



Oregon Department of Fish & Wildlife

Statewide

ODFW's new electronic licensing system (ELS)

January 23, 2019

With the new licensing system, hunters and anglers can now buy documents online to print immediately from home or carry them on their smartphone – or buy paper or electronic tags at a license sale agent.

[Print these FAQs](#)



Current ELS bugs/issues

(Jan. 23, 2019) – Unable to change controlled hunt applications after purchase– Some hunters are currently unable to change party members/leader or hunt choices for controlled hunt applications after purchase, both online and at license sale agents/ODFW offices. This issue should be fixed by early February (and before the spring bear hunt deadline of Feb. 10).

Remember that under 2019 Big Game Regulations, hunters may change their controlled hunt application (hunt choices and party members) through their online account as many times as they choose until June 1 with no fee. Each change will cost \$2 if done at a license sale agent. (See page 13-14 of Oregon Big Game Regulations. Previously, the first change was free and additional changes were \$25.)

- [Top 5 ELS problems and how to fix them](#)
- [How do I verify my account in the new system?](#)
- [How to purchase in the new system](#)
- [Tagging, MyODFW app, and mandatory reporting](#)
- [Other purchasing questions](#)
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Top 5 ELS problems and how to fix them

I can't report on my tags/ see my preference points online.

It's likely you didn't Verify/Look up Account, but created a new one, so you are not seeing your tags or points. Remember the reporting deadline is now April 15, so you have time to report. But if you can't wait, call Licensing at (503) 947-6101 or visit an ODFW office that sells licenses to have your duplicate account deactivated. (Note that call hold times are high now due to customers wanting to report by phone.) Once that's done, go back to the ODFW Licensing website and use [Verify/Lookup Account](#) to enter your Hunter/Angler ID number from 2018 or prior license, or an email or phone number associated with your account. You will be able to use your email again in your verified account but will need to select a new username. [See video, tips on verifying your account](#)

If you can wait a few days, email ODFW.Websales@state.or.us with your old Hunter/Angler ID number and new incorrect ODFW ID number and ask for wrong account to be deactivated; this could take up to a week due to high email volume right now.

I can't get past verifying my residence / verifying social security number in system.

Be sure you are entering residence for the date system is asking for, which is not necessarily your current residence. Another trick is to try entering just a zip code and letting the city auto-populate (the system is picky about spelling and it's possible information migrated from old system is misspelled which is why you can't proceed through this step). If that still doesn't work, you can contact ODFW (via private message on [Facebook](#) or [Instagram](#) or [Twitter](#), by email to ODFW.Info@state.or.us, or at 503-947-6101) and we'll look up your city for you.

If the system is not letting you past social security number verification, call Licensing (503) 947-6101 or visit an ODFW office that sells licenses.

I can't find the Salmon/Steelhead Tag (Combined Angling Tag) in the catalog.

The Combined Angling Tag (aka Salmon/Steelhead/Sturgeon/Halibut tag) can be found under Product Catalog / Angling. When purchasing on a mobile phone, a



dropdown menu may cover view of the product, so go to Product Categories / Angling and then click the small arrow to the right of “Product Categories” to remove the dropdown menu that is covering the Combined Angling Tag.

I’m locked out of system and can’t login.

Wait at least five minutes and try again. Users have three tries to enter a correct username and password before they are locked out for five minutes. If needed, use the “Forgot Password” or “Forgot Username” and follow the process to reset your password or retrieve username. If you do reset your password, you still need to wait five minutes to enter information and log back in. (For forgotten passwords, you will receive an email asking you to reset password. For forgotten username, enter your ODFW ID#, email address or phone number and last name and date of birth associated with your account.) If that does not work, contacting ODFW Licensing at (503) 947-6101.

The app won’t let me validate my big game tag?

Tags can be validated once the season is open.

