

In-Home Care (IHC) Online Licensure Portal – Creating an account

Health Care Regulation & Quality Improvement
Section

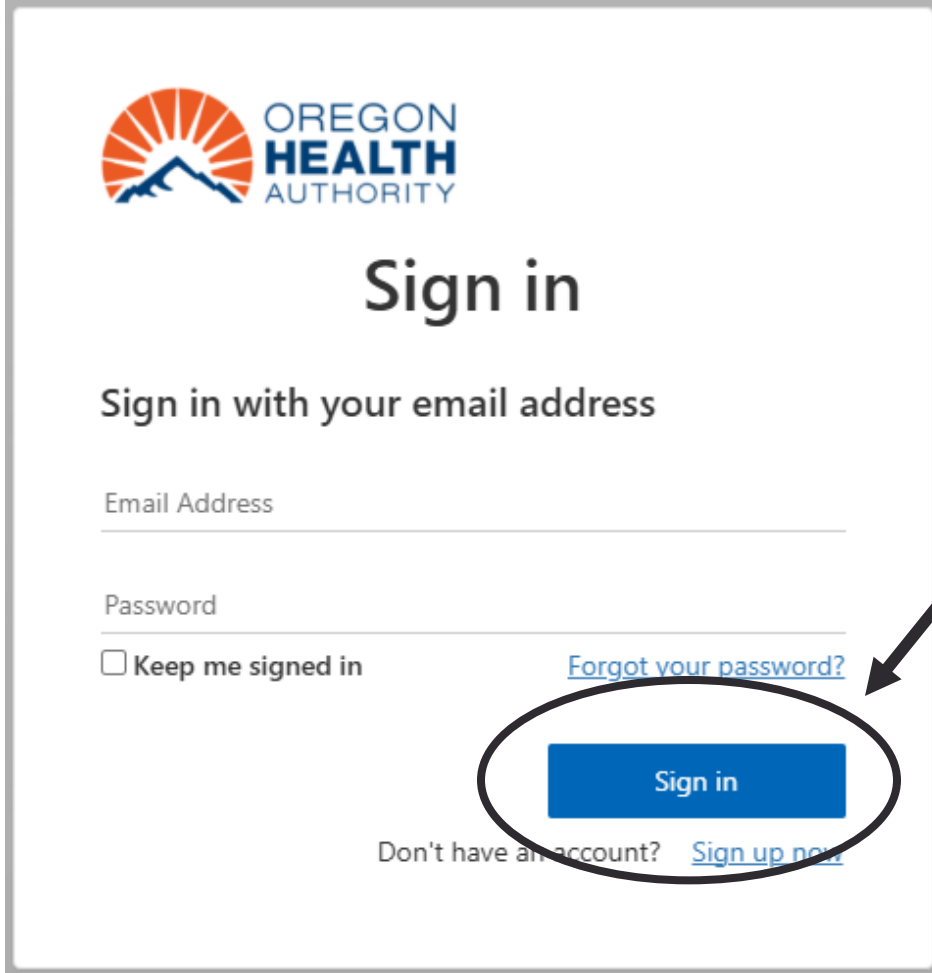
In-Home Care Program



IHC Online Licensure Portal Website

<https://hflclicensing.oregon.gov>

Creating an account: Step 1



The image shows a web form for signing in to the Oregon Health Authority. At the top left is the logo, which consists of an orange sun rising over a blue mountain range, followed by the text "OREGON HEALTH AUTHORITY" in blue. Below the logo, the heading "Sign in" is centered in a large, bold, black font. Underneath the heading, the instruction "Sign in with your email address" is displayed. There are two input fields: "Email Address" and "Password", each with a horizontal line for text entry. Below the "Password" field, there is a checkbox labeled "Keep me signed in" and a blue hyperlink "Forgot your password?". At the bottom of the form, there is a blue rectangular button with the white text "Sign in". To the left of this button, the text "Don't have an account?" is followed by a blue hyperlink "Sign up now". A black oval is drawn around the "Sign in" button, and a black arrow points from a text box on the right towards the "Sign up now" link.

 OREGON
HEALTH
AUTHORITY

Sign in

Sign in with your email address

Email Address

Password

☐ Keep me signed in [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Click on the “Sign up now” link on the “Sign in” page.

