



Licensee Self-Service Portal How To's

July 2019 was the launch of OBO's new Licensee Self-Service Portal. The new system allows licensees more control over your license record with 24 hour access to report: changes in practice locations, mailing address, email address, input CE courses and order documents. Here is a guide to help you use the system. If you need assistance, OBO staff is available to help Monday through Friday from 7:30 am to 4:30 pm.

Portal access—visit the Board's home page: Oregon.gov/obo The licensee self-service system hyperlink is in the top third of the screen on a desktop.

Personal information **mailing address**—this is the legal address for any correspondence with the Board. It needs to be accurate at all times and will be used for any legal service from the Board to you as a licensee. If you are an inactive licensee you don't need to report any practice locations in the system. Report address changes timely (no later than the effective date of the change) to avoid a late reporting fee.

OE Tracker number—if you're an active status licensee, go into your record and make sure your OE Tracker number is there. The OE Tracker number is in the personal information section of the portal. We'll be working with ARBO in the next months to do a direct data feed from their CE reporting system into our new licensing system—they'll need your OE Tracker number as a verifier.

Other licenses/registrations—at renewal please enter any other states or provinces that you are or have been licensed in. This will allow the Board to know if you are or have been licensed elsewhere.

CE Course input—The new system allows you to enter CE for your next renewal after your expiration date (e.g. if you expire 1/31/20, you can start entering CE for your 2021 license renewal any time starting 2/1/20). Once you've entered 18 hours of CE and met the minimums for TMOD, law/ethics, etc, the system will allow you to mark courses for carryover. Only mark 18 hours of CE to carryover to your next renewal. Be sure the courses you mark have completion dates that are within the acceptable range—the screen gives you directions on that.

If you work at multiple **practice locations** on a rotating or sporadic basis, enter them as ongoing locations and you don't need to notify the Board each time you visit the location. Board rules do require that you notify the Board when you terminate a location within 14 days but no later than the last day. If you notify after the last day, there will be a fee and the system will auto generate an invoice. **If you haven't notified the Board of your primary practice that wasn't imported in the data migration, you'll need to email OBO staff to add it to avoid the late fee. Include the approximate start date in the email (mm/dd/yyyy).**

Name changes—you can initiate a name change request and upload the required documents. OBO staff will review and approve the request. Once approved, you'll need to order a new license copy and that can be done on the portal as well. OAR 852-050-0005(8) is the Board's rule regarding name changes.

Looking for license renewal or other **payment receipts**? You can print copies anytime by logging into the self-service portal and going to the invoices and receipts section.

Quick Tricks

Licensee Self Service

Portal location:

[www.oregon.gov/
obo](http://www.oregon.gov/obo)

Passwords and security question answers are case sensitive

If you get locked out of the system, contact OBO staff for access

The system allows patients or other licensees to file online complaints

Renewal reminders will be sent to your email of record 45 and 30 days in advance of your due date

Law/ethics is due every 2 years. The CE page of the system shows your law/ethics due date

Enter an OBO approved law/ethics course and mark it with that CE type and the system will automatically update your due date (COPE EJ courses are not accepted unless the course is OBO approved)

See current OBO approved courses on the Board's Education web page

CPR is reported in the qualifications section of the system. Select the Board approved provider and follow the screen-instructions about the expiration date.

Update your **CPR certification**—go to the qualifications section of the portal. If your new training was taken after your certification expiration date, the system will automatically create an invoice that you'll need to pay for the lapse in certification. Remember that OAR 852-080-0040(2)(A) states that CPR certification is good through the last day of the certification expiration month—be sure to enter it that way in the system (versus the card stated expiration date)

Carbon copy emails—the new system allows you to enter a cc email address. All of the emails from the board will be sent to that address as well.

If you have a staff member update your record or process your renewal using your account, please review the information before they submit. **You are responsible for anything done in your online license record through your system access.**

The new system has an audit function and OBO staff can see when changes were made and who made them. If someone enters information into your record that isn't accurate, **you will be liable for any fees or discipline** associated with that information.

Document requests—if you change your primary practice location and you need another license copy, use this section of the system to request a new license copy. Also use this section if you need a **license verification** for licensure for another jurisdiction.

Stop and read each renewal screen carefully. The system was painstakingly designed to provide you with helpful information as you enter your renewal information. The CE page reminds licensees which COPE categories match OBO's course categories and which aren't acceptable. The CPR page reminds you that OBO's CPR expiration date is through the end of the month (despite the card saying an earlier date).

REMEMBER: YOUR license YOUR livelihood

Many activation emails (with your temporary password) have gone into junk/spam folders. Please be sure that you double check that folder. If you have trouble logging in, please contact OBO staff—we are happy to help.

License verifications & copies are available through the portal.

Keep this page for your future reference for using the licensee self-service portal