

Oregon State Board of Nursing

Oregon State Board of Nursing Online Renewal System Frequently Asked Questions

- 1. Why can't I log in? I've renewed previously but the system wants a password? What's my password?** The Board recently updated its Online Renewal System. If this is the first time you've used the system since April 26, 2009, you will need to register and establish a password to use the system. Click the "New Users Register Here!" link from the login page.
- 2. Why do I have to enter my SSN—isn't this a security risk?** You are in a secure connection the entire time you are using the Online Services for Oregon State Board of Nursing. If you are using Internet Explorer, you will see a lock icon somewhere at the top of the page. The certificate that is used to encrypt the connection also contains information about the identity of the website owner or organization. You can click the lock to view the identity of the website.
- 3. How do I change my name?** If your legal name has changed from the name currently on file with the OSBN, then you must provide legal documentation of that name change. To change your name, please print and complete this form (www.oregon.gov/OSBN/pdfs/forms/change.pdf) and send it with any necessary documentation to the OSBN office. Legal documentation can be a copy of your marriage license, divorce papers (the page(s) that directly changes your name) pertaining to your name change, or other court orders or decrees.
- 4. How do I update my address?** You are able to access the "Change My Personal Information" section of your online file at anytime. Log into the Online Services application, then click on "Change My Personal Information" link on the right-hand vertical menu.
- 5. I am a nurse practitioner who graduated from my NP program last year. How do I know how many continuing education credits I need?** When you get to the Continuing Education section of the online renewal process, the application will automatically compute the number of CEs you need, based on your graduation date.
- 6. Why do you need my Social Security number?** The OSBN is required to collect licensees' Social Security numbers by state and federal law. [Click here for more information.](#)
- 7. Why is there an option for a Public User? Can I register for that?** Although the Public User Registration is active, it does not have any features currently available. The Board of Nursing is planning a Verification Service for employers that will be launched as a pilot project later this year. In preparation for this project, we have provided the public user registration.
- 8. Do I have to finish the application in one session? What if I get interrupted or need to get additional information for my application?** Once you start your renewal, any information you enter will be saved and you can return to it at any time. You will not need to "start over" later if you are interrupted during the process; you can continue from where you left off.