

## How to Reset your eXPRS User Password

*(updated 7/9/2018)*

eXPRS is a secure system and therefore each user must login using a unique **Login Name** and **Password**. **All users must adhere to the DHS Security and Information Privacy regulations.**

In addition to a unique Login Name/Password, each user account also maintains an Identity Verification security question and answer that is unique to each user. These Identify Verification questions/answers are used to assist the user in resetting their password to prevent lock outs.

Each user has 3 attempts to successfully login. After 2 failed attempts, users are given a final warning message (shown below).



The screenshot shows a login form with the following elements:

- Login** header
- Text: "You are in the User Acceptance environment"
- A yellow warning box with a pink border and a pink arrow pointing to it, containing the text: "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."
- Input fields for "Login Name:" (containing "userID") and "Password:" (containing "•••••")
- A link: "Forgot your password?"
- A "Submit" button

If the 3rd login attempt also fails, the user will be automatically taken to the **Password Reset** page.

***Completing the password reset process at this point will prevent the user from being locked out of their account!!***

**Failed completion of the password reset or closing of the browser window before completion will LOCK the user's account.**

**If your account gets locked for *too many failed login attempts*, users can try to login again later in the day or tomorrow.**

## HELPFUL TIPS:

1. **Make sure you are entering your Login Name/user ID correctly!** If you've misspelled your name or mis-entered your login ID/user name, you could be locking out someone else's account by mistake.
2. **Make sure the preferences or options in your internet browser** (such as: Internet Explorer, Firefox, Google Chrome, etc.) **are not set to save your passwords.** Users will want to deactivate this feature in their internet browser if password save is on.

If you are prompted by your browser to save your password for the eXPRS website, always click **"NO"**.

With this "save password" feature turned off, you won't inadvertently get locked out of eXPRS by trying to login with an old password (*that is incorrect or expired*), but is saved by your computer.

## To Reset a Password when prompted by eXPRS:

1. In the **Password Reset** page, enter your **Login Name** (*your eXPRS userID*) and then answer your **Identity Verification** security question.

➔ **IMPORTANT:** Your **Identity Verification Answer** must be entered **exactly** as it is on your eXPRS user account. The answer is not case sensitive, however ***correct spelling/use of spaces is very important***. If you answer your question incorrectly or close your browser window, your account will be locked and you must wait until the next business day to login again.

If you've forgotten your **Identity Verification** question, click **FIND** to show the question you've selected for yourself.

The screenshot shows the 'Reset Password' page. At the top, it says 'Maximum Login Attempts Exceeded'. Below that, it asks the user to answer an Identity Verification Question and click Submit. A yellow callout bubble with a red arrow points to a red-bordered box containing the warning: '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.' Below this, there are instructions on how to get further assistance. The form fields are: '\* Login Name:' with 'userID' entered, 'Identity Verification Question:' with a 'Find' button, and '\* Identity Verification Answer:' with 'answer to security question' entered. A pink arrow points to the 'Submit' button.

**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](mailto: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](mailto:info.exprs@state.or.us). Personal Support Workers (PSWs) may email [technical.triage@state.or.us](mailto:technical.triage@state.or.us) or call 1 (844) 874-2788 for assistance.

\* Login Name:

Identity Verification Question:

\* Identity Verification Answer:

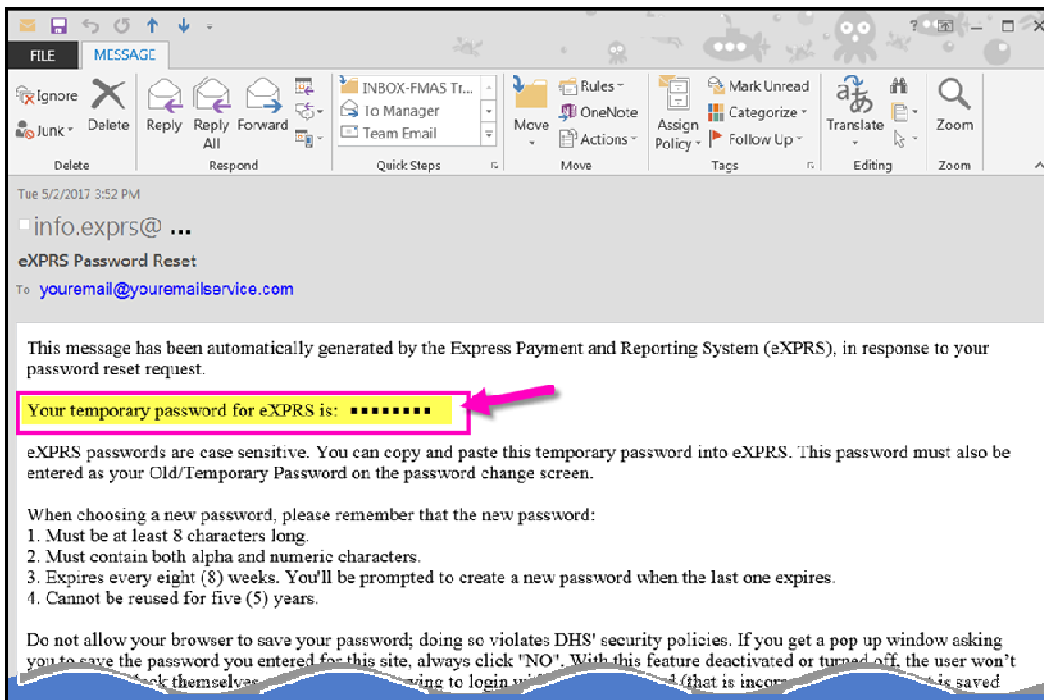
With the required information entered, click **SUBMIT**.

