



Renewing your Physical Therapist (PT) or Physical Therapy Assistant (PTA) License

Beginning in 2020, the Oregon Board of Physical Therapy will be using an all new Licensing Database. While this change is exciting, and will ultimately help the Board serve you better, we understand that you may need some additional help as you renew this year. We've put together this guide to show you what renewal will look like, and to hopefully answer some questions that you have.

If you still have questions after reading this guide, please don't hesitate to reach out to the Board! As we learn our new system, we appreciate your patience! If you have any issues or concerns as you work through the renewal process, please do not hesitate to contact us. Email is preferable to a phone call. Please be aware that we have a small staff serving a large number of Oregonians, and we'll assist you as soon as we're able. Thanks for your patience and understanding!

Please Note: This guide will show you what the screens look like on a desktop computer, but you can also renew using a mobile phone or tablet. If you use a mobile device, some of the screens may have a slightly modified layout.

The first step to renewing your license will be to navigate to our Self Service Portal. You can find this from the homepage of our website at Oregon.gov/PT.

Once you get to the Self-Service Portal, click on the License Portal Link, seen below.

The screenshot shows the Oregon Board of Physical Therapy website homepage. At the top is the logo and name. Below is a navigation bar with four main sections: License Verification, Online Complaint, Are you a current licensee of the OBPT?, and Applying for Licensure in Oregon?. The 'Are you a current licensee of the OBPT?' section is highlighted with a red border and contains a 'License Portal' button. Below the navigation bar is contact information and a footer with 'Powered by Thentia'.

Welcome to the Oregon Board of Physical Therapy

- License Verification**
Searching for a Physical Therapist or Physical Therapist Assistant in Oregon? Please visit our Online License Verification system to check the licensing status of a current or former Physical Therapist in Oregon.
[License Verification](#)
- Online Complaint**
Anyone with a concern about the conduct or competence of a Physical Therapist or Physical Therapist Assistant in Oregon may submit a complaint to the Board. Visit our Online Complaint Form to get started.
[Report Practitioners](#)
- Are you a current licensee of the OBPT?**
You can manage your registration with the Board online. Please visit our online license portal to get started.
[License Portal](#)
- Applying for Licensure in Oregon?**
Applying for licensure with the Board is the first step towards becoming a Physical Therapist or Physical Therapist Assistant in Oregon. Visit our Online Application Portal to get started.
[Applicant Portal](#)

If you require further assistance, contact the OBPT by telephone, e-mail or mail at:
Oregon Board of Physical Therapy
800 NE Oregon Street, Suite 407
Portland, OR 97232-2187
Telephone: 971-673-0201
E-mail: physical.therapy@state.or.us

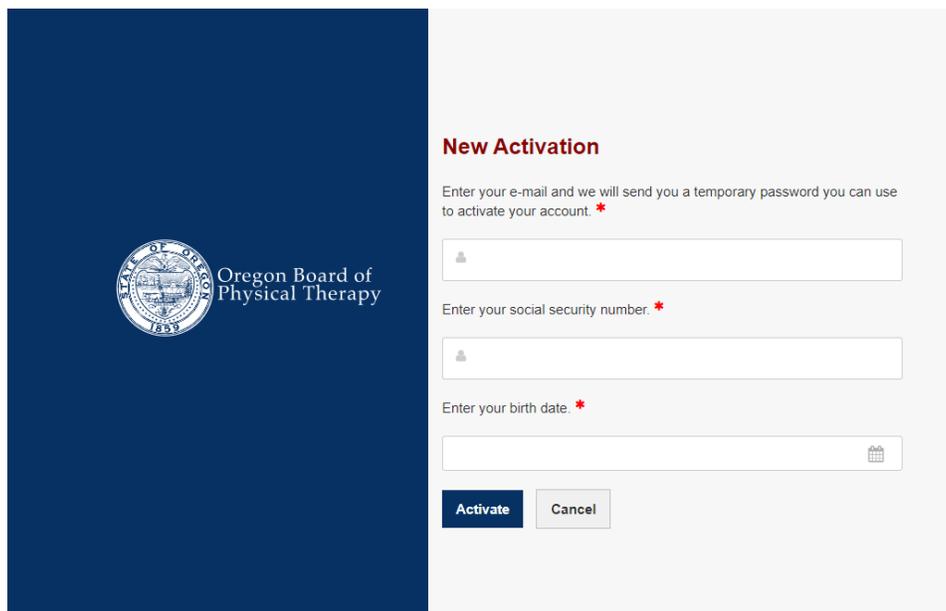
Powered by [Thentia](#)