How to verify your ODFW account



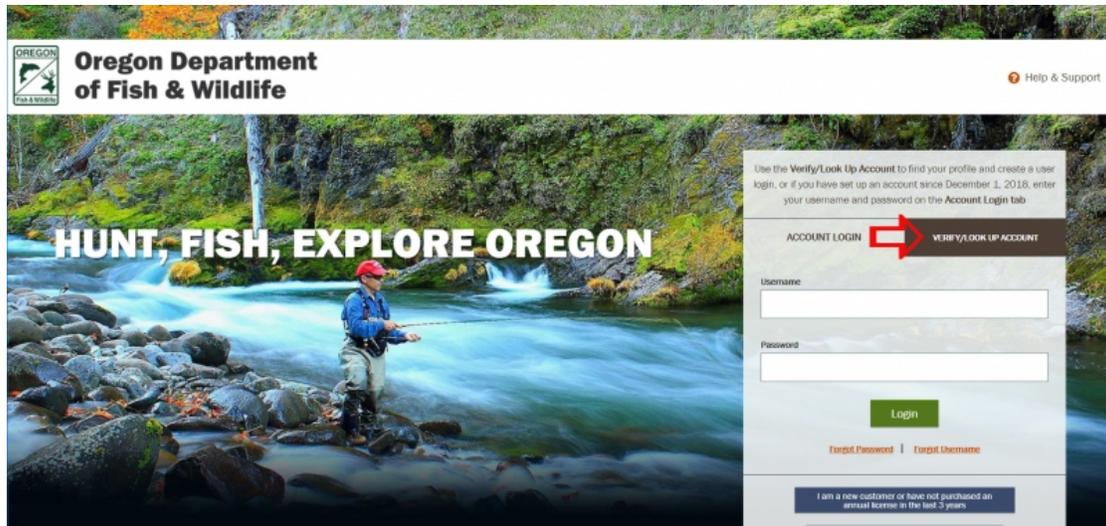
[HOW DO I VERIFY MY ACCOUNT IN THE NEW SYSTEM?](#)

[Hunters and anglers who have big game preference points or other certifications/statuses that remain in effect \(Pioneer license, disability permit,](#)



[Northwest Goose certification, license suspension\) need to complete mandatory reporting or have purchased an annual license in the last three years \(2016-2018\) need to verify their account in ODFW's new licensing system before purchasing their first document.](#)

[You can verify your account online at MyODFW licensing page](#) or at a [license sales agent](#) or an [ODFW office that sells licenses](#). If verifying online, use the Look Up Account button. DO NOT verify your account on the app, you need to verify through the [MyODFWlicensing page](#) before entering username and password on the app.



Provide your last name, date of birth and one of the following pieces of information:

1. Hunter/Angler ID# (now called the ODFW ID#) which is printed on all licenses and tags from 2018 and prior years;
2. Phone number associated with account; or
3. Email associated with account.

If you do not have a phone number or email associated with account and don't know your Hunter/Angler ID#, contact ODFW (via private message on [Facebook](#) or [Instagram](#) or [Twitter](#), by email to ODFW.Info@state.or.us, or at 503-947-6101) or visit a license sales agent and ask them to find you in the system.

Customers who did not purchase an annual license in 2016, 2017, or 2018 and don't have preference points or other statuses in effect can just open a new account by

choosing “I am a new customer or have not purchased an annual license in the last 3 years.”



Can parents verify their kids' accounts?

Yes. A parent can complete verification for their minor (age 17 and under) child, either online or at a license sales agent or ODFW office.

Will I need an email address to use the new system?

Only if you choose electronic tags or to purchase online. All customers age 12 and over who purchase licenses/tags online or choose electronic tags are required to have a unique email address (not shared by anyone else with a MyODFW account, including a parent or relative) for their account. Customers who purchase paper tags at license sale agents or ODFW offices will be encouraged (but not required) to include an email address in their profiles.

The unique email address is one way customers can be found and identified in the new system and tied to their specific licensing information. The email is also used to reset a forgotten password. Also, with the new system, ODFW is switching its primary communication method with customers from mail to email for cost savings and efficiency. Customers who provide an email can opt out of receiving certain ODFW emails if they choose.

How to purchase in the new system





HOW TO PURCHASE IN THE NEW SYSTEM

Will I still be able to purchase at a license sales agent?

Yes. The majority of current license agents have agreed to continue to sell ODFW licenses/tags under the new ELS.

