

How to Access and Login to eXPRS for the First Time as a New User

(updated 3/21/2018)

Welcome to eXPRS! The Express Payment & Reporting System (eXPRS) is an online system used to manage the authorization and payment of services to individuals with developmental disabilities in Oregon. You have been granted access to do business within the eXPRS system for the type of provider you are or work for.

eXPRS is a secure web-based application that requires each user to have a unique user ID and password. There are strict DHS privacy and information security policies that all users with access to eXPRS must adhere to. A summary of those policies can be found in the transmittal **SPD-IM-10-001– *Appropriate User Access to Information in eXPRS***. This transmittal can be viewed by using the link: <http://www.dhs.state.or.us/policy/spd/transmit/im/2010/im10001.pdf> .

To access to eXPRS as a NEW USER for the FIRST TIME:

1. New users must complete and submit a user account enrollment form applicable to the type of provider they are or work for.
2. Once received by DHS and processed, users will receive a confirmation email from “info.exprs@state.or.us” with instructions, the eXPRS website link, their login ID and a temporary password. ***If users do not see an email from [info.exprs...](mailto:info.exprs@state.or.us) , please be sure to check your spam or junk email folder or settings.***
3. After receiving this email, users can now login to eXPRS for the first time.

To login to eXPRS as a NEW USER for the FIRST TIME:

1. Go to the website using the link provided in the email from “info.exprs@state.or.us” (<https://apps.state.or.us/exprsWeb/>). The screen will look like below. There may be messages to users listed in **RED** above the

login fields may periodically change. Please review any message listed there each time you login.

The screenshot shows the eXPRS login page. At the top, it says "Oregon Department of Human Services Express Payment & Reporting System (eXPRS)". Below that is the eXPRS logo and "Express Payment & Reporting System". The main heading is "Login" and it says "You are in the Production environment". There are two input fields: "Login Name:" and "Password:". Below these is a "Submit" button. There are also links for "Forgot your password?", "Need a login?", "Prospective Provider Registration", "eXPRS Documentation", and "Contact Us". A red callout box points to the "Login Name:" field with the text: "There may be messages to users listed here, from time-to-time."

2. On the eXPRS login page, enter the login name in you were assigned/given in your confirmation email in the **Login Name** field. Enter the temporary password you were given in the **Password** field. ***Please be sure that both are accurate, as you will only get 4 attempts to successfully login before your account is locked.***

This screenshot is similar to the previous one but includes callout boxes. The "Login Name:" field contains the text "user ID" and a callout box says "Your assigned user login name goes here." The "Password:" field contains a series of dots and a callout box says "Your assigned TEMPORARY password goes here." A callout box points to the "Submit" button with the text "Click SUBMIT to login." The rest of the page content is the same as in the previous screenshot.

3. You will then be taken to a page for you to create a new password that only you know. Your login name will automatically be in the first field. In the Old Password field, enter the temporary password assigned in your confirmation

email that you just used. In the New Password field, create a new, unique password.

When choosing a new password, please remember:

- It must be at least 8 characters and no longer than 12 characters.
- It must contain both alpha and numeric characters.
- It cannot be reused for five years.

The screenshot shows the eXPRS Login page. At the top left, the word "Login" is displayed. Below it, a message states "You are in the Simulation environment". The main form contains the following fields and callouts:

- Login Name:** A text input field with "User ID" as a placeholder. Callout: "Enter your temporary password here." (This callout points to the Old/Temporary Password field).
- Old/Temporary Password:** A text input field. Callout: "Create a new password & enter in both fields." (This callout points to both the Old/Temporary Password and New Password fields).
- New Password:** A text input field.
- Verify Password:** A text input field.
- Identity Verification Question:** A dropdown menu. Callout: "Select a question from the dropdown."
- Identity Verification Answer:** A text input field. Callout: "Answer the question here."
- Security Notice:** A block of red text: "All eXPRS users must comply with DHS Password and User Identification Security Policies. Users authorized to work in eXPRS are responsible for ALL activities and actions taken under their ID and password. eXPRS user IDs and passwords shall not be shared or used by anyone other than the assigned user. This includes but is not limited to a co-worker, a manager, IT staff, or an admin assistant. If you agree to follow DHS Security Policies, check 'I Agree.'" Callout: "Read the security notice & check the 'I Agree' box to continue."
- I Agree:** A checkbox. Callout: "Read the security notice & check the 'I Agree' box to continue."
- Submit:** A button. Callout: "Click SUBMIT to save changes & login."

4. Users logging in to eXPRS for the very first time must also accept the DHS Confidentiality Agreement to be granted access to using eXPRS. After the initial login page, a page will appear with the **Confidentiality Agreement** and an option to “**Accept**” or “**Cancel**”. Please read carefully; users must click accept to have access to eXPRS.

Confidentiality Agreement

eXPRS users, whether they have a direct contract with the Oregon Department of Human Services (DHS) or are subcontractors, are liable for protecting DHS information assets through the Oregon Revised Statutes, Oregon Administrative Rules, Federal laws, and through DHS contract language regarding privacy and security.

Cancel Accept

Read the Confidentiality Agreement.

