DD Foster Care Provider eXPRS Overview
Login & Site Features

DHS Office of Developmental Disabilities Services
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Welcome to eXPRS

- eXPRS is the internet based website used to manage authorization & payment of services to individuals with I/DD.

- eXPRS is secure website that requires each user to have a unique user ID & password.

- Please be aware, that as an authorized eXPRS user, you must adhere to DHS Privacy & Information Security Policies.
Login Page

- Users with an assigned user ID & password for eXPRS can login to the system from using the website address below.

- There may periodically be messages displayed on the login page in RED.

- Please review any messages listed here when logging in.

eXPRS Website: https://apps.state.or.us/expresWeb/
Login Page

- The login page also has links to assist users.
- The *Forgot your password?* link will assist users in resetting their password if they cannot remember their current password.
Login Page

- The **eXPRS Documentation** link will take users to an indexed list of all the eXPRS user assistance guides available.
Login Page

- The *Contact Us* link will take users to a page listing contact information for user support and questions.
Login Page

- Once you have received your Login Name user ID & password from the eXPRS user enrollment team, you are ready to login.

- Enter your Login Name user ID & passwords in the corresponding spaces, and then click **Submit** to login.
Home Page

- The **Top Menu** bar is a universal feature for all users in eXPRS.

- The links in the **Top Menu** bar allow users to access basic features in the system.
Top Menu Bar

- The **Home** link will return users to their Home page from any page in the system.
Top Menu Bar

- The My Account link will allow users to view & update some of their eXPRS user profile information.

To view user account information.
Top Menu Bar

- The *Change Password* link will allow users to change their eXPRS login password as frequently as they like.

Use to change password at any time.
Top Menu Bar

- The **Help** link will allow users access the eXPRS user assistance guides.
Top Menu Bar

- The internal Help menu is a fly-out menu, and will show users additional menu options based on provider type.

- Then the assistance guides are listed under other fly-out menu options, sorted by general topic area.
Top Menu Bar

- The *Contact Us* link will take users to the page listing contact information for user support and questions.
Top Menu Bar

- The *Log Out* link will allow users to log out of the system.
Home Page

- On the left, is the yellow left-hand navigational menu.

- The menu options listed here are not universal, but are based on the user’s specifically assigned system permissions.
Home Page

- Clicking on a left-hand menu option will activate a fly-out showing additional menus options.

- These sub-menu options take users to specific pages they have permissions for in order to do the eXPRS work needed.
Password Reset

• Remembering your login ID & password is important.

• However, if users experience issues logging in, the system has an automated password reset process if users fail to login successfully.

Login failed.
Check your login name and password. Passwords are case sensitive. Please make sure caps-lock is off.

You are in the Production environment

Login Name: [userID]
Password: [********]

Forgot your password?
Submit

Need a login?
Password Reset

- Users have 3 opportunities to successfully login to the system.
- After 2 failed login attempts, users will receive a final warning message.

Login

You are in the Production environment

Login failed. If an additional login fails, you will be given an opportunity to reset your password before your account is locked for security purposes. Please check your login name and password, and make sure caps-lock is off.

Login Name: [userID]
Password: [********]

Forgot your password? Submit
Need a login?
Password Reset

- On the 3rd failed login attempt, users will be prompted to reset their password by being taken to the Reset Password page.

- Failure to complete the password reset process will result in the system locking the user’s account.
Password Reset

- To complete the password reset process, enter the information in the *required fields, then click **Submit**.

- Be sure to answer the **Identity Verification Question** exactly. The answer is case sensitive & spaces are considered characters.

Reset Password

Maximum Login Attempts Exceeded

Please answer the following Identity Verification Question and click Submit.

This action will set a temporary password for your eXPRS user account and email the information to you using the email address you provided for your user account. This email will be sent from **info.exprs@state.or.us**

The Identity Verification Answer must be entered exactly as it was on your eXPRS account (it is not case sensitive). If you answer incorrectly or close your browser, your account will be locked.

If you need further assistance unlocking your eXPRS account, please email **info.exprs@state.or.us**. Personal Support Workers (PSWs) may email **technical.triage@state.or.us** or call 1 (844) 874-2788 for assistance.

<table>
<thead>
<tr>
<th>* Login Name:</th>
<th>userID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity Verif. Q:</td>
<td>Find</td>
</tr>
<tr>
<td>* Identity Verif. A:</td>
<td>answer goes here</td>
</tr>
</tbody>
</table>

**Submit**  **Cancel**
Password Reset

- If the user ID and Identity Verification information are correctly submitted, a confirmation message will display.
Password Reset

- Users should then open the email received from info.exprs@... and use the temporary password provided to login to eXPRS.
Password Reset

- Return to the eXPRS Login Page.

- Login using the temporary password provided in the email.

- Then complete the information in the fields displayed to reset your password.

⇒ REMEMBER - make note of your new password once it is reset.
More Information

FC Providers are encouraged to view the additional training videos available on how to use the eXPRS system.

Video trainings available cover:

- Overview of eXPRS for FC Providers
- How to find authorizations & bill for services
- How to find claims & use payment reports
Thank you for watching this presentation!