See a list of active agents at <https://myodfw.com/articles/where-find-odfw-license-agentsvendors> or call your preferred vendor and ask if they sell ODFW licenses and tags. Note this list is updated frequently so check back to see if your vendor is on the list.

How do I buy a daily or multi-day license (incl. 1, 2, 3, or 7 Day Angling License, 3-Day Shellfish, Daily Angling/Shellfish Combo or 3-Day Hunting License Game Birds available to non-residents)

Daily or multi-day licenses are available electronically or as paper tags via MyODFW.com. Customers who want to purchase an electronic daily or multi-day license or tag need to open an account by choosing the “I am a new customer...” button. (Electronic licenses/tags require the customer to open an account and download the MyODFW app to use.)

Customers who want a paper daily or multi-day license can choose the “Shop for products that do not require an account” button and print their license/tag after purchase.

Some license sale agents including fishing charters also sell pre-printed paper daily licenses; see MyODFW.com for a list of license sale agents or ask the charter taking you fishing.

How do I apply for a controlled hunt in the new system?

Login at the [ODFW Licensing page](#) (after first creating an online account using Verify/Look Up Account). Go to Purchase from the Catalog / Big Game Hunting / Controlled Hunts. Choose the hunt series you want to apply for (such as 200 series elk hunts or Premium elk hunts). Proceed to checkout; you will make your hunt choices during the checkout process.



You can also apply at a [license sales agent](#) or [ODFW office](#) that sells licenses—make sure the vendor finds your correct customer information in the system (provide your Hunter/Angler ID from your 2018 or prior license or other information).

If your preference points are not in your account, it's likely that you did not use the Verify/Look Up Account feature to create your online account. Please contact Licensing at ODFW.Websales@state.or.us / (503) 947-6101 with your name, Hunter/Angler ID number from 2018 or prior license, and the ODFW ID number on your new account (the account without preference points). Licensing will deactivate the account without your preference points.

Note that as of Jan. 23, 2019, ODFW has identified a bug related to controlled hunts in the new system. Users are currently unable to change hunt choices or party members/leaders, either online or at license sale agents/ODFW offices. This issue should be fixed by early February (before spring bear deadline of Feb. 10).

Remember that under 2019 Big Game Regulations, hunters may change their controlled hunt application (hunt choices and party members) through their online account as many times as they choose until June 1 with no fee. Each change will cost \$2 if done at a license sale agent. (See page 13-14 of Oregon Big Game Regulations. Previously, the first change was free and additional changes were \$25.)

How do I buy a hunter education class or outdoor workshop on the new system?

Hunter education classes and outdoor workshops are available for sale online at MyODFW.com and at ODFW offices. They are not available at license sale agents. Verify or create your account at MyODFW.com licensing page and purchase a class or workshop online through the catalog.

[HOW TO REGISTER FOR COURSE, WORKSHOP OR EVENT](#) >

[VIEW A LIST OF UPCOMING COURSES AND FIELD DAYS](#) >

How do I register for the Mentored Youth Hunter Program?

Children age 9-15 are eligible to register for this program. The child who will be mentored (or their parent) needs to login to the child's online account to register.



(Don't forget to Lookup/Verify the child's account first if they already have preference points or had an annual Combo license between 2016-2018.) Click "Purchase from the Catalog" and the "General" tab, then select Mentored Youth Hunter Program as you would any other item from the catalog and follow through to checkout. Registration is free and you will not be charged for this item. If the child chooses e-tagging, the Mentored Youth registration will show up in their MyODFW app when they sign in to their account.

What products can I purchase online without creating an account at MyODFW.com?

Use the "Shop for Products that don't Require an account" button to purchase paper (not electronic) daily or multi-day fishing and bird hunting licenses, wildlife area parking permit, habitat conservation stamp, aquatic invasive species prevention permit (motorized or non-motorized), or to make a contribution to conservation. Reminder that if you want to purchase an electronic daily or multi-day license, you will need to create an account.

TAGGING AND MANDATORY REPORTING

How do I report my hunt?

