

OREGON STATE LANDSCAPE ARCHITECT BOARD



****NOTICE OF LICENSING SYSTEM MODERNIZATION****

The Oregon State Landscape Architect Board (OSLAB) is preparing to launch a new licensure management system. The current system, in use since the mid-1990s, could not be modernized in a cost effective manner and needed to be replaced. To meet this need, OSLAB contracted with Thentia to implement Thentia Cloud as its new system. Configuration of the new system began in fall 2024, and the Board anticipates a go-live date in May 2025. Please review this notice to stay informed about the transition. Direct any questions to the OSLAB office at oslab.info@bgelab.oregon.gov.

With the Thentia Cloud system, OSLAB is modernizing how it interacts with registrants, applicants, and the public. Individuals will engage with the OSLAB-Thentia Cloud system through a series of online portals linked from the OSLAB website. One user account will allow access to the registration and application portals. Public-facing portals will be available without login. Here are some portal highlights:

❖ **Individual Registration:**

- e-notices for renewals and online renewal with integrated payment;
- direct access to payment receipts, wallet cards and wall certificates;
- update contact information at any time;
- online requests for registration status changes (active to inactive and reinstatement requests), name changes, and registration/exam verifications;
- optional storage of continuing education documents

❖ **Business Registration:**

- e-notices for renewals and online renewal with integrated payment;
- direct access to payment receipts and wall certificates;
- update contact information at any time;
- management of key personnel (e.g., Registered Landscape Architects in charge);
- online requests for registration reinstatement

❖ **Applications:**

- Fully online applications with integrated payment and real-time status tracking

❖ **Registration Verification (License Lookup):**

- Public searches of Board registrations by various criteria with results exportable

❖ **Online Complaints:**

- Secure platform for submitting complaints and supporting documents to OSLAB

OSLAB anticipates a brief 1-2 week "blackout" period in May for the final transition to the new system. OSLAB staff will work closely with registrants whose renewals may be impacted. Registrants with renewals due by **May 31 and June 30, 2025** will receive separate email correspondence from the OSLAB office addressing completion of renewals during the system transition. Renewals due after June 30, 2025 will be completed entirely in the new system, and renewal notices will come from the OSLAB-Thentia Cloud system.

*****IMPORTANT - ACTION REQUIRED***** All registrants will need to create an account within the OSLAB-Thentia system. Stay tuned for future instructions on how to set up an account. To ensure your new account connects with your existing records:

- Use the same email currently on file with OSLAB for the account login name.
- If you are unsure which email is on file with OSLAB, or if you want to change that email, reach out to us at oslab.info@bgelab.oregon.gov ASAP.
- Email settings can be updated later, but using the same email address from the start will streamline things.

With this new system, registrants will have expanded access to view their information and to add information compared to the old system.

OSLAB understands that transitions bring challenges. To support users during this transition, OSLAB will provide "how-to" resources on its website. OSLAB staff will also be available to assist with system navigation or technical issues. OSLAB selected Thentia Cloud because of its user-friendly design, availability of online services, and affordability. We expect that most users will appreciate what the new system offers compared to the status quo.

Any issues resulting from system errors during the transition will be addressed without penalty to registrants. Please report any problems as soon as possible to the OSLAB office.

Thank you for your patience and cooperation as we complete this modernization project.

Remember to watch for additional updates in the coming weeks.

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