Did you know...

... that you get 3 attempts to successfully login to eXPRS before the system locks your user account?

eXPRS is a secure DHS system, and as such, has features to prevent unauthorized access. One of these features is to lock a user’s account if their login attempts fail 3 consecutive times.

Most common issues that cause failed logins:
• Previous password has been saved in your browser (the program you use to access the internet, such as Internet Explorer, Firefox or Google Chrome). The browser will keep sending this saved password, even if you think you’ve changed it.
• Incorrectly typed password or login ID. Both are case sensitive, meaning if you use upper case when you should use lower case, the system will think it’s wrong.

If you get the warning message (shown above) when logging in, you can always use the “Forgot your password?” link to get a new temporary password for a reset & prevent a lock out.

IF you do get locked out for Too Many Failed Login Attempts, you can wait until the next day & try to login again.