The first time that you login to the License Portal, you'll need to Activate your account. *You will only need to do this the first time that you log in to the License Portal. If you've already activated your account, skip to page 4 of this guide.*

To activate, click "Activate Now" at the bottom of the screen.

Activate now' where 'Activate now' is underlined and highlighted with a red box." data-bbox="176 118 814 410"/>

Next, enter your email address, social security number, and Birth Date.



Once you've entered your information and clicked "Activate," you should get a confirmation screen telling you to check your email. You will be sent a temporary password to your email. Once you've received that, return to the Licensee Portal and use your temporary password to login. Note: Please

*If you get an error message telling you that you the information you provided doesn't match our record, please verify that the information that you've entered is correct. Important: You'll need to provide the email address **that the Board has on file for you**. If you have multiple email addresses, please try all of them before contacting the Board!*

If you no longer have access to the email account that the Board has on file for you, or if you're not sure what email address the Board has on file, contact Board staff by email to verify or update your address.

The first time that you login to the License Portal with your temporary password, you'll need to set up security questions. Remember the answers to these! They are case-sensitive. You'll be asked the answer to one of these questions every time that you login to the licensee portal. If you enter the wrong answer three times, you'll be locked out of your account and you'll need to contact Board staff to have your account reset.

After you set up the answers to your security questions, you'll also be asked to change your password.

Two-Stage Authentication: Security Questions

To help protect the privacy of your account, please select three questions below and provide their corresponding answers.

Security Question 1 *

Select ...

Answer *

Security Question 2 *

Select ...

Answer *

Security Question 3 *

Select ...

Answer *

Done

Now that you've successfully logged into the Portal, you can access and update a lot of information that you previously had to contact Board staff to complete! This includes updating your contact information and places of practice, notifying the Board of a name change, viewing and paying any invoices or receipts, updating and tracking your continuing education, requesting a license verification, printing a copy of your license, and renewing your license!

To renew your license, click on License Renewal from the Welcome Screen, as seen below.

Welcome

Personal Information

Places of Practice

Other Licenses

Invoices & Receipts

License Renewal

Continuing Competency

Name Change Request

Document Request

Wallet Card and Wall Certificate

Reset Password

Welcome to the OBPT License Portal

This is a self service portal where you can maintain the information in your license record. Use this portal to: 1) update your mailing address, 2) update your primary practice location, 3) update other employment locations with start and end dates, 4) renew your license (when that section shows that it's available), 5) add CE and 6) order license copies, license verifications, print receipts, among other things. If you designate a carbon copy email address, all email will be sent to that address as well. If that cc email goes to a staff member or other party, please remember that you are responsible for your license record and any changes made to it.

Data fields marked with * are required—you'll need to input data there to move through the screen.

Please be aware that this system will automatically assess any fees due. An invoice will be emailed to your email address of record.

If you have questions about the Board's laws and rules, visit: <https://www.oregon.gov/PTbrd/pages/index.aspx>
The Board's rules also have the fee schedule and rules related to fees charged.

License Renewal
Available Now

Continuing Competency

Name Change Request

Invoices and Receipts

The renewal system is going to take you through several steps. Click Start to Begin.

If at any point you need to take a break, that's fine! The system will save what you've done. When you log back in, just come back to the Renewal section of the Portal and click through the screens to confirm your information.

Welcome

Personal Information

Places of Practice

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Invoices & Receipts

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Document Request

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Reset Password

Online License Renewal

Getting Started

You are now proceeding with an Online Application for Renewal of Registration with the Board. Please ensure all information is updated. Be advised that the only accepted methods of payment using this online service are Visa®, MasterCard®, and American Express®.