The fastest and easiest way to report you hunt is through the MyODFW.com [licensing page](#). (Click on any [Buy License/Report Hunt](#) button.) If you haven't already, complete the steps to verify your account. Then choose "Submit a Hunting and Fishing Outcome Report" or "Outcome Reporting / Mandatory Reporting" to complete your report. Be sure to go to the online licensing system, you can't report through the MyODFW app.

If you don't have access to a computer, you may also visit an ODFW office with a computer available for reporting (Adair Village/Corvallis, Bend, Clackamas, La Grande, Portland-Sauvie Island, Roseburg, Salem Headquarters, Springfield and Tillamook), or call ODFW Licensing at (503) 947-6101 for help reporting.

How do I record my salmon/steelhead/sturgeon/halibut (combined angling tag or hatchery harvest card)?

Paper tag: Validate your angling tag or harvest card by writing in ink all required information like the species code, mark if hatchery or wild fish (for salmon and



steelhead), the location code of where the fish was harvested, the month and the date.

Electronic tag: Use the app that will work even when offline and provide required information.

How do I tag a big game animal or turkey in the new system?

Paper tag: Validate your tag by writing in ink the harvest date/time and Wildlife Management Unit where the harvest occurred. Place paper tag in a plastic or waterproof bag to protect it from the elements and attach it to the antlers or carcass.

Electronic tags: Validate your tag electronically with an app that will work even when offline. Then take the confirmation number from the app plus your name, ODFW ID, Date of Birth, harvest date and write it on anything that will stand up to the elements (like duct tape, trail ribbon or piece of paper in plastic bag), affix it to the animal like a traditional tag and keep it attached to the carcass in transport, as you would a paper tag.

What happens if my phone dies and I can't show my electronic license, tag or validation?

Just like today, hunters and anglers will be required to have and display a license and tag upon contact by ODFW or OSP. It will be the hunter or angler's responsibility to ensure they always have enough battery or an external battery source to power their phone so they can validate their harvest and show their license or tag. Note that even when they are in the field and without cell reception, ODFW and OSP will also be able to see information about licenses/tags/validations you purchased and to check your confirmation number (which indicates you have electronically tagged your big game animal).

Big game and turkey hunters using the electronic tagging system must also put a piece of duct tape, trail ribbon or something on their animal (must include their name, DOB, ODFW ID #, confirmation number and harvest date) and keep it attached to the carcass.

Will I have to pin my location when I tag my fish or animal electronically?



Customers will have the option of either pinning the location of their harvest or providing the wildlife management unit or fishery location code as they currently do. ODFW recognizes the potential sensitivity of personal hunting and fishing locations and has no current plans to change how it uses location data received from recreational hunters and anglers (which is at the wildlife management unit or fishery location level only).

Do I still have to report my hunt (mandatory reporting) even if I'm using electronic tagging?

Yes and reporting will remain a separate step under the new system as this data is handled separately. Hunters who are using electronic tags will be prompted to report after they validate their tag on the app. Hunters will need to report through the MyODFW.com licensing page or call ODFW at (503) 947-6101 during regular office hours.

Will the paper tags/validations I print hold up as well as the specialized paper from the old system?

Paper tags/validations will be printed on regular printer paper and will require a little extra care when you're in the field, such as keeping them in a Ziploc/plastic bag or some other waterproof carrier. If you damage or lose your paper tag, visit any license sales agent or ODFW office and get a new one for \$2. The new paper tag will have a different barcode so the old paper tag will be invalid. (Note that previously, duplicate tags cost \$25.50 or the original cost of the document if lower.)

Can I have both an electronic and paper version of my license or tag?

No. You will need to choose either electronic or paper. However, customers who choose paper will have the option of changing to electronic during the season. Customers who chose paper will also be able to create an online account and use the MyODFW app where they can see licenses/tags purchased, but will be expected to furnish a paper copy of their license (recreational portfolio) and tag upon contact by OSP.

How many copies of my tags can I print?



