

How to Update Your Email on your eXPRS User Account

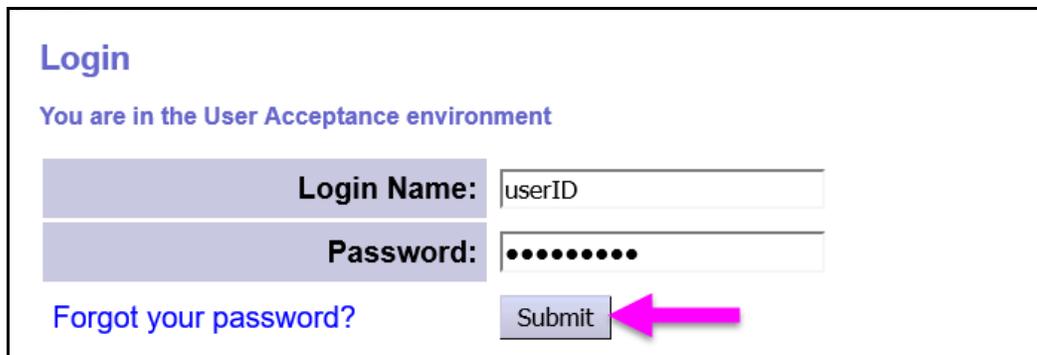
(7/3/2018)

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, each user must have a **unique** email address associated with their eXPRS User Account. **Unique meaning a single email address cannot be listed on more than one eXPRS User Account.** The system uses the email address listed on a user's account to communicate with them regarding password resets & Technical Assistance Webform requests. Ensuring that the email address on your eXPRS User Account is accurate & update to date is essential.

To Update your eXPRS User Account Email:

1. Login to eXPRS.



The screenshot shows the eXPRS login interface. At the top, it says "Login" and "You are in the User Acceptance environment". Below this are two input fields: "Login Name:" with the text "userID" and "Password:" with a masked password of ".....". To the left of the password field is a link "Forgot your password?". To the right of the password field is a "Submit" button, which is highlighted with a pink arrow pointing to it from the right.

2. From the **Top Menu Bar**, click on **My Account** to open & view your eXPRS User Account profile.



The screenshot shows the top menu bar of the eXPRS system. The menu items are: Home, My Account, Change Password, Help, Customer Service, and Log Out. The "My Account" item is highlighted with a pink circle and a pink arrow pointing to it from the bottom. Below the menu bar, it says "Logged in as system" and "- All my Organizations and Program Areas". Below that are links for "Home" and "My Credentials".

- In the **View User / My Account** page, users can see the details of their eXPRS User Account profile. Much of the information here is pulled over from the provider record that the user account is associated (such as organization, address & phone number). However, users are able to edit & change their email address, if needed.

The screenshot shows a web interface for viewing and editing a user's account. The page is titled "View User / My Account". It contains a form with the following fields:

First Name:	User's First	Middle Name:	
Last Name:	User's Last		
Prefix:		Suffix:	
Job Title:	Provider		
Organization:	User's Provider or Agency Record Name		
Address Line 1:	Address on Provider Record		
Address Line 2:			
City:	City		
State:	OR	Zip Code:	97***
Phone:	(503) ***_****	Email:	olduseremail@email.com
Login Name:	UserID		
Identity Verification Question:	The question you chose from the dropdown options.		
Identity Verification Answer:	your answer		
Account Lock Reason:			
Last Login Date:	7/3/2018		
Confidentiality Agreement Accepted Date:	1/21/2016		

At the bottom of the form, there are two buttons: "Close" and "Edit". A pink arrow points to the "Edit" button. Below the form, there is a section titled "Roles for this User" with a search bar and a "Find" button.

- To update the email address listed on your eXPRS User Account, click **EDIT** to open the page for changes.
- With the page now open for editing, change the email address information in the **Email** field to the new email address desired.

→ **REMEMBER:** email address must be unique to that user; *the same email address cannot be used on multiple eXPRS user accounts.*

→ **Take extra care to ensure that the new email address is listed accurately.** Incorrectly entered or spelled email addresses will interfere with the system's ability to effectively communicate with the user.

Edit User
My Account

First Name:	User's First	Middle Name:	
Last Name:	User's Last		
Prefix:	<input type="text"/>	Suffix:	<input type="text"/>
*Job Title:	<input type="text" value="Provider"/>		
*Organization:	<input type="text" value="User's Provider or Agency Record Name"/>		
*Address Line 1:	<input type="text" value="Address on Provider Record"/>		
Address Line 2:	<input type="text"/>		
*City:	<input type="text" value="City"/>		
*State:	<input type="text" value="Oregon"/>	*Zip Code:	<input type="text" value="97***"/>
*Phone:	<input type="text" value="(503) ***_****"/>	Email:	<input type="text" value="NEWuseremail@email.com"/>
Login Name:	UserID		
*Identity Verification Question:	<input type="text" value="Question you chose from the dropdown menu."/>		
*Identity Verification Answer:	<input type="text" value="your answer"/>		
SEPA Approval Passcode:	<input type="text" value="....."/>		
Confidentiality Agreement Accepted Date:		1/21/2016	



With the new email information added, click **SAVE** to save your changes.

7. Your user account will now be updated with the new email address entered & saved.

View User

User save succeeded.

My Account

First Name:	User's First	Middle Name:	
Last Name:	User's Last		
Prefix:		Suffix:	
Job Title:	Provider		
Organization:	User's Provider or Agency Record Name		
Address Line 1:	Address on Provider Record		
Address Line 2:			
City:	City		
State:	OR	Zip Code:	97***
Phone:	(503) ***-****	Email:	NEWUseremail@email.com
Login Name:	UserID		
Identity Verification Question:	The question you chose from the dropdown options.		
Identity Verification Answer:	your answer		
Account Lock Reason:			
Last Login Date:	7/3/2018		
Confidentiality Agreement Accepted Date:	1/21/2016		

Close Edit

Roles for this User

that have not b... required Edit

- Click **HOME** to return to the eXPRS Home page & continue with other eXPRS work, or log out of the system, as needed.