Note: Your online renewal information will be saved as you enter it. Should you not be able to complete the process in one attempt you may return at a later time to continue.

When you are ready to proceed, click Start.

Start >

Step 1 of the Renewal Process: Personal Information

You'll need to confirm your Personal Information, such your Mailing Address, best phone number to reach you, etc. Most of this information should be completed already, as it was entered into our old licensing database, however there may be gaps in the information that we have on file for you that you'll need to complete.

When you've confirmed all of your information, click Save and Continue at the bottom of the screen.



Oregon Board of
Physical Therapy

XXXXTest - Sarah Casey [Logout](#)

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Other Licenses

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Online License Renewal

1 Personal Information Step 1 of 7

If your legal address, practice locations, phone number or email changes outside of the renewal timeline, please use our licensee portal to update your information.

Important: OBPT requires that this information remains current at all times.

Mailing Address Line 1 *	800 NE Oregon St
Mailing Address Line 2	Ste 407
Mailing City *	Portland
Mailing State *	Oregon
Mailing Zip Code *	97206
Mailing Country *	Select... ▼

Step 2 of the Renewal Process: Places of Practice

You'll need to confirm your Place of Practice. This information is likely already, as it was entered into our old licensing database, however you may have changed Practice locations since the last time that you notified the Board.

Alternatively, you may work at multiple locations, but the Board only has your

To edit the Practice listed, click on "Edit," as seen below. If you no longer work at a practice, by clicking on Edit you can add End Dates to the Practice.

If you've practicing somewhere that is not listed, click on "Add New," as seen below. You do not need to add any past practice locations that you no longer work at.

When you've confirmed all of your information, click Save and Continue at the bottom of the screen.

The screenshot shows the Oregon Board of Physical Therapy website. The header includes the logo, the text "Oregon Board of Physical Therapy", the user ID "# XXXXTest - Sarah Casey", and a "Logout" button. The left sidebar contains a menu with items: Welcome, Personal Information, Places of Practice (highlighted), Other Licenses, Invoices & Receipts, License Renewal, Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate, and Reset Password. The main content area is titled "Online License Renewal" and "2 Places of Practice". A "Step 2 of 7" indicator is in the top right. Below the title, a text block states: "Licensees are required to report their primary practice location and any additional locations. If you have not yet secured a primary practice location at the time of application, you will need to update your account once you are employed." A table lists practice information:

Practice Name	Start Date	End Date	Primary?	
ABC Physical Therapy Clinic	02/01/2020	N/A	Yes	Edit

Below the table is a "+ Add New" button. At the bottom of the main area are "< Back" and "Save & Continue >" buttons.

Step 3 of the Renewal Process: Other Licenses

The Board has information on what other states you were licensed in *at the time that you applied*, but we realize that that may have changed. In an effort to keep the Board's records up to date, we request that you notify us of any states in which you're currently or previously licensed. Additionally, our old system didn't track licensure in other states in a systematic way, so updating this saves Board staff the effort of reviewing your paper licensee files if we have questions on where you've been licensed. This information may already be partially completed.

This step is optional, but appreciated.

To edit a license expiration date, click on "Edit," next to the license. To add a license that is not listed, click on "Add New," as seen below.

When you've confirmed all of your information, click Save and Continue at the bottom of the screen.

The screenshot shows the Oregon Board of Physical Therapy website. The header includes the logo, the text "Oregon Board of Physical Therapy", the user ID "# XXXXTest - Sarah Casey", and a "Logout" button. The left sidebar contains a menu with items: Welcome, Personal Information, Places of Practice, Other Licenses, Invoices & Receipts, License Renewal (highlighted), Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate, and Reset Password. The main content area is titled "Online License Renewal" and shows "3 Other Licenses" with a "Step 3 of 7" indicator. Below this is a text prompt: "In an effort to keep the Oregon Board of Physical Therapy's records up to date, please list all states in which you have ever been professionally licensed." A table with columns "State/Jurisdiction", "License Number", "License Type", and "Expiration Date" is shown, containing the text "No records have been added. Click + Add New to add record." Below the table is a "+ Add New" button. At the bottom of the main area are "< Back" and "Save & Continue >" buttons.