Customers may print only one big game, turkey, fee pheasant, angling tag or hatchery harvest card. It will be unlawful to make copies. If you lose your tag and need a reprint, you will need to go to a license sales agent or ODFW office and pay \$2 for a reprint. Each reprinted tag is unique and only the most recent reprint from the system is valid. OSP and ODFW staff will have the ability to scan the barcode on a printed tag to confirm it is valid.

While tags are limited to one copy, customers may print multiple copies of their paper license (e.g. recreational portfolio).

Can I use the MyODFW app even if I don't choose electronic licensing?

Yes. ODFW recommends people who choose paper still download the MyODFW app and login so they can see what licenses/tags they have purchased and get other important reminders. However, customers who choose paper tagging will be expected to furnish a paper copy of their license (recreational portfolio) and tag upon contact by OSP.

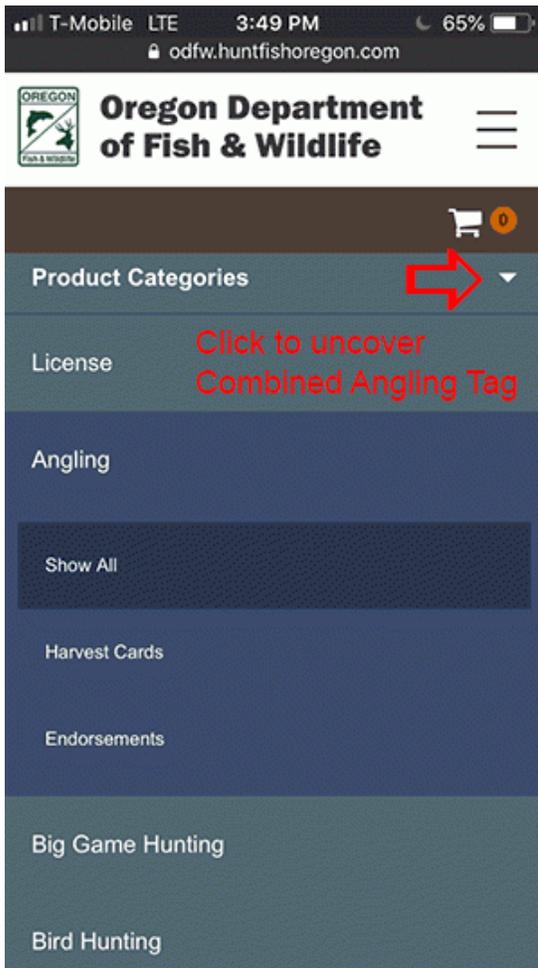
Can I carry my kids' (or anyone else's) electronic licenses/tags along with my own on my phone?

No, due to the long-standing regulation that requires each hunter/angler to carry their own license/tag. People without cell phones should choose paper tagging.

My Android version 4.0 and earlier does not work with the MyODFW app?

The MyODFW app works with Android version 5 and newer because earlier versions (for Android phones version 4.0 from 2013 and earlier) do not meet industry security standards. Android phones from 2013 and prior will not be able to use the app and people with these phones should choose paper tags. ODFW is unaware of similar compatibility issues with any version of iPhone.

GIFT-GIVING AND OTHER PURCHASING QUESTIONS



I can't find the Combined Angling Tag in the product catalog?

The Combined Angling Tag (aka Salmon/Steelhead/Sturgeon/Halibut tag) can be found under Product Catalog / Angling. When purchasing on a mobile phone, a dropdown menu may cover your view of the product, so go to Product Categories/Angling and then click the small arrow to the right of "Product Categories" to remove the dropdown menu that is covering the Combined Angling Tag. Now you can add it to your shopping cart.

Can I give a 2019 license/tag to someone else?

Before you can purchase for another person, that person will need to have verified their own account information online or at a license sales agent. (The verification allows the system to identify the products and pricing the customer is eligible for.)

Once their account is verified, you will need their ODFW ID# or full name and date of birth to purchase for that person at a license sales agent or ODFW office.



Purchasing a gift online will require you to log in to the person's account with their user name and password, which is not recommended.

Gift giving will become easier in March 2019 when a function called "Group Purchase" is launched. This new function will allow customers to build a group of family and friends that they can make purchases for, using that list to easily buy both online and at license sale agents or ODFW offices. In preparation for the launch of the Group Purchase feature, customers should make sure to note the ODFW ID numbers of the people they plan to purchase for in the future so that they can easily locate their account and build the group.

