This manual will demonstrate each task a Company Administrator (Admin) may perform on behalf of their company. If you have any questions, contact the Oregon State Bar by email.

Throughout these instructions, we will refer to “individuals” associated to the company, which includes both OSB Members and non-members (support staff, human resources, bookkeepers, etc.). The information contained herein applies to all individuals, with specific references made to information that applies only to OSB Members.

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1. Logging into Company Administrator Dashboard

Differentiating between personal Dashboard and Admin Dashboard
When you first log in, you will be on your personal Dashboard, with options related to your OSB Member or non-member profile.

Opening Admin Dashboard
To work on Admin tasks, click on the Company Admin Dashboard link.

Changes to Admin info
Any changes made to your personal information on the ‘Edit Your Profile’ link will remove your Admin access. To replace an Admin, or to change your name or contact information, send an email.

Admin Dashboard overview
When you are logged in the Admin Dashboard, you will see the following screen and options:

- CLE Registration
- Company Directory
- Company Information
- IOLTA Reporting
- MCLE Dashboard
- Order History
- Pay Invoices
- PLF Assessment
- Section Memberships

Welcome to the Company Administrator Dashboard
The links to the left can be used to review and modify your company contact information, pay outstanding invoices and membership fees, join sections, report IOLTA banking information, find CLE events for members, review and update MCLE transcripts, submit MCLE accreditation applications, and submit payment for PLF assessments. Please note, each member will need to log in to certify and submit their own MCLE report.

If this is your first time accessing the Company Administrator page, begin by reviewing the list of individuals associated with your company by selecting the Company Directory tab. You are able to remove individuals no longer associated with your company. To add individuals, please have them log in to associate themselves to your company, or send an email to companyadmin@osbar.org with the individual’s name and any specific information (i.e., telephone number and email address).

If you have questions, you may refer to the Company Administrator FAQ and the Company Administrator Manual. For additional questions or feedback about the Company Administrator dashboard, contact Angel McCracken at companyadmin@osbar.org or 503-431-6362.
2. **Company Directory tab**

On this tab, you may review the individuals currently associated to your current company location.

**Access to different office locations** To work on tasks for individuals located in other office locations, send an email with the address you would like to work on next.

**Sorting, searching and viewing** You may sort the list by clicking on any green ribbon field, or search the fields by typing information into any empty box beneath the green ribbon. You may view up to 50 records per page by toggling the Records Per Page button at the bottom of the page.

**Adding individuals to the company** You may ask the individual to log in and associate themselves to the company, or send an email with the individual’s name and any specific information (i.e., telephone number and email address).

**Disassociating individuals from the company** If an individual is no longer employed by the company, you may disassociate them by clicking on the ‘Remove’ box to the right of their name, and then ‘Remove From Company’ at the bottom of the page. The company name and website will be removed from their record; however, all other information will remain intact until they log in to update their contact information. It is the responsibility of each OSB Member to keep their contact information up-to-date.
3. **Company Information tab**

On this tab, you may edit the company contact information.

**Global address changes** Changes made to the company information will trickle down to all individuals associated to the company, who have the same contact information as the company. Accordingly, the updated information will not be applied to the records of individuals who have written over the company information with a different address (i.e., an individual is associated to the company, but uses a home or a satellite office address on their Member Record).

**Address change confirmation** Each Admin and OSB Member associated to the company will receive an automated email showing the updated company contact information. Address changes are processed overnight and the updated information will appear on the [OSB Membership Directory](#), and will be provided to the PLF and court systems, the following day.

---

![Edit Company Information Form](image.png)

* Designates required field.

**Name**

Oregon State Bar

**Website**

www.osbar.org

**Main email**

info@osbar.org

**Company Type**

Company

**Acronym**

OSB

**Street Address**

16037 SW Upper Boones Ferry Rd

PO Box 231935

**City**

Tigard

**State**

OR

**Zip Code**

97221

**Country**

United States

+ Add Billing Address

+ Add PO Box

**Save changes**

Cancel
4. Pay Invoices tab

On this tab, you may review and make payment on outstanding invoices, including OSB Member licensing fees, Section memberships, legal publications, certificates, CLE Seminars and other products.