Creating an account: Step 2

Enter an email address and press “Send verification code.”

Pick an email address associated with the business and not an individual.

Every licensed agency needs a separate account, including subunits.

< Cancel

 OREGON
HEALTH
AUTHORITY

User Details

Email Address *

Send verification code

New Password *

Confirm New Password *

First Name

Last Name

Create

Creating an account: Step 3

< Cancel

 OREGON HEALTH AUTHORITY

User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

ihctesting23@gmail.com *

Verification Code *

Verify code Send new code

Retrieve your code from the email address entered.

Enter the code in the “Verification Code” section and press “Verify code.”

Creating an account: Step 4

After verifying the code, enter a password and, first name and last name. The name chosen will be associated with the account permanently. Using the Owner name is recommended.

Press "Create."

You will be re-directed to the IHC online licensure dashboard.

< Cancel

 OREGON
HEALTH
AUTHORITY

User Details

E-mail address verified. You can continue now.

ihctesting23@gmail.com *

[Change e-mail](#)

New Password *

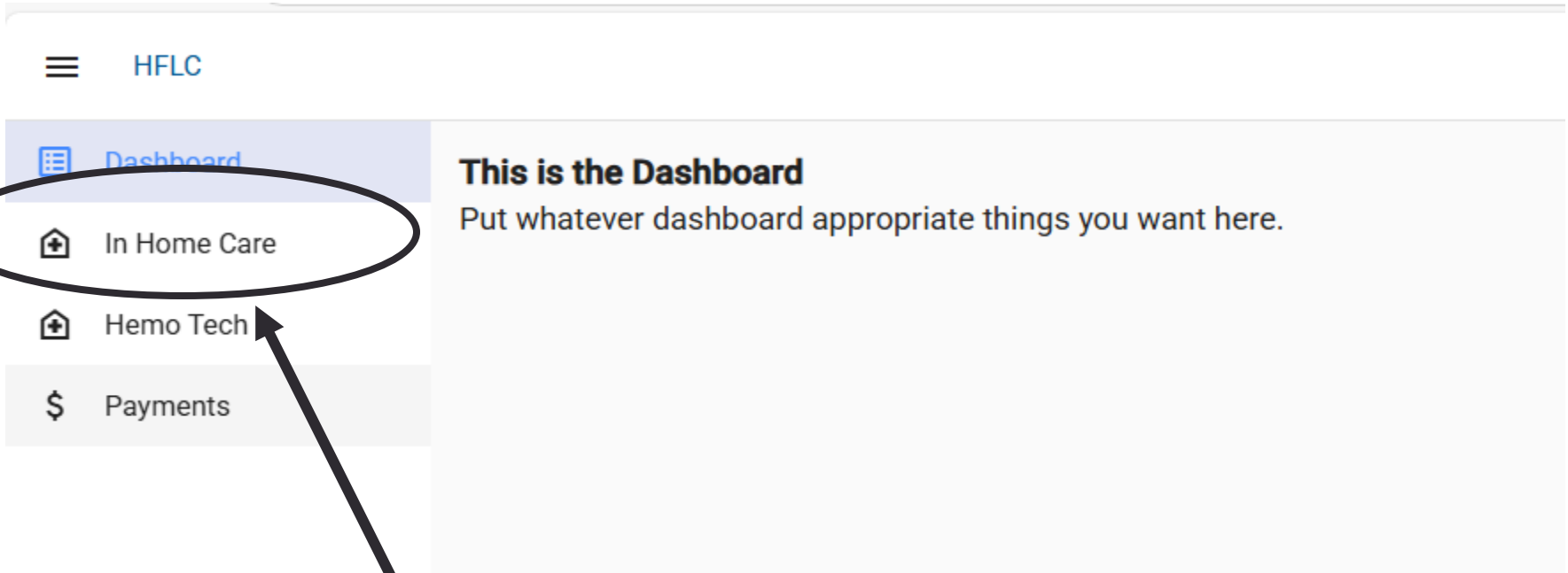
Confirm New Password *

First Name

Last Name

[Create](#)

Creating an account: Step 5



Choose “In Home Care” from the dashboard options.

