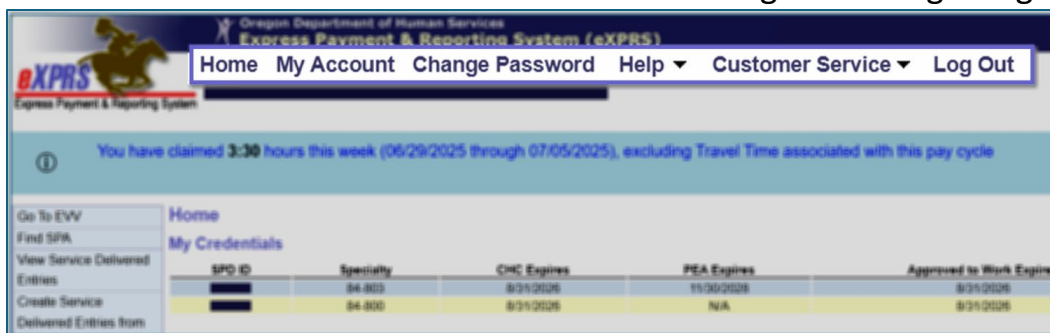# Using the eXPRS Desktop Landing Page

Overview

The eXPRS Desktop Landing Page is designed for PSWs to navigate the system and also provide access to important information. Personal Support Workers will need to use the eXPRS Desktop site to complete key workflows, such as:

1) **Creating and Editing Service Delivered Billing Entries**
2) **Printing Timesheets**
3) **Submitting Billings to the Case Management Entity for payment**

Upon logging into the system, the user will have the following features:
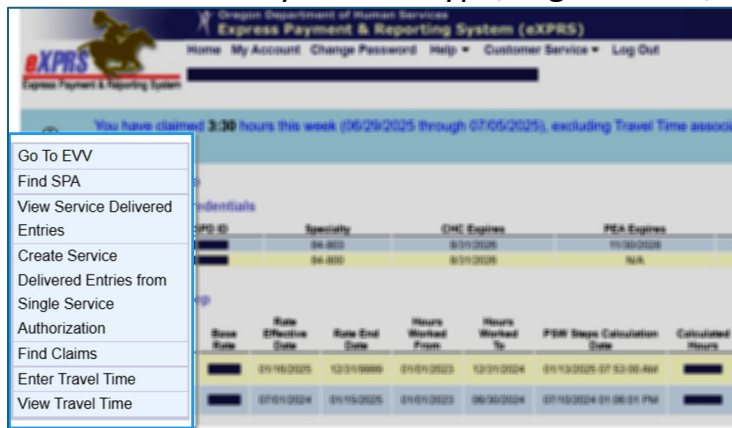
Top Menu Bar

Used for administrative functions such as account management or getting help.

- **Home Button**: Returns you to the landing page from anywhere in system.
- **My Account Button**: Opens your personal account details, including your organization and associated roles.
- **Change Password**: Allows you to update your password and Identity Verification Question and Answer.
- **Help Menu**: Offers general help resources, including videos and guides.
- **Customer Service Menu**: Provides options to contact support directly or submit an eXPRS Technical Assistance Request for help with the system.
- **Logout Button**: Logs you out of the system.

Left Navigation Menu

The left navigation menu is the primary way to navigate eXPRS. The options available are customized based on your user type, organization, and roles.
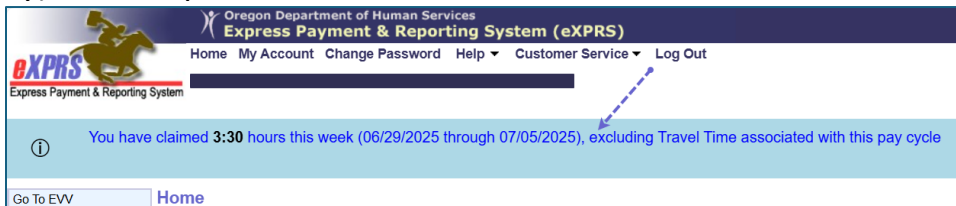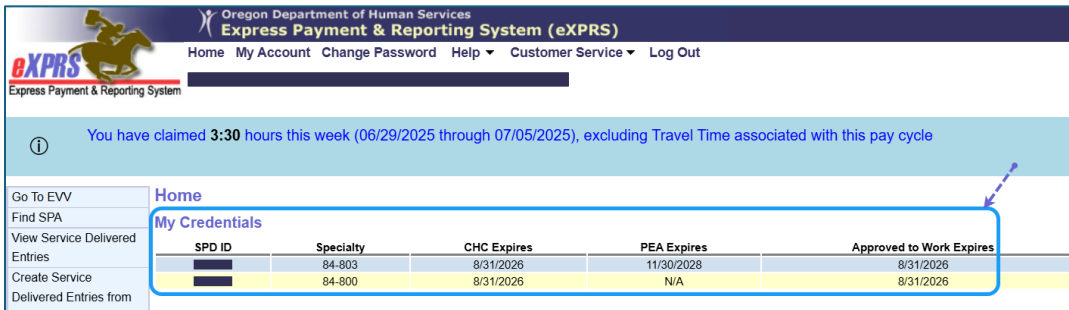