**Reviewing invoices; Order Confirmation screen** Only the first product contained in each outstanding invoice is displayed. You may click on the green order number to open an Order Confirmation screen, which displays all products contained in the order and the Bill-To/Ship-To information.

**TIP:** The 2023 Licensing Fee for Active members is **$688**. If you see an amount greater than $688, as shown in Order 152408 below ($713), it may include other items, such as Section memberships.

**OSB Member licensing fee order is not displayed** If an OSB Member joins the company after the licensing fees are assessed, that invoice will not automatically appear in the company’s Pay Invoices tab. If you do not see an invoice for an OSB member associated to the company in the ‘Company Directory,’ send an email.
Choosing invoice(s) to pay You may choose which invoice(s) you would like to pay by clicking on each individual Order number checkbox, or select all invoices by clicking on the green ribbon checkbox.

Payment methods The OSB prefers Automated Clearing House (ACH), a secure encrypted electronic funds-transfer system that transfers funds directly from the company’s checking account. You may also use Visa or MasterCard. Click ‘Make Payment’ after entering all required payment information.

Bank transfer or credit card amount limits If making one single large payment exceeds the monetary limits imposed by the bank for ACH transfers, or by the credit card issuer, you may select and pay invoices whose totals are below those limits on different days throughout the compliance period.

Payment issues If the payment is unsuccessful, first confirm ACH checking account and routing numbers, or the credit card number, expiration date and CVV security number, then try again. If the issue remains, contact your bank or your credit card company to determine any concerns within their system. Lastly, send an email to the OSB Accounting Department with the Order number(s) and specific error details.

Payment summary and receipt If the payment is successfully processed, you will be shown a ‘Payment Summary’ page with each Order number that was paid, and you can print this page as a receipt. As you can see, this page only shows the individual’s name, Order number, Order total and balance due. If you prefer a more detailed receipt, you may print a copy of the ‘Order Confirmation’ screen from the Order History tab, as described below.
5. **Order History tab**

On this tab, you may review previously processed orders, including OSB Member licensing fees, Section memberships, legal publications, certificates, CLE Seminars and other products.

**What to do if you don’t see an Order** Individuals associated to the company are able to purchase items as ‘personal orders’ that are billed and shipped directly to them. If you believe there are orders that were paid by the company, or need to be associated to the company, but are not included in the Order History tab, send an [email](mailto:).  

**Order Confirmation** Clicking on the green Order number will open the Order Confirmation, which displays all products contained in the order and the Bill To/Ship To information. You may print this screen as a receipt.

**TIP:** To simply see the items within an Order in this screen, you may also click on the white arrow to the left of each order number; the drop down window will display each product in the Order.
6. **Section Memberships tab**

On this tab, you may review and purchase Section memberships for associated individuals. Section memberships are not automatically assessed with OSB member licensing fees. If an individual wants to join or renew annual Section membership(s), click on the “Add/Edit” button to the right of their name to open the Section Memberships screen.

Section memberships already purchased for the current year will be greyed out. Sections joined last year that have not yet been renewed this year, will be pre-checked for your convenience.
Avoiding duplicate Section membership purchases  As shown below, if Section memberships were selected but not yet purchased, they will appear in three areas shown below:

(1) on the Section Memberships page as “<#> pending items”
(2) on the Pay Invoices tab
(3) on the Order History tab, as a Purchase Order with a balance due.

Unpaid Section membership invoices will be deleted if not paid within a reasonable time period.

Complementary Section memberships  Some Sections offer complimentary membership to New Members admitted on or after Oct. 1 of the previous year (form), and 50+ Year Members (form).

You may purchase all Sections for the above-referenced members through the Admin dashboard; however, complimentary sections must be processed with another item requiring payment, such as a licensing fee order, as the cart will not process a $0 payment. Requests for only complimentary sections may be sent by email using the above forms.