Creating an account: Final Step



In Home Care

Claim an Existing License

Owner Name*

License Number

Street*

City*

State*

Zip*

Apply For A New License

Start your application [here](#).

[Apply](#)

Claim an Existing License if your agency obtained licensure before 5/1/2025.

Apply for a New License if your agency did not obtain licensure before 5/1/2025

Where to get help with the online licensing portal

Contact the team at:

- mailbox.inhomecare@odhsoha.oregon.gov; or
- 971-673-0540 (option 3)

Online memos, quick guides, and instructional videos:

- www.healthoregon.org/hflc

In-Home Care (IHC) Online Licensure Portal – Renewing your license

Health Care Regulation & Quality Improvement
Section

In-Home Care Program



IHC Online Licensure Portal Website

www.hflclicensing.oregon.gov

Renewing a license: Step 1



Sign in

Sign in with your email address

Email Address

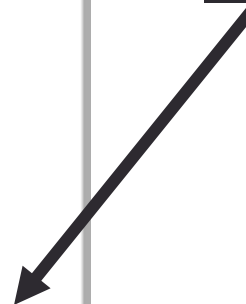
Password

☐ Keep me signed in [Forgot your password?](#)

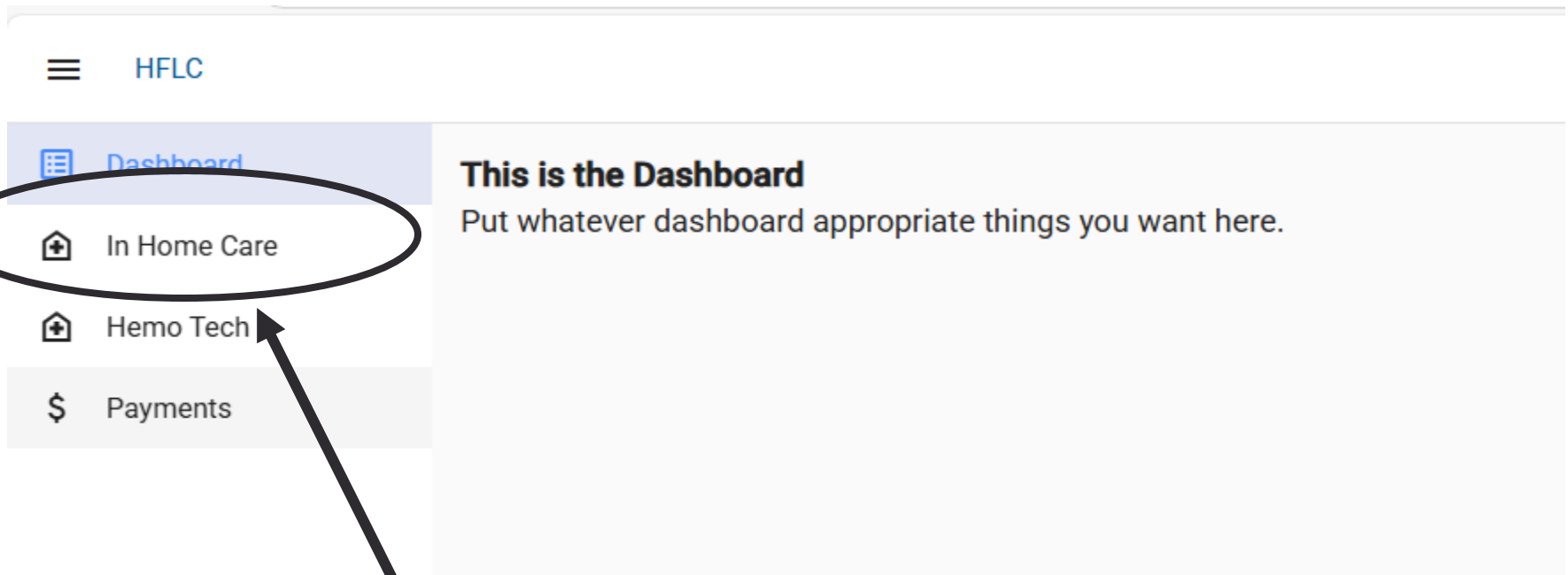
Sign in

Don't have an account? [Sign up now](#)

Sign in to your
agency's online
license account



Renewing a license: Step 2



Choose “In Home Care” from the dashboard options.

