Change" This notice includes the benefit amount, start date and end dates for certification, and a list of case members.

**Cash Assistance (TANF):**
Notice Name- "Cash Assistance Eligibility Decision" This notice includes the certification start and end dates, benefit amount, and the names and ages of household members considered approved for the ongoing benefit.

**Child Care (ERDC):**
Notice Name- "Notice About Your Child Care Eligibility" This notice includes benefit begin and end dates, monthly hours, childcare copay, and the names and ages of the children approved for ERDC.

5. Click on the name of the notice to view the message.

**NOTE:** If the available notices do not meet your benefit verification needs, please contact your local office or call the ONE Customer Service Center at 1-800-699- 9075 to request benefit verification.

# To access your eligibility notices in your ONE Oregon Mobile App:

1. Log in to ONE Oregon Mobile

2. Click "Messages" on the bottom of Case Details screen
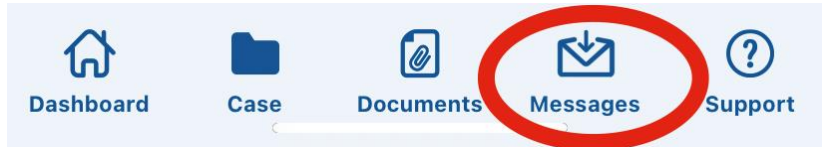


3. This will take you to the Message Center where a list of your previous notices will display from newest to oldest. Click "View" to open the message you would like to see.

   Click here for a list of Eligibility Notices by program type.

   **NOTE:** If there are no messages displayed or the message you are looking for is not displayed, you may need to adjust the timeframe in the "Filter By" box to expand your search.
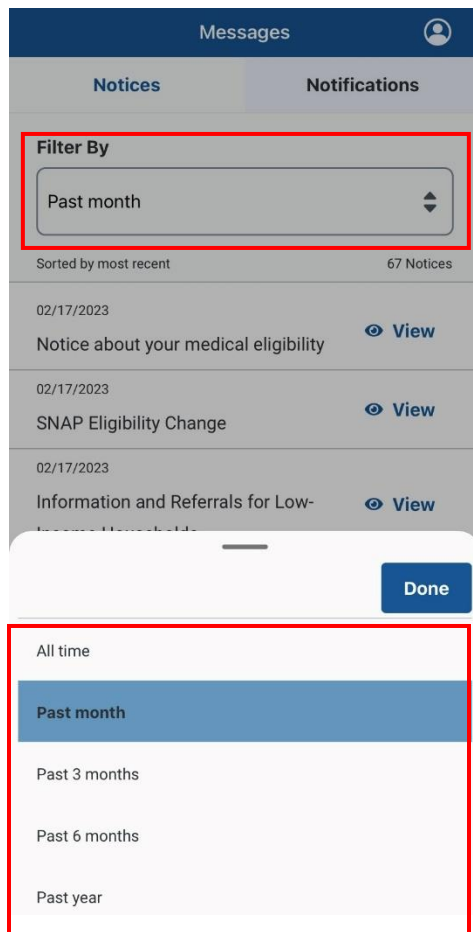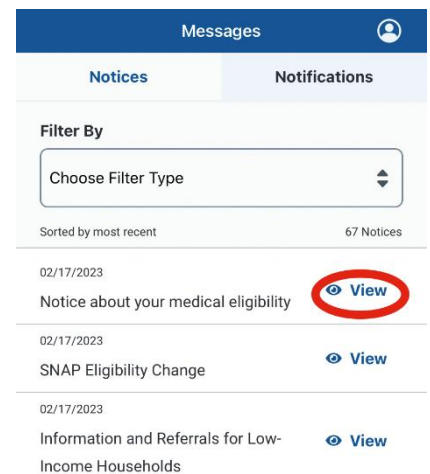




**NOTE:**

If the available notices do not meet your benefit verification needs, please contact your local office, or call the ONE Customer Service Center at 1-800-699- 9075 to request benefit verification.

**Need help**

If you need technical help with your ONE Online Account or ONE Oregon Mobile, 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.