Some Sections also offer complimentary membership to Judges (form) and Judge’s staff (form). To order complimentary sections for these members, complete and return the form(s) by email.
7. Interest On Lawyers Trust Account (IOLTA) Reporting tab

On this tab, you may submit OSB Members’ IOLTA reports. All active OSB Members must submit an annual IOLTA report, including those who do not hold client funds, and those who reside in other states. If you do not see an associated OSB Member on this page, they may not be in Active status. You can find Membership Type on the Company Directory tab, or the online Membership Directory.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Membership Type</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Suspended</td>
<td></td>
</tr>
<tr>
<td>Portland, OR</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Compliance reporting period Yearly compliance reporting period begins December 1 and ends January 31, or the following business day. IOLTA reports may also be submitted throughout the year as needed, to update the firm’s bank account information, or to report on behalf of a new firm Member.

Submitting multiple reports There are three available options for IOLTA reporting, as shown below. While it is likely you will choose one reporting option for all OSB Members in your firm, you may ‘Remove’ any OSB Member(s) from each reporting scenario if it does not apply to them, submit the report, then go back submit a different report for those other OSB Members.

Submission confirmation; printing a receipt You will receive an on-screen confirmation when each report is submitted; however, the confirmation will not show which option was reported for each OSB Members, or any banking information. T

TIP: Print each reporting screen before submitting the report, as a receipt.

Questions regarding IOLTA may be directed to the IOLTA Dept. by email.
8. Professional Liability Fund (PLF) Assessment tab

This tab will redirect to the PLF Quick Pay page, where you may look up an OSB Member by Bar number to view the PLF Assessment payment options, and submit payment.

Adding Members and Making Payment You may search for and include additional members, then use the ‘Pay Cart Total’ button to submit payment by ACH. Be sure to verify your bank’s routing transit number and bank account number. If either number is incorrect, the payment will be returned by the bank.

The PLF will acknowledge payment by email directly to each OSB Member whose Assessment is successfully processed.

Questions regarding Assessments may be directed to the Professional Liability Fund at (503) 639-6911.
9. **Product Catalog ribbon**

The OSB Product Catalog may be accessed by the green ribbon at the top of the page. You may narrow the product selection by clicking on a specific category within the Product Catalog drop down, or within the Categories or Areas of Interest boxes on the left-hand side of Product Catalog page.

**Categories include:**

- **Legal Publications** - Printed books and e-book download products.
- **CLE Seminars** - See Section 10 below regarding registering OSB Members for CLE seminars.
- **Certificates** - Good Standing, Comity, Supreme Court, Disciplinary and Status History
  You may purchase Certificates on behalf of OSB Members by entering the quantity and the OSB Member's Bar number, then add to the Cart and make payment.

**Shipping products to other addresses or individuals** You may have physical products shipped to yourself at your existing address, or at another address using the ‘Change Address’ button. You may also choose to have physical products shipped directly to an individual associated to the company at their address or a different address, using the ‘Change Ship To’ button.
10. CLE Registration tab

**Admins cannot use the Dashboard to register associated individuals for in-person, virtual, or downloadable products CLE products** The Dashboard cannot determine who should receive the product, content or credit for a seminar, and products purchased will be delivered *only* to the Admin.

To place an order for associated individuals for in-person, virtual, downloadable products
Send an email with the program information and a list of attendees with Bar numbers to the OSB CLE Service Center, or contact (503) 431-6413 or toll-free at (800) 452-8260 ext. 413. You will receive an email with the order details, and the order may be found on the ‘Pay Invoices’ tab to make payment.

Once registered, each individual will receive an email confirmation, and a separate email with instructions for how to access the webinar or downloadable content in their Dashboard-My Content area. OSB Members must be registered using their Bar number in order to receive CLE credit. You may confirm an OSB Member’s Bar number by using the online Membership Directory.

You may view the Product Catalog [here](#) before contacting the OSB CLE Service Center. In the Product Catalog, you may search by the CLE sub-categories or by key word(s) to narrow the results. You may click on a blue event title to open the event details information page, to see additional information.

*Questions regarding OSB products may be directed to the CLE Service Center at (503) 431-6413.*
11. MCLE Dashboard tab – Reporting Credits on Members’ MCLE Transcripts

On this tab, you will find information and rules regarding Minimum Continuing Legal Education, you may search for existing MCLE accredited programs, add programs to and edit your OSB Members’ MCLE Transcripts, and submit and pay for MCLE accreditation applications. The MCLE rules and responses to frequently asked questions can be found on the MCLE Information tab.

