

## How to Request an eXPRS User Account Login

eXPRS is a secure, web-based program that has specific user roles and permissions for viewing information and doing work (such as entering information for billing/claims). Anyone who wishes access to eXPRS to view or do work in the system must first request to have a specific user account and access set up for them, for the type of provider/work they will be doing.

Individual providers (such as a PSW or individual Behavior Consultant) request a user account/access for themselves as an individual provider. For an employee of a provider agency, the user access request is made/authorized by the employer for whom they work.

Once authorized, each user will be assigned a unique login name and password that they will use to access eXPRS.

**PLEASE NOTE:** All users are bound by the current information security & privacy policies established by DHS. Please see the DHS transmittal [SPD-IM-10-001 - Appropriate User Access to Information in eXPRS](#) for more information.

***A unique email address is required for each user requesting access***, as password resets and other communication about user accounts are sent to users by email. The same email address **cannot** be used on more than one eXPRS user account. This is a system security/privacy restriction we must comply with. There are many options available for individuals who need a private email address/account, such as Yahoo, Gmail, Hotmail, etc., which are free to use.

### **To request an eXPRS User Account:**

1. Complete the appropriate User Enrollment Form(s) for the type of provider you are working as. To access the form you need, either click on the hyperlink for the specific form provided below, or copy/paste the URL link into your internet browser and search.

- **PSW, IC-PSW, and Behavior Consultant User Access Form:**  
<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSW.pdf>
- **PSW, IC-PSW, Behavior Consultant Form INSTRUCTIONS:**

<http://apps.state.or.us/exprsDocs/EnrollIndividualProviderUserPSWInstructions.pdf>

- **Brokerage Services Provider Org Agency User Access form:**  
<http://apps.state.or.us/exprsDocs/EnrollCertAgencyInHomeServices.pdf>
- **Brokerage Services Provider Org Agency form INSTRUCTIONS:**  
<http://apps.state.or.us/exprsDocs/EnrollCertAgencyInHomeServicesInstructions.pdf>
- **DD Comprehensive Services Agency Provider User Access Form:**  
<http://apps.state.or.us/exprsDocs/EnrollProviderAgencyUser.pdf>

Separate forms are required for each individual user/account.

**For Agency providers**, if you need assistance in determining what role(s) an agency employee may need, please consult the matrix below:

- ***eXPRS Activity vs Role Matrix for Agency Providers***  
<http://apps.state.or.us/exprsDocs/eXPRSActivityRoleProviders.pdf>

2. Once completed, the form must be signed by the designated person who has permission to authorize access to eXPRS for you.

**For example:** a PSW or other individual provider would sign for themselves. A user for an agency provider would need the agency director, the board chairman, the program administrator, etc. to authorize your access on behalf of your employer (the agency).

3. Send the completed and signed User Enrollment Form(s) to DHS/ITBSU. Please use only one method for submitting forms. **Fax or e-mail is preferred.**

By e-mail: [info.exprs@state.or.us](mailto:info.exprs@state.or.us)

By fax: 503-947-5044

By US postal mail: DHS - ITBSU  
ATTN: eXPRS Security & User Enrollment  
500 Summer St NE; E-12  
Salem, OR 97301

4. Be sure to keep a copy of the completed form that you have submitted for your records.
5. User account set up/enrollment processing time can vary depending on workload and volume of forms in the queue to process, and can take 3 – 10 business days from receipt of the form.
6. Once the user enrollment form is processed, the user will receive a secure e-mail from [info.exprs@state.or.us](mailto:info.exprs@state.or.us) with their login information & instructions.

The secure email will look like this:



You may have to set up an account to open the secure email from DHS. This will be for the secure email system only and **WILL NOT** be the login information you will use to access eXPRS.

**For eXPRS access**, follow the login information/instructions contained within the body of the secure email received.

7. If users have not received their secure email confirmation with their login information in the time expected, please be sure to check your email spam or junk folders to see if the confirmation email has been routed there.

**All forms and additional information are also available on the eXPRS Help & Documents page:**

**<http://apps.state.or.us/exprsDocs/>**