2. Once your information is processed, you will be taken to the **Reset Password Confirmation** page, noting that an email has been sent to the email address listed on your user account containing reset instructions and a temporary password. Click **CLOSE** to return to the eXPRS Login page.



3. **Check your email!** You should soon have an email from [info.exprs@...](mailto:info.exprs@...) waiting for you with a new, temporary password.

- *You may need to check your **Spam** or **Junk** folders if your email account does not recognize [info.exprs@...](mailto:info.exprs@...) as a valid sender.*



4. When the email is received, return to the eXPRS Login page, and use the **TEMPORARY** password sent in the email to login.

**Login**

You are in the Production environment

**Login Name:**

**Password:**

[Forgot your password?](#)

5. The system will then take the user to the “Password Expired” page to create a new password. Enter the information in all fields & click **SUBMIT**.

**Login**

Your password has expired. Please choose a new password.

You are in the Production environment

**Login Name:**

**Old/Temporary Password:**

**New Password:**

**Verify Password:**

**Identity Verification Question:**

**Identity Verification Answer:**

I Agree

**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."**

- A** – Your user ID/login name will be auto-filled in this field.
- B** - Enter the temporary password that was emailed to you, that you just used in this field.
- C** – Create a new password and enter it in these 2 fields. 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.
- D** - Select a new security question from the drop-down menu, and then provide the answer in the field below.  
**→ NOTE:** Pick an answer you can remember easily, as *spelling & use of spaces counts!* If the system has auto-filled both question and answer from your profile, you can leave it the same, or change it as you wish. If it has only auto-filled the answer, you need to select a new question and then answer it.
- E** - Read the DHS Security Policy agreement. Check the box next to it to continue. This will activate the **SUBMIT** button.
- F** - Click **SUBMIT**. This will save your new password & you will now be logged into eXPRS under this new password.

**Please make note of your new password in a secure location for future reference, if needed.**

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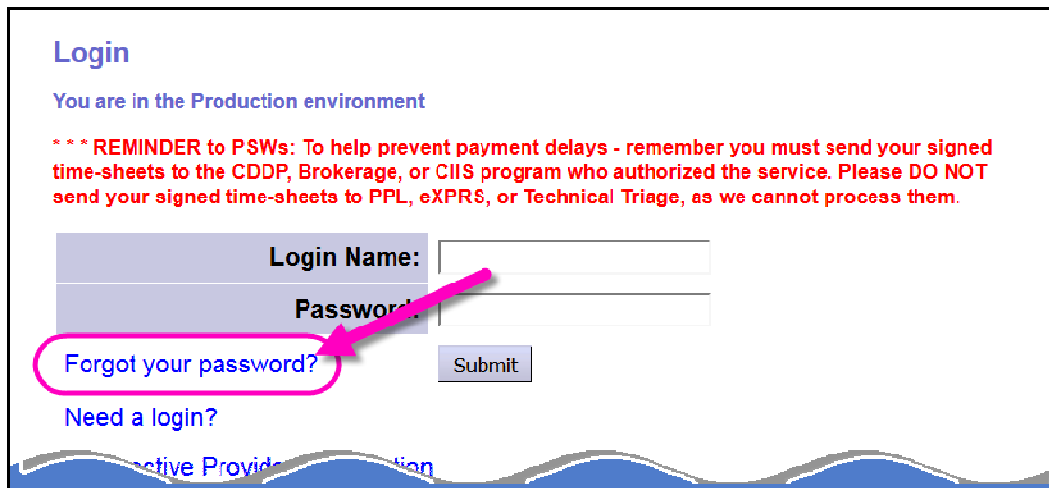
**There are other methods of changing a user password.**