Company Admin – Select Member and Manage tab On this tab, you may manage MCLE credit reporting for OSB Members, one at a time. You may search or sort by any field, including the Reporting Period field, in ascending or descending order. To open a specific OSB Member’s MCLE transcript, click on the ‘Manage Member’ green button to the left of the OSB Member’s name.
Once you have selected an OSB Member, you will see “Managing: <OSB Member name>” at the top of the screen, and three tabs will be shown in green to alert you that you are working on an OSB Member’s record. You can now edit the transcript by adding or deleting credits. Detailed instructions for these processes are outlined below in the MCLE Transcript section below.

**Program Search tab** On this tab, you may search for live and recorded programs in the MCLE database.

The most efficient and accurate way to search the database is to enter the Event ID number, if known, for the program you wish to find. If the program is accredited in Oregon, the program sponsor will be able to provide you with the Event ID number.

If you would like to search for programs by a particular sponsor, enter the sponsor name in the Event Sponsor field and click Search Events. The results will show all accredited programs, and programs with accreditation applications pending. Programs will be displayed in date order from newest to oldest. Note, programs more than three years old are expired and no longer available for CLE credit.

**TIP:** The “less is more” approach works best when searching the database; you will find more relevant results by entering less information. We recommend entering information in ONLY one or two fields, such as Event Sponsor and Original Event Date range, and then clicking Search Events.
Another popular way to search is to enter the program title or a keyword in the Event Title field, such as “Ethic” as shown in the example below.

In order to add a program to your MCLE transcript, you must first find the program in the database and click on the "Live" or "Recorded" program you completed. To do this, complete ONLY 1 or 2 of the fields below and click "Search Events".

TIP: As shown below, if you searched “Ethics” you will not find a program named “Ethical Independence Day” – instead search “Ethic” to retrieve more results.

MCLE Transcript tab On this tab, you may review the MCLE Transcript, which shows the credits reported to date, and the minimum credit requirements that remain outstanding for the reporting period. You may edit the transcript using the Edit and Delete buttons, and you may use the Add Activity button to report additional credits.

The total credits reported for each credit type are applied at the bottom, with the grand total for all credits reported to date. Green indicates the minimum requirements for the particular credit type have been met, while red indicates there remain outstanding credits for that particular credit type.
When all of the minimum credit requirements have been reported on the transcript, all numbers at the bottom of the transcript will be green, and the OSB Member may log in to certify and submit their report. Only the OSB Member can certify and submit their report.

It is important to note that once the OSB Member certifies and submits their report, no additional credits may be added. If the OSB Member intends to complete additional credits before the end of the reporting period, to earn carry over credits for their next reporting period, it is important that they wait until they have completed and reported those credits before submitting their report.

In the example below, the OSB Member’s minimum requirement is 45 credits. In this Reporting Period, they have completed 12.5 credits. Therefore, they must complete 32.5 more credits by the end of their reporting period. Of those 32.5 credits, 1.0 must be abuse reporting and 3.75 must be ethics.

Add Activity to Transcript tab On this tab, you may search for all MCLE activities to add to OSB Members’ transcripts, including live and recorded accredited group events, Comity certificates of MCLE Compliance, Committee and council service, Judging Moot Court, Legal Ethics Service, Legal Research & Writing, Legislative Service, New Lawyer Mentoring Program, among many others. If you are reporting an OSB Member’s completion of a CLE course to their transcript, choose the first activity type, ‘Accredited Group Course.’ This option will take you to the MCLE Program Database Search, where you will find and select the live or recorded course you wish to add to the transcript.
Stop Managing Member To finish working on a particular transcript, or to change to a different OSB Member, click on the ‘Stop Managing’ tab next to the OSB Member’s name at the top of the screen. You will return to the MCLE Dashboard, where you can log out or start the process for the next OSB Member.

MCLE Dashboard

12. MCLE Dashboard tab - Sponsor Accreditation Applications and Attendance Reporting

Also on the MCLE Dashboard, you may submit and make payment on MCLE Sponsor Accreditation Applications, and post attendance after completion of your company’s sponsored programs.