Click ACCEPT to continue.

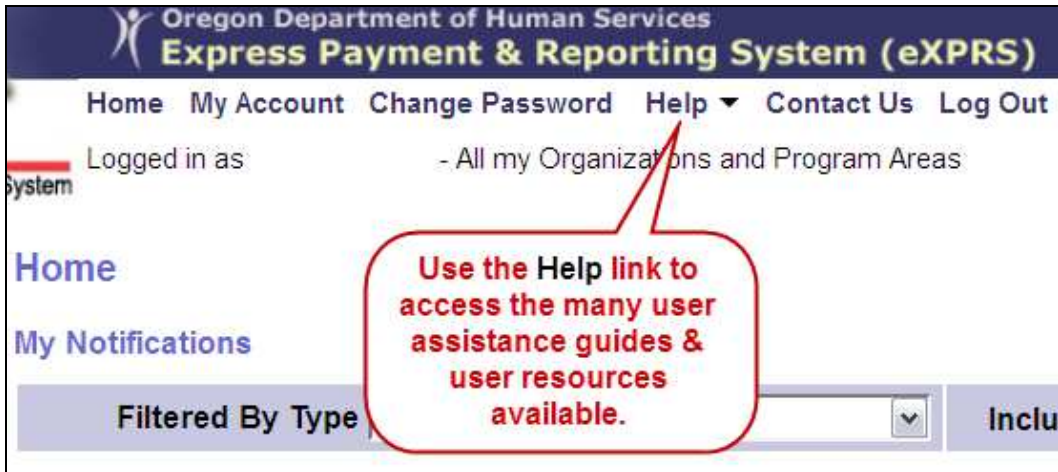
- Once the Confidentiality Agreement is accepted, users will now be logged into eXPRS. You will be taken to your **HOME** page. The left-hand menu selections and access to features and functionality in eXPRS may be different (than shown below), as they are based upon the user's assigned roles and specific permissions.



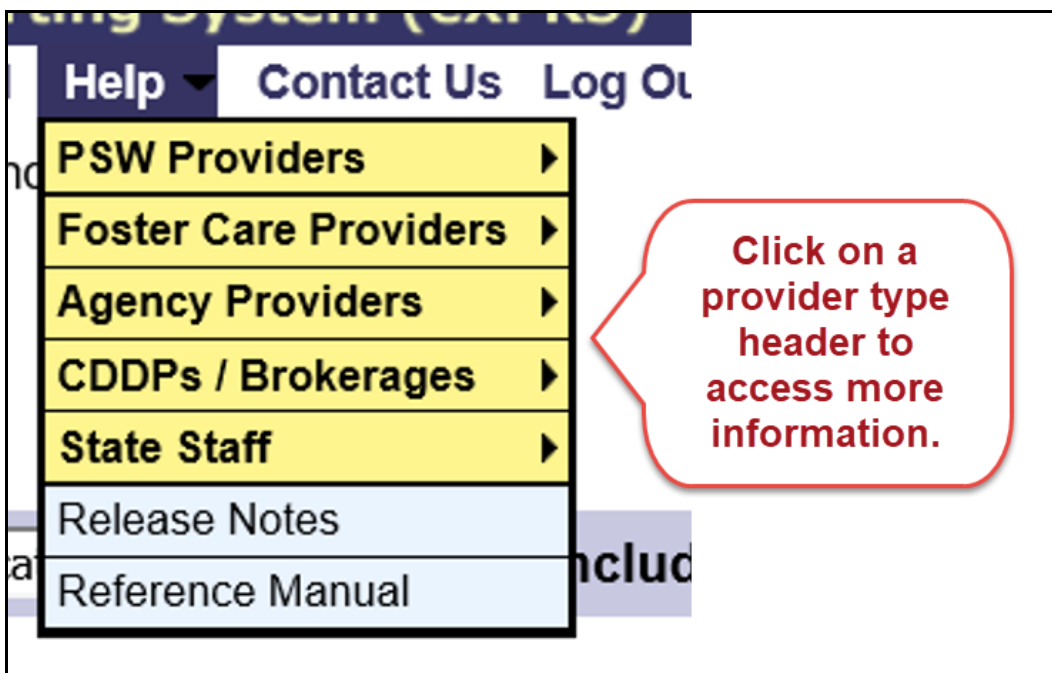
The left-hand menu options may be different for different users, as it is based on your specific user permissions.

The user can now do work in eXPRS for the permissions they were assigned.

- There are many assistance guides, resources and tools available for users on the **HELP** menu (click on to fly out more menu options). Please take some time to look through this menu at the resources and assistance **"How To ..."** guides contained there.



The Help Menu (fly out) is organized by general user type. Click on a provider type menu option to access more menu resource options.



7. If users need assistance with eXPRS, please use the contact information in the **Contact Us** link.

Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

[Home](#) [My Account](#) [Change Password](#) [Help](#) [Contact Us](#) [Log Out](#)

System Logged in as - All my Organizations and Program Areas

Home

My Notifications

Filtered By Type [remov](#)

Use the Contact Us link to get information on how to contact DHS for assistance with eXPRS.