**See instructions on the following pages.**

- Using the [Forgot your password?](#) link . . . . . Page 6
- Your password has expired . . . . . Page 7
- You changed your password manually . . . . . Page 8
- Your user account is locked . . . . . Page 10

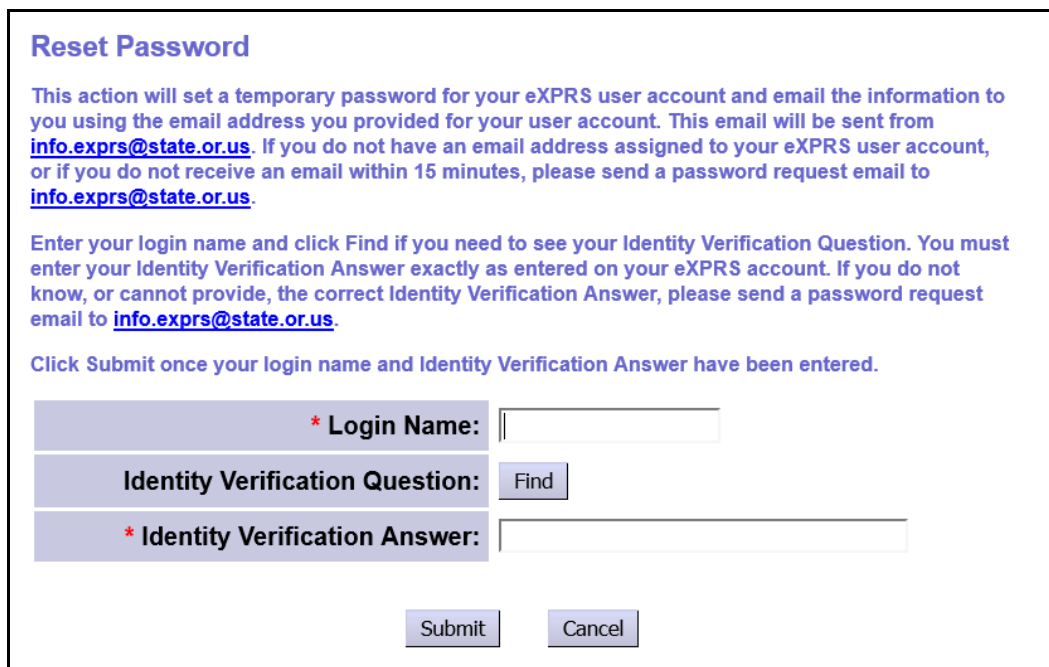
## ❖ USING THE [FORGOT YOUR PASSWORD? LINK](#)

If you forget your password, you can request a TEMPORARY password via the [Forgot your password?](#) link found on the **Login** page.



The screenshot shows the 'Login' page. At the top, it says 'You are in the Production environment'. Below that is a red reminder: '\*\*\* REMINDER to PSWs: To help prevent payment delays - remember you must send your signed time-sheets to the CDDP, Brokerage, or CIIS program who authorized the service. Please DO NOT send your signed time-sheets to PPL, eXPRS, or Technical Triage, as we cannot process them.' The login form has two input fields: 'Login Name:' and 'Password:'. Below the 'Password:' field is a link 'Forgot your password?' which is circled in pink. To the right of the 'Forgot your password?' link is a 'Submit' button. Below the 'Forgot your password?' link is another link 'Need a login?'. At the bottom of the page, there is a decorative blue wave graphic and the text 'Active Provider' and 'ation'.

When you click this link, the system will take you to the [Reset Password](#) page.



The screenshot shows the 'Reset Password' page. It starts with the title 'Reset Password'. Below the title is a paragraph of instructions: '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](mailto:info.exprs@state.or.us). If you do not have an email address assigned to your eXPRS user account, or if you do not receive an email within 15 minutes, please send a password request email to [info.exprs@state.or.us](mailto:info.exprs@state.or.us).' Below this is another paragraph: 'Enter your login name and click Find if you need to see your Identity Verification Question. You must enter your Identity Verification Answer exactly as entered on your eXPRS account. If you do not know, or cannot provide, the correct Identity Verification Answer, please send a password request email to [info.exprs@state.or.us](mailto:info.exprs@state.or.us).' Below that is a third paragraph: 'Click Submit once your login name and Identity Verification Answer have been entered.' The form has three input fields: '\* Login Name:', 'Identity Verification Question:', and '\* Identity Verification Answer:'. The 'Identity Verification Question:' field has a 'Find' button next to it. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

Follow the instructions, which are the same as the **Reset a Password** process/instructions outlined starting on page 2 of this guide.

