
Important information--licensees #1

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

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

Cc BAUNE Gabriel * OBO <gabriel.baune@obo.oregon.gov>

Good morning. Here's some information that will be helpful in the next few weeks. Please take a few minutes to read.

- 1) There is a glitch in the upgraded licensing system. If you enter OBO approved courses, the system isn't allowing you to enter the course hour(s) or CE type. Go ahead and enter the course and attach the CE certificate. Gabby will update the rest of the information when she reviews your license for printing.
- 2) The other on-going glitch is that there are sometimes fees being assessed that aren't due. The system is assessing CPR and place of practice fees that aren't due. OBO staff aren't able to access the invoice prior to payment, so you'll need to pay the fee. In two business days, when your license is reviewed for printing, the fee will be refunded on the card you paid it on. A receipt will be emailed when the refund is issued.
- 3) Be sure to enter your current CE (if you need to renew in 2025) in the 2024-2025 CE plan. If you don't have the add record button in the CE plan entry screen for this year, email Gabby and she can fix that quickly and easily.
- 4) If you're not receiving temporary password emails from the system, email Gabby right away and she can forward the email. Remember that those emails come from Thentia and not the Board, so be sure to check your junk or spam folder.
- 5) Courtesy license renewal reminders may or may not be sent—we're still working with the vendor on that functionality. Your license renewal is available 45 days before your due date and your license due date is always the first day of your birth month. The link to the licensee self-service portal is always available on the website.
- 6) I'll be on extended medical leave starting Friday afternoon. Gabby will be processing new license applications, reviewing and printing license renewals and keeping the office in shape on her own.

Please use other available resources before contacting her. There are videos on the Board's website on how to do a variety of things. Please take the time to watch these short videos if there's one that is relevant to your question. <https://www.oregon.gov/obo/Pages/how-to-videos.aspx>. If you're a practicing OD and have a question, please visit our new "resources for practicing OD's" web page for common questions: <https://www.oregon.gov/obo/Pages/resources-practicing-optometrists.aspx>. Gabby will be happy to help as much as she can. Not only is the work load heavy this time of year with new grad licensing, but she's new. Please show her some grace during the next 6 weeks. If there are things she can't help with, she'll make notes and when I can check in, we will discuss. Just know that some things may need to wait until I return full time in July.

Please don't wait until the last minute for your June or July license renewals. If you have any issues with the system, it's best to start early and then Gabby can help you problem solve. If it's the last minute and she's busy with other things, she may not be able to trouble shoot as timely as you need her to. Gabby is a skilled professional and is a great asset to the Board. Please help her be successful during this stressful time. She takes great pride in her work and values providing top notch customer service to our applicants and licensees.

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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>

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