Program Accreditation The sponsor of the program is the best applicant for accreditation of a program. Accreditation applications submitted by OSB Members who attended the program are often denied or returned for additional information and documentation, requiring the Member to contact the program sponsor for the missing items. The sponsor has the most accurate and complete information and documents related to a CLE program. Therefore, if your company did not sponsor the program, we recommend you contact the program sponsor and request the sponsor apply for accreditation of their programs in Oregon. This ensures proper accreditation and maximizes the credit OSB Members will receive for completing the program. If a sponsor is unwilling to apply for accreditation of a program an OSB Member attends, the MCLE Program Manager will do everything possible to process the OSB Member’s application.

Effective March 1, 2021, the application processing fee structure changed and it now applies to program sponsors as well as individual OSB members. We recommend that you reach out to the program sponsor first and request that they apply for CLE accreditation so that the OSB Member does not have to bear the burden of paying the application fee. Should the sponsor refuse to submit the application, then in order for the OSB Member to receive CLE credit, a Member Accreditation Application must be completed and the application processing fee paid.

See New Fee Structure Frequently Asked Questions here.

TIP: Before creating an accreditation application for a CLE program, search the MCLE Program Database to be sure the program has not yet been approved for accreditation. If you submit an application for a program already in the database, your application will be denied. MCLE staff attempts to process sponsor accreditation applications within 30 days of receipt. Be mindful that turnaround time is significantly delayed during the busy compliance season. When your application is processed, you will receive an automated email letting you know whether the application was approved or denied.
My Applications / Programs tab On this tab, you may review and check the status of MCLE sponsor accreditation applications you have previously submitted, or create a new application. You may also return to an application you started but have not yet submitted.

Pay Fees tab On this tab, you may pay sponsor application fees for applications you have submitted, by Visa, MasterCard or ACH transfer. Note, your application will not be received for review by the MCLE Department until payment of all applicable sponsor fees and late fees has been received.

TIP To pay fees for applications submitted by other individuals in your company, use the Admin Dashboard Pay Invoices tab.

Submit New Application tab On this tab, you may submit new applications for (1) Sponsor Accreditation Applications; (2) OSB Section Accreditation Applications; and (3) Member Accreditation Applications.

Again, make sure you search the Program Database for the program prior to creating a new application. If you submit an application for a program already in the database, your application will be denied.
Reporting Attendance (Sponsors Only) tab

On this tab, you may report attendance in bulk for your Company’s sponsored programs at no cost by following the steps provided below.

MCLE Rule 4.6 requires sponsors to report attendance to OSB within 30 days of the attorney’s completion of the program.

You must make payment on an Accreditation Application to report attendance on any program. If you need immediate reporting capabilities, contact the MCLE Department by email.

Option 1: Report attendance yourself at no cost

Use the following steps to report your sponsored seminar attendance:

1. Click Report Attendance (Sponsors Only).
2. Find your program by typing the Event ID number or a Keyword from the program title in the Event Search box.
3. If your program was both live and recorded, select whether you wish to post attendance for the live or recorded program.
4. If you are posting credits for a recorded program, enter the member’s completion date.
5. Adjust the credits to match the credits actually earned by the member.
6. Enter the member’s 6-digit Bar Number in the Bar Number field.
7. Press ENTER to add this program to the member’s transcript.
8. Repeat for each member who attended this program.

“Added” means these credits were added to this member’s transcript.
“Duplicate” means these credits were already reported for this member.
“Member Not Found” means an incorrect or incomplete Bar number was entered.
Option 2: Pay OSB to report attendance If you prefer, OSB staff will post your attendance for a fee of $1 \textit{per credit, per member}. You may email your attendance report by email with the following information:

1. Sponsor name,
2. Program title,
3. Event ID number as indicated in the Program Database on the OSB website,
4. Original program date,
5. First and last name of each OSB member who earned credits from the activity,
6. 6-digit OSB number for each member listed,
7. The number and types of credits earned by each OSB member, and
8. Date of credit completion for each OSB member.

Questions regarding MCLE credits and sponsor accreditation may be directed to the MCLE Department by email.