## ❖ YOUR PASSWORD HAS EXPIRED

eXPRS passwords are only valid for 60 days (8 weeks). When a user's password has reached its time limit for use (has expired), after logging in, the user will be routed to the page to create a new password.

**Login**

Your password has expired. Please choose a new password.

You are in the Simulation environment

<b>Login Name:</b>	<input type="text" value="user ID"/>	A
<b>Old/Temporary Password:</b>	<input type="password"/>	B
<b>New Password:</b>	<input type="password"/>	C
<b>Verify Password:</b>	<input type="password"/>	
<b>Identity Verification Question:</b>	<input type="text"/>	D
<b>Identity Verification Answer:</b>	<input type="text"/>	

**E** I Agree

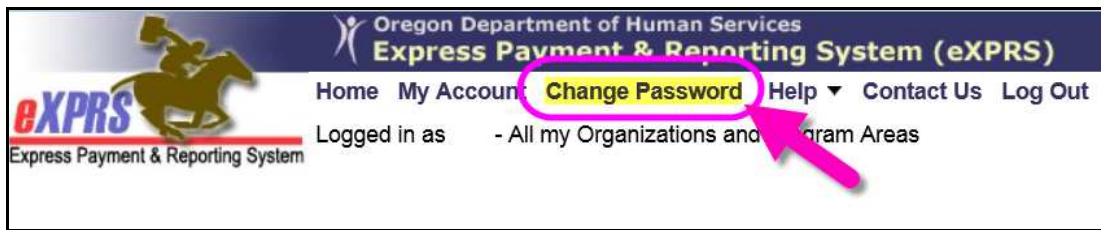
**F** Submit

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."

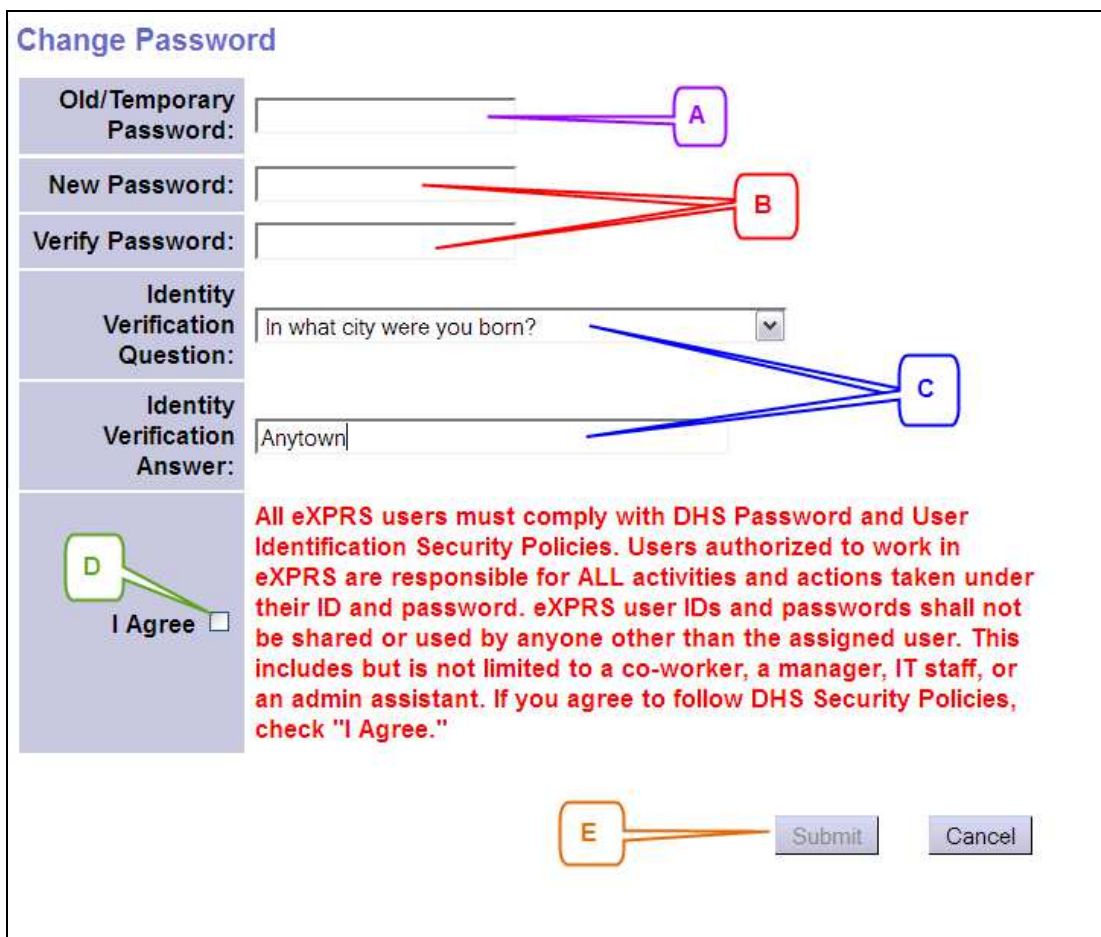
**Follow the instruction/process for completing this page as outlined in step #5 in the first section of this guide.**