Step 4 of the Renewal Process: Continuing Competency

One of the most exciting aspects of our new system is the ability to track your continuing competency requirements.

This screen shows you a running total of the Continuing Competency Credit hours that you have entered, under "CC Progress Summary," and it shows you a list of all courses that you have already entered under "CC Activities."

After this renewal cycle is over, you'll be able to enter Continuing Competency Credit hours throughout the year in the Portal, making your renewal process much quicker next time!

Since the system is new, there won't be any information entered already for your continuing competency. You'll need to add information on each course that you took. To add a course, click "Add Activity" at the bottom of the screen.

The screenshot shows the 'Online License Renewal' interface. On the left is a navigation menu with options: Welcome, Personal Information, Places of Practice, Other Licenses, Invoices & Receipts, License Renewal (highlighted), Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate, and Reset Password. The main content area is titled 'Online License Renewal' and shows '4 Continuing Competency' as the current step. A progress indicator shows 'Step 4 of 7'. The text explains the current certification period (April 1, 2018 - March 31, 2020) and lists the required hours based on the license issue/renewal date: 24 hours for licenses issued/renewed before April 1, 2019; 12 hours for licenses issued/renewed between April 1, 2019 and December 31, 2019; and 0 hours for licenses issued/renewed between January 1, 2020 and March 31, 2020. It also notes that Pain Management and OR-JAM modules can be taken for credit once per cycle. Under 'CC Progress Summary', it states 'You have completed the following CC credit hours for this cycle.' A table shows 'Total Hours' as 0. The 'CC Activities' section is empty, with a message: 'No records have been added. Click + Add New to add record.' A '+ Add Activity' button is at the bottom. Navigation buttons for '< Back' and 'Save & Continue >' are also visible.

Online License Renewal

4 Continuing Competency Step 4 of 7

The current certification period is April 1, 2018 - March 31, 2020.

The number of hours required during this certification period depends on when your current license was issued or renewed, as described below:

- 24 hours, if your license was issued or renewed prior to April 1, 2019.
- 12 hours, if your license was issued or renewed between April 1, 2019 and December 31, 2019.
- 0 hours, if your license was issued or renewed between January 1, 2020 and March 31, 2020.

The Pain Management Module may be taken for credit once during each certification period for 1 unit. The OR-JAM may be taken for credit once during each certification period for 3 units. CPR courses are limited to 1 unit of CC credit regardless of the length of the course. Please see the Oregon Administrative Rules for more details about continuing competency.

CC Progress Summary

You have completed the following CC credit hours for this cycle.

Total Hours	0
-------------	---

CC Activities

Course or Activity	Activity Types	CC Units/Hours	Completion Date
No records have been added. Click + Add New to add record.			

+ Add Activity

< Back Save & Continue >

You'll enter the pertinent details about each course that you took. When you're done, click "Save and Back," and you'll be returned to the previous screen.

Please note- there is an option to add Supporting Documentation to each activity, in the form of a Certificate, etc. You are not required to upload this documentation, however, the Board audits Continuing Competency certificates at the end of each renewal cycle. If your license is selected for audit and you have already uploaded these documents, we may not need to contact you and can simply approve you! In brief- *uploading your certificates now can save you time later.*

The screenshot shows the 'Edit CC Activity' form within the Oregon Board of Physical Therapy portal. The header includes the state seal and logo, the user's name 'Sarah Casey', and a 'Logout' button. A left-hand navigation menu lists various user actions, with 'License Renewal' highlighted. The main form area contains several fields: 'Activity Type' with radio buttons for 'Clinical Skills' and 'Non Clinical Activities'; 'Name of Course or Activity' as a text input; 'This course meets requirements for' as a dropdown menu; 'Name of Sponsor or Speaker' as a text input; 'Date of Completion' as a date picker; 'Was this course taken online?' with radio buttons for 'Yes' and 'No'; and 'Supporting Documentation' with an 'Upload File' button. At the bottom, there are 'Cancel & Back' and 'Save & Back' buttons.

