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## Licensee reminders and tips

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From HANSON Shelley G \* OBO <Shelley.G.HANSON@obo.oregon.gov>

Date Mon 8/18/2025 12:09 PM

To HANSON Shelley G \* OBO <Shelley.G.HANSON@obo.oregon.gov>

OBO licensees, we have some important renewal information to share with you. PLEASE take a few minutes to read this guidance to help process your license renewal faster and with better accuracy. We're seeing a number of things that are making license renewal less efficient. OBO staff's goal is to help you comply with regulations and this information is provided to assist you in that goal.

### **Data review**

Verify all information when you complete your renewal—that's part of the purpose of your renewal. If anything is incorrect, update the information either in your renewal or in the portal. Remember the 14-day requirement for reporting address and place of practice locations (up to 14 days BEFORE, but no later than the effective date). Make sure there is no lapse in CPR certification. If there is, a lapse fee will be assessed.

### **CE entry**

Make sure your CE type is correct—use the 2 alpha characters at the end of the COPE number to select. There is a guide at the top of the CE entry screen. CE types are either TMOD, Other, Cultural competency, Pain management or law/ethics.

Don't remove any CE courses in your record. If there are duplicate courses, either zero out the duplicates or contact OBO staff to do that.

If your carryover hours aren't there—don't re-enter them—contact OBO staff for assistance.

After you've met the 18-hour CE requirement, mark courses for carryover that were completed after your last renewal cycle.

If you're looking at past CE plans, you currently can't see the course names or numbers in the portal for the old CE plans—contact OBO staff for the details.

Wondering when your law/ethics, cultural competency or pain management is due? Check your due dates for the three required CE types in the CE entry section of the portal—they are towards the top of the page.

### **Portal assistance**

There are a number of how-to videos on the website, please use those if OBO staff aren't available. OBO staff will be updating them in the next few weeks.

### **Fees**

There are still some CPR and place of practice fees being assessed that aren't due. OBO staff don't have access to your license renewal invoice prior to payment. If you have any fees assessed in error,

please pay it/them and OBO staff will refund the credit card the fee was paid on within 2 business days when we process your renewal for printing.

OBO rules don't allow refunds unless it's a Board error. Be sure you've entered information correctly to avoid an undue fee. (the system issue is a board issue so we are issuing refunds for that).

Failure to timely report address or place of practice changes can lead to late fees. The rule is to report within 14 days but no later than the effective date to avoid a late fee. The system will automatically generate the late fee. Lapse in CPR certification also leads to lapse fees. These fees are on a graduated schedule: 1) 1<sup>st</sup> late report in a 7-year period is \$100, 2) 2<sup>nd</sup> late report in a 7-year period is \$150 and 3) 3<sup>rd</sup> in a 7-year period is \$250. The Board just passed a rule change to cap late address and practice change fees to \$1,000 per year.

### **Email changes**

When you change your email address in the system, it doesn't automatically update your login information. If you change your primary email address, please reach out to OBO staff to update your login credentials.

### **CPR**

Check your CPR expiration date in the CPR section of the portal.

When entering an updated CPR certification, make sure to extend the due date to the end of the month it is due, as Board rules allow this extension.

### **Prescription Requirements**

We've had several reports recently about inaccurate or incomplete OD information on prescriptions. Here's a reminder of the requirements for your prescriptions. Please be sure your contact information and all required information is included on your prescriptions (whether they are electronic or paper).

852-020-0029 -- Prescription Content

1(d) Optometric physician's name, license number, practice location address, telephone number and facsimile (fax) number and handwritten, stamped or electronic signature. If using another doctor's printed or electronic prescription form, the prescribing doctor must legibly print his or her own name and license number on prescription form before signing.

**Shelley Hanson**

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<https://www.oregon.gov/obo/Pages/index.aspx> —licensee self-service portal access is available on the site

\*\*my work schedule is Monday through Thursday 7:30 am to 4:30 pm and Friday 7:30 am to 11:30 other than holidays and time off

**For assistance with the portals, here is a link to the Board's website with short (5 minute or less) how to videos:** <https://www.oregon.gov/obo/Pages/how-to-videos.aspx>

*Any information provided in this email may be confidential under ORS 676.175 and is not to be distributed.*