

Oregon Nurse Portal Frequently Asked Questions

1. **Can I come into the office to submit a paper application and payment?**

No, all applications must be submitted via the Oregon Nurse Portal.

2. **When should I create my account?**

Initial applicants must create their account to apply for licensure. Renewal applicants are encouraged to create their account well before their renewal date. You can renew up to 90 days prior to your license/certificate expiration.

3. **I didn't get the verification email?**

The verification email is valid for 24 hours only. If it has been over 24 hours, you must begin the process again. If it is within 24 hours, please check your spam, junk, and trash folders in your email. Many work/school email addresses have privacy settings that will not allow the verification email to be received. You are strongly encouraged to use a personal email address that you will have continuous access to and check regularly. If you are using a personal email address and have checked all your folders, you can click into the Nurse Portal and request to "Resend Verification Email". If you have completed all of these steps and still have not received your verification email, please contact the Board at oregon.bn.info@osbn.oregon.gov for additional assistance.

4. **I received "The profile information is associated to an existing license" message when I tried to create my account.**

This message appears when you have or have previously held a license/certificate with Oregon and you did not select "yes" to the question "Do you or have you ever held a license/certificate with the Oregon State Board of Nursing". You must click cancel, restart the registration processes, and answer that question correctly. It is recommended that when you are completing this process that you search for your information by your license/certificate number.

5. **Can I submit my application on my mobile device?**

No. The Oregon Nurse Portal only works on a laptop or desktop computer, and it works best using Chrome or Microsoft Edge browsers.

6. **My payment was processed but my application was not submitted.**

If you did not click on "continue" after your payment was approved, your application was not submitted. You will need to contact the Board office at oregon.bn.info@osbn.oregon.gov and speak to accounting to confirm that your payment was received. Once your payment is confirmed staff will direct you how to submit your application without being required to remit payment again.

7. **Can I get a copy of my license/certificate?**

The Board of Nursing does not issue hard card licenses/certificates. You can verify your license/certificate status in your Oregon Nurse Portal account or through the online verification system. You can print a report of your licensure/certificate status from the online verification system.