Once you've reached the minimum number of continuing competency credit hours, you can click "Save and Continue" on the main Continuing Competency screen to proceed to step 5.

Step 5 of the Renewal Process: Declarations

At every renewal, the Board asks questions about your personal background since you last renewed.

Please answer these questions.

If you answer Yes to any of these questions, you will be required to provide an explanation of the circumstances. Additionally, you will need to provide the Board with documentation. You will have the ability to upload that documentation after clicking “Yes,” or alternatively, you can send that documentation by email, mail, or fax. Your renewal will not be processed until we receive complete supporting documentation.

The screenshot shows the Oregon Board of Physical Therapy's online license renewal interface. The header includes the board's logo and name, the user's session ID (# XXXXTest - Sarah Casey), and a Logout button. A left-hand navigation menu lists various account management options, with 'License Renewal' currently selected. The main content area is titled 'Online License Renewal' and shows 'Step 5 of 7' in a progress indicator. The 'Declarations' section contains three questions with radio button options for 'Yes' and 'No'. The questions are: 1. Surrendered any professional health care license or certificate in any state, jurisdiction or foreign country? 2. Been arrested, charged, plead guilty, plead no contest or convicted of any criminal offense including misdemeanors or felonies, other than a traffic ticket involving parking or a moving violation (such as a speeding ticket) in any state, jurisdiction or foreign country? (A DUI related offense even if you entered or completed a diversion program or driving with a suspended license must be reported.) 3. In the past 3 years have you been treated for any mental or emotional condition including alcohol or controlled substance addiction that impaired or may impair your ability to practice your health care profession safely and competently? At the bottom of the form are 'Back' and 'Save and Continue' buttons.

Welcome

Personal Information

Places of Practice

Other Licenses

Invoices & Receipts

License Renewal

Continuing Competency

Name Change Request

Document Request

Wallet Card and Wall Certificate

Reset Password

Online License Renewal

5 Declarations Step 5 of 7

If you answer Yes to any of the questions below, you'll be prompted to provide more detail as well as upload a copy of all arrest, court, or other records related to the matter.

1. Since your last renewal, have you ever surrendered any professional health care license or certificate in any state, jurisdiction or foreign country?
Allowing a license to lapse or expire is not considered a surrender.
 Yes No
2. Since your last renewal, have you ever been arrested, charged, plead guilty, plead no contest or convicted of any criminal offense including misdemeanors or felonies, other than a traffic ticket involving parking or a moving violation (such as a speeding ticket) in any state, jurisdiction or foreign country? (A DUI related offense even if you entered or completed a diversion program or driving with a suspended license must be reported.)
 Yes No
3. In the past 3 years have you been treated for any mental or emotional condition including alcohol or controlled substance addiction that impaired or may impair your ability to practice your health care profession safely and competently?
 Yes No

[< Back](#) [Save and Continue >](#)

When you have answered the questions, click “Save and Continue.”

Step 6 of the Renewal Process: Oregon Health Authority

You are required to complete the Oregon Health Authority's Health Care Workforce Questionnaire at every renewal.

Your answers to the survey do not impact your renewal, however, if you fail to complete the survey, your license will not be renewed.

Click on the button "Go to Oregon Health Authority's Health Care Workforce Questionnaire" to complete the survey.

The screenshot shows the "Online License Renewal" page for the Oregon Board of Physical Therapy. The user is logged in as "#XXXXTest - Sarah Casey" and is on "Step 6 of 7". The page title is "6 Oregon Health Authority". The main content area contains the following text:

You will now be transported to the Oregon Health Authority's Health Care Workforce Questionnaire. This information is collected by the Oregon Health Authority in collaboration with the Oregon Board of Physical Therapy, as part of legislatively mandated Health Care Workforce Database reporting, ORS 676.410 and Oregon Administrative Rules (OARs) 409-026-0100 through 409-026-0140.