## ❖ YOU CHANGED YOUR PASSWORD MANUALLY

Users can change their passwords manually at any time, by using the **Change Password** link from the **eXPRS Home Page**, after successfully logging in to the system.



This will take the user to the page where they can change their password.

A screenshot of the 'Change Password' form. The form has several sections: 'Old/Temporary Password:' with a text input field labeled 'A'; 'New Password:' and 'Verify Password:' with two text input fields labeled 'B'; 'Identity Verification Question:' with a dropdown menu labeled 'C' containing the text 'In what city were you born?'; 'Identity Verification Answer:' with a text input field containing 'Anytown' and labeled 'C'; and a section with a checkbox labeled 'D' and the text 'I Agree'. Below the checkbox is a red warning message: '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."' At the bottom right, there are 'Submit' and 'Cancel' buttons, with the 'Submit' button labeled 'E'.

**A** – Enter your old password in this field.

**B** - Create a new password and enter it in these 2 fields. 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.
- C** – Select a new security question from the drop-down menu, and then provide the answer in the field below.
- **NOTE:** Pick an answer you can remember easily, as ***spelling & use of spaces counts!*** If the system has auto-filled both question and answer from your profile, you can leave it the same, or change it, as you wish. If it has only auto-filled the answer, you need to select a new question and then answer it.
- D** - Read the DHS Security Policy agreement. Check the box next to it to continue. This will activate the ***SUBMIT*** button.
- E** - Click ***SUBMIT*** to change your password. Or click ***CANCEL*** if you do not wish to change your password at this time.
- If you clicked ***SUBMIT***, your password is now changed and you will now be logged into eXPRS under this new password. Please make note of it in a secure location for future reference, if needed.

## ❖ YOUR USER ACCOUNT IS LOCKED.

If your user account has been locked for *'too many failed login attempts'*, users can wait for the system to reset their account. eXPRS will reset user accounts locked for this reason twice daily. Simply wait a few hours or until the next day to try to login again.

If your account remains locked after this reset window has passed, it is likely locked for other reason. You will need to contact eXPRS Support for assistance. Use the [Contact Us](#) link from the [eXPRS Login](#) page to access assistance information for your specific user/provider type.

**Login**

You are in the Production environment

**\*\*\* REMINDER to PSWs: To help prevent payment delays - remember you must send your signed time-sheets to the CDDP, Brokerage, or CIIS program who authorized the service. Please DO NOT send your signed time-sheets to PPL, eXPRS, or Technical Triage, as we cannot process them.**

**Login Name:**

**Password:**

[Forgot your password?](#)

[Need a login?](#)

[Prospective Provider Registration](#)

[eXPRS Documentation](#)

[Contact Us](#)

In the [Contact Us](#) page, click on the header for the type of provider you are, to expand & view specific assistance contact information.

**Contact Us**

The below contact information is intended for use by individuals who have a... and active eXPRS User Account login to access the system.

If users are having technical difficulty using the eXPRS... and utilize the assistance guides available to help resolve... assistance guides, users are still experiencing technical... contact us using the info provided below.

Using the incorrect contact information for your user type,

**Click on the user type listed below to expand for more contact information specific to you.**

- ▶ **DD Personal Support Workers (PSWs)**
- ▶ **CDDP, Brokerage or CIIS Program staff**
- ▶ **DD Agency Providers, DD Foster Care Providers & Independent Vendors**

Click on the header for the type of provider that applies for you to expand & see specific assistance/contact information.

Once your account is unlocked, use the [Forgot your password?](#) link from the login page to request a new **TEMPORARY** password, and create a new password to login as shown in the example on page 6 above.