

## HANSON Shelley G \* OBO

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**From:** HANSON Shelley G \* OBO  
**Sent:** Thursday, October 23, 2025 2:05 PM  
**To:** HANSON Shelley G \* OBO  
**Subject:** License renewal tips--Active licensees #2

Good afternoon. Here are a few information updates to help with your license renewal.

**CE entry**--We're having sporadic issues with **CE entry in the licensing system**. If you go to the CE section of the licensee self-service portal and select the current year plan and don't have the add record option, please email Gabby & I and we can fix the issue on the back end so that you can enter CE hours.

**CE Carryover**--Just a reminder that CE hours aren't carrying over. DO NOT re-enter courses. Gabby and I are entering placeholder courses each month, but if your renewal is ready and you can see in your last year's CE plan that you have **carryover** and it's not noted in the current CE plan, we're happy to enter those hours for you.

**OHA course entry**--Remember that if you completed an **OHA CE course**, enter it as an AMA course with the correct title, CE type of cultural competency, date of completion and hour(s).

**Undue fees**--We are still having some fees assessed that aren't due. OBO staff doesn't have access to the invoices before they are paid, so please pay the invoice and in 2 business days we will refund any undue fees on the credit card they were paid with. You will receive an email notice of the credit and an adjustment will be made to the invoice and payment, so that the receipt accurately shows what was actually due and paid (net the refund).

### 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.*