How do I buy a hunter education class or outdoor workshop on the new system?

Hunter education classes and outdoor workshops are only available for sale online at MyODFW.com or any ODFW office. They are not sold at license sale agents. Verify or create your account at MyODFW.com and follow steps to purchase a class or workshop from the catalog.

[HOW TO REGISTER FOR COURSE, WORKSHOP OR EVENT](#) >

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Can customers of my fishing charter buy a daily or multi-day fishing license for immediate use?

Yes. Daily or multi-day licenses are available electronically or as paper tags via MyODFW.com.

Customers who want to purchase an electronic daily or multi-day license/ tag need to open an account by choosing the "I am a new customer..." button or verifying their account. (All electronic licenses/tags require the customer to open an account and download the MyODFW app to use.)

Customers purchasing a paper daily or multi-day license/tag can choose the "Shop for products that do not require an account" button and print their license/tag after purchase.



Pre-paid printed daily licenses (“dailies”) will also still be available for fishing charters or other organizations who want to purchase them and sell them to customers. Contact ODFW Licensing (503) 947-6101 to purchase pre-paid dailies.

Can I purchase a federal duck stamp on the new system?

Federal duck stamps are not sold via MyODFW.com but some ODFW offices sell them so check with the office where you want to buy. You can also purchase your duck stamp at a post office or another location that sells them (such as an outdoor retailer or national wildlife refuge).

Will I still be able to order documents by mail or fax order?

Instead of mail order, customers will be able to purchase and print license products at home, so the mail/fax order method will be phased out.

MORE ABOUT ODFW'S NEW ELECTRONIC LICENSING SYSTEM

Why is ODFW changing its licensing system?

To provide better service to customers, reduce our operating costs and modernize our licensing system. Customers will be able to buy and print their documents directly from home, 24 hours a day, without waiting for them to be mailed like under the current system. Or, customers can choose to buy and immediately use an electronic document, keeping licenses/tags/validations on their smartphone instead of in their pockets. The move to the new system is expected to save \$2 million per year, thanks to the elimination of specialty paper and computer equipment and overall lower cost of the system. The system will also allow ODFW and Oregon State Police to look up licensing information while in the field and offline, which is not possible under the current system.

Is the cost of tags and licenses changing due to the new system?

No. Also, customers who have been purchasing documents online or by mail/fax order and receiving them by mail will no longer need to pay a \$2 shipping/handling fee because these documents can now be printed at home. Other fees such as the duplicate tag fee (\$25.50 or cost of original document) and controlled hunt application change fee (\$25) have also been eliminated or reduced under the new

system. Customers who choose to visit a license sale agent may still pay a fee for these services, but only \$2.



Does ODFW intend to eventually phase out paper licenses/tags?

No. ODFW will continue to offer an electronic or paper option.

Are other states using this type of electronic licensing?

Yes. Several states (including GA, FL, OH, AR) currently provide a paperless tag option. The vendor ODFW is using for the new system (JMT) also manages the license sales system for the states of Idaho and Washington.

ODFW regularly communicates with other state fish and wildlife agencies about best management practices for licensing systems and spoke with 22 other states before making a final decision on the new license sales system.

Will the new system use a Hunter/Angler ID like the current one?

The current Hunter/Angler ID will become the “ODFW ID” in the new system. Accounts that are moved into the new system will keep the existing Hunter/Angler ID number, but it will now be called the ODFW ID. Customers whose information did not migrate will need to create a new profile and will get a new ODFW ID.

Will my data be secure?

Yes, the new system will meet all data security requirements, including encryption of personally identifiable information in transit and at rest. Personally identifiable information and financial information will not be collected by or stored in the system that you will interact with to access your license and other products. The information will be stored, using full encryption for both in transit and at rest data, in a separate system that has no direct access point for the general public.

Periodically, this FAQ will be continually updated with new information about the ELS. You can also email a question you don't see answered here to ODFW.Info@state.or.us



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