The questionnaire should take approximately 5-8 minutes to complete. You will be logged out of this self-service system automatically and redirected to the questionnaire.

Your license will not be renewed until you have completed the questionnaire.

If you need technical assistance with the questionnaire, please contact a member of the Health Care Workforce Reporting Team by phone at (971) 283-8792 or e-mail at wkfc.admin@dhsosha.state.or.us

A blue button labeled "Go to Oregon Health Authority's Health Care Workforce Questionnaire" is highlighted with a red box. At the bottom of the page, there are "Back" and "Save & Continue" buttons.

You will be taken the OHA's Questionnaire.

Once the Questionnaire is complete, you will be get to a confirmation screen that returns you to renewal. Click on "Go back to the Licensee Portal." You may need to re-enter your password, but rest assured that all of the information that you have entered in the renewal so far has been saved.

The screenshot shows the "Workforce Questionnaire Complete" confirmation screen. The header features the Oregon Board of Physical Therapy logo and name. The main heading is "Workforce Questionnaire Complete". Below this, the text reads: "You have completed your Oregon Health Authority's Health Care Workforce Questionnaire." and "Please resume the renewal on the Licensee Portal." A blue button labeled "Go back to Licensee Portal" is centered on the page. At the bottom, it says "Powered by Thentia".

Step 7 of the Renewal Process: Certifying Statement

You must click the checkbox to attest that the information that you have entered into the renewal is true and correct.

The screenshot shows the Oregon Board of Physical Therapy website interface. The top navigation bar is dark blue with the logo on the left, the text "Oregon Board of Physical Therapy" in the center, and "# XXXXTest - Sarah Casey" and "Logout" on the right. A left sidebar contains a list of menu items: Welcome, Personal Information, Places of Practice, Other Licenses, Invoices & Receipts, License Renewal (highlighted), Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate, and Reset Password. The main content area is titled "Online License Renewal" and shows a progress bar with "7 Certifying Statement" and "Step 7 of 7". Below the progress bar, there is a red-bordered box containing the text "Important: OBPT requires that this information remains current at all times." Below this, there is a checkbox that is checked, followed by the text: "I swear that the statements and information contained in this application are true and correct in every respect; that I have complied with all of the requirements of the law pertaining to the licensing of a physical therapist or physical therapist assistant; and that I have read and understand this certifying statement." Below the checkbox, there are two buttons: "< Back" and "Save & Continue >".

When you have checked the box, click "Save and Continue."

Final Step of the Renewal Process: Payment

You're almost done!

You can make payment by Credit Card or Check.

If paying by Credit Card, enter your card information and then click "Process Payment."

If paying by Check, click "Pay by Check." Be sure to include your name and license number on the check. Your check must be postmarked by March 31 or else you will incur late fees.

The screenshot shows the 'Online License Renewal' page for the Oregon Board of Physical Therapy. The page has a dark blue header with the board's logo and name on the left, and the user's name '# XXXXTest - Sarah Casey' and a 'Logout' link on the right. A left sidebar contains a navigation menu with options like 'Welcome', 'Personal Information', 'Places of Practice', 'Other Licenses', 'Invoices & Receipts', 'License Renewal' (highlighted), 'Continuing Competency', 'Name Change Request', 'Document Request', 'Wallet Card and Wall Certificate', and 'Reset Password'. The main content area is titled 'Online License Renewal' and has a 'Payment' sub-tab. Under 'Payment', there is a 'Fee Information' section stating 'Fees are payable by credit card.' Below this is a 'Summary' table with one row: 'PT - Renewal' for an amount of '\$170.00'. A 'Credit Card Payment Option' section follows, with instructions to enter information for online processing. It includes input fields for 'Amount Due' (pre-filled with '\$170.00'), 'Cardholder Name *', 'Credit Card Number *', 'Expiration Date *' (with dropdowns for 'January' and '2020'), and 'Security Code (3 digits on back of card) *'. An 'Important:' note in a red box states: 'Please make sure to click the Process Payment button only once. It may take up to several minutes to process your credit card payment. Thank you for your patience.' At the bottom of this section are two buttons: 'Process Payment >' and 'Pay By Check >', both highlighted with a red border. A '< Back' button is located at the bottom left of the main content area.