Renewing a license: Step 3

≡ HFLC

 In Home Care

 Payments

 In Home Care

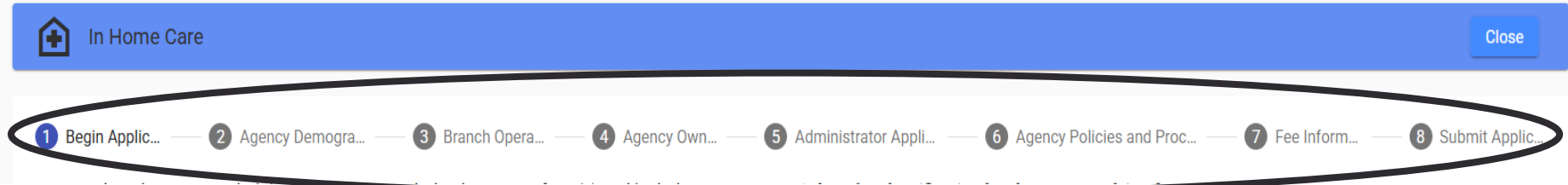
In Home Care License [Begin Renewal](#) [Select](#) [Print](#)

License Number	15-2000 
Agency Name	Z Example IHC
Classification	Comprehensive
Status	Approved
Issued Date	Jul 7, 2024
Expiration Date	Jul 6, 2025



Choose “Begin Renewal”
from the agency license file.

Renewing a license: Step 4



- Answer the questions on tabs 1-8.
- All changes except classification can be made during the renewal.
- Changes made will require uploading the required documentation.
- If no changes are made the requested documents can be a blank document (see Step 5)

Renewing a license: Step 5

☐ Yes ☐ No

*Management experience means the administrative field, including hiring, assigning, evaluating

Select Required Documents to Upload

Required Documents
Resume, High School ... ⬇ ⬆ Upload

☐	Background Check Request	Types
☒	Resume	
☒	High School Diploma or Equivalent	
☒	Proof of Credential	
☒	No Client Contact Plan	

Select Required Documents to Upload

Required Documents
IHC Policies, Procedur... ⬇ ⬆ Upload

☐	Other
☒	IHC Policies, Procedures and Forms
☒	Survey Documents
☒	Policy and Procedure Checklist

- If no changes have been made, check all the boxes and upload a blank pdf or word document.
- The background check can be attached separately



Renewing a license: Step 6

Administrator Appli... — Agency Policies and Proc... — Fee Inform... — 8 Submit Applic...

Your Application is Incomplete

Missing information must be provided before you can submit your application

Agency Information is Incomplete
Missing IHC Policies, Procedures and Forms
Missing Survey Documents
Missing Policy and Procedure Checklist documentation
Missing agency physical address
Missing agency office hours information
No owner information provided
Missing administrator physical address
Administrator applicant information is incomplete
Missing administrator resume
Missing administrator proof of high school diploma or equivalent
Missing administrator no client contact plan

- 
- Any missing information or documentation will be listed in the “Submit Application” Tab.
 - Resolve the issues in red, then sign, date and press “Submit”.

Renewing a license: Additional Information

- For the first renewal, you will have to answer some questions you will recognize from the paper application.
- These answers will remain with the account until changed, and you will not have to answer them again during your next renewal.
- Similarly, there are some documents that will be requested.
- Unless you are changing information, the only required document is the background check form for any administrator or owner that has direct contact with clients.
- The other requested documents can just be a blank page (see Step 5).

Renewing a license: Additional Information

- If you have already paid a fee, do not pay again. Notify us when you have submitted the renewal and we will process the original payment in the new system.
- You will receive an email notice when the renewal license has been approved, and you can print your new license directly from the portal. Our office will not be sending out a paper copy of the license.
- If the ownership information is not correct, contact our office before starting a change of ownership. It's possible it is an error, not a change and our office can assist with correcting the information.

Where to get help with the online licensing portal

Contact the team at:

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- 971-673-0540 (option 3)

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