



# OREGON DEPARTMENT OF EMERGENCY MANAGEMENT

## Oregon Prepared Registration

### Processing Order

To register for Oregon Prepared, follow the prompts with the given link.

1. When arriving at the order page, click **Complete Registration** to begin entering payment details
2. Make sure to fill out all sections, including:
  - a. Payment
  - b. Billing Address
  - c. Attendee Information
3. Click the **Same as billing** checkbox in the **Shipping Address** section (*Payment may fail without this*)
4. Select your **Dietary Restriction** and enter any other dietary requirements as needed

### FAQ

Q: I accidentally cancelled my order and now it is telling me I cannot re-use this form.

You have either cancelled or previously completed this secure payment session. You may not re-use this form.

A: This is due to the site's security and there are several ways to fix it so that you can process another order:

- Use a different browser than the one you used previously
- Use a different session within the same browser, such as Incognito/InPrivate/Private Browsing
- Clear the site's cache (follow specific browser's documentation)
- Waiting a while and refreshing the page may also fix the issue

Q: I got an error message saying **Your payment is declined** even though my details are correct.

Your payment is declined  
The transaction was declined. Please use a different card or contact issuer

[Return to OR Prepared Site](#) [Try Again](#)

A: This may happen if you do not check the **Same as billing** checkbox under the **Shipping Address** section. Click **Try Again** to try again and ensure that the box is checked.