Submitted

If you reach the screen below, you've successfully renewed your license. Board staff will process the renewal over the next few days. If there are any questions on the information that you've provided, staff will reach out to you directly by phone or email.

You should receive a confirmation email at the address that we have on file for you.

The screenshot shows the Oregon Board of Physical Therapy portal. The header includes the logo, the text "Oregon Board of Physical Therapy", and the user information "# XXXXTest - Sarah Casey" and a "Logout" button. The left sidebar contains a menu with the following items: Welcome, Personal Information, Places of Practice, Other Licenses, Invoices & Receipts, License Renewal (highlighted), Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate, and Reset Password. The main content area displays a "Submitted" message with a checkmark icon, stating "Your renewal has been successfully submitted. Thank you." Below this, it says "Questionnaire Complete" and "You have completed the Oregon Health Authority's Health Care Workforce Questionnaire."

When Board staff approves your renewal, you will receive an additional email to the address that we have on file advising you that your license has been approved. The Board will not be mailing out licenses this year. Licensees can log back in to the License Portal and print their license out on their own by clicking on the "Wallet Card and Wall Certificate" option shown below.

The screenshot shows the Oregon Board of Physical Therapy portal. The header includes the logo, the text "Oregon Board of Physical Therapy", and the user information "# XXXXTest - Sarah Casey" and a "Logout" button. The left sidebar contains a menu with the following items: Welcome, Personal Information, Places of Practice, Other Licenses, Invoices & Receipts, License Renewal, Continuing Competency, Name Change Request, Document Request, Wallet Card and Wall Certificate (highlighted with a red box), and Reset Password. The main content area displays a "Welcome to the OBPT License Portal" message. Below the welcome message, there is a paragraph of text explaining the portal's purpose and a list of actions. Below the text, there are four buttons: "License Renewal" (with a clock icon and "Available Now" text), "Continuing Competency" (with a document icon), "Name Change Request" (with a document icon), and "Invoices and Receipts" (with a document icon).

Frequently Asked Questions

I'm getting an error message when I try to activate my account. What should I do?

If you have any alternative email addresses, try one of those! The system is looking for the primary email address that the Board has on file for you, so it's possible that you're trying to use one that the Board doesn't list as your primary. Once you've logged in the first time, you can change your primary email address.

If that still doesn't work, send an email to the Board, including your name and birthday. If possible, include a screenshot of the error message. We can verify your information. The Board has been hand-keying information from paper applications for decades- so we'll make sure that everything in our system is correct and work to get you up and running!

I no longer have access to the email address that the Board has on file. What should I do?

Send an email to the Board letting them know your current email address. We'll update it in the system so that you can use it to log in and renew. We generally recommend *not* using an email address that you will lose access to if your employment changes.

I'm getting an error message as I try to move through the renewal process.

If the error message is regarding continuing competency requirements, ensure that you've input the minimum required number of CC credits.

If the error message occurs while you're completing the OHA Workforce Survey, try logging out and logging back in to the License Portal. The system should have saved any information that you've already input.

If the error message relates to anything else, or if the suggestions above don't fix the problem, email the Board and we'll try to help. Please send screenshots! They help us narrow down the issue.

Once I've logged in, I don't have an option for license renewal.

Email the Board right away letting us know. While this is rare, we may have had an error in our old system's data that we need to correct.

My account says that it is locked, what do I do?

If you enter the wrong answer to your security questions three times, your account will be locked. Call or Email the Board to have it unlocked.

I have a question about something other than renewal.

Review our website to see if the answer can be found there! If not, please don't hesitate to reach by phone or email and we'll do our best to help.

As the Board's staff learns our new system, we appreciate your patience! If you have any issues or concerns as you work through the renewal process, please do not hesitate to contact us. Email is preferable to a phone call. Please be aware that we have a small staff serving a large number of Oregonians, and we'll assist you as soon as we're able. Thanks for your patience and understanding!