Additional Features

Alerts: Displays the number of hours worked for the current work week (Sunday to Saturday). This helps PSWs track their hours.
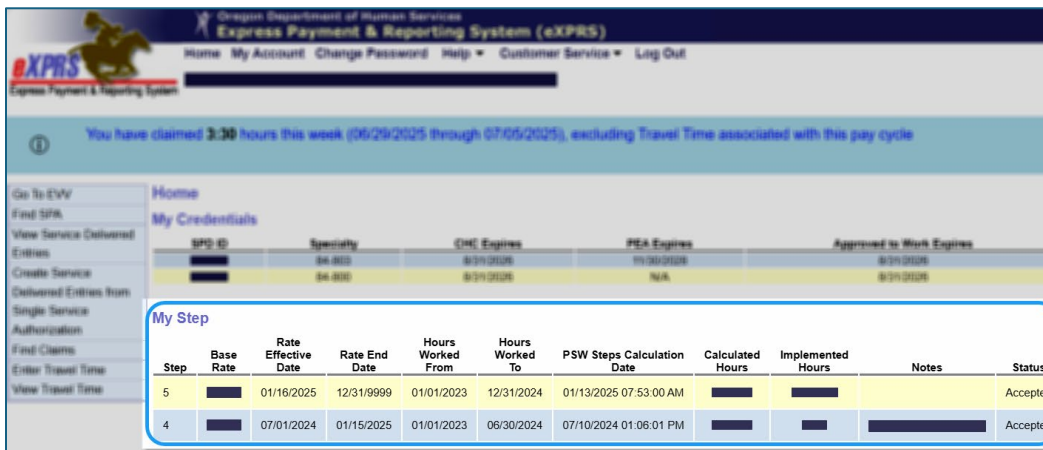

My Credentials: Shows details such as CHC and PEA expiration dates, which need periodic renewal, and the Approved-to-Work credential, which also has an expiration date. See **Appendix A** for more information on the My Credentials section.
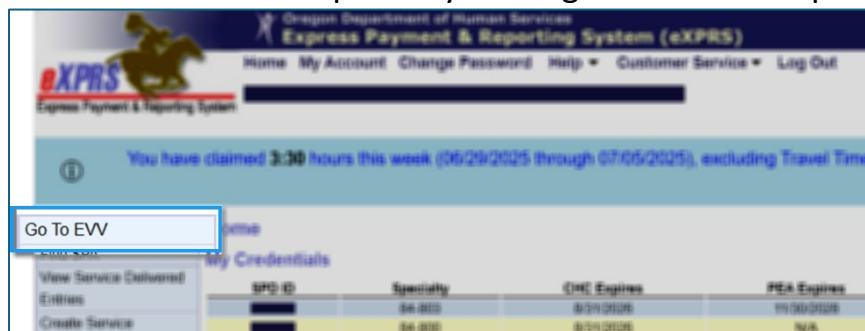
My Step: Shows details about the PSW's current and historical rates, along with information about the rate. For detailed information on this section, see the Help Guide: **How eXPRS Assigns and Displays a PSWs Pay Step and How Fixed Rates and Differentials Work**

Go To EVV Option: Allows you to switch between the desktop site of eXPRS and the mobile EVV version. The layout will shift, but the information remains similar. You can switch back to the desktop site by clicking "eXPRS Desktop."

Appendix A: My Credentials Section

The **My Credentials** section displays this information so a PSW can see when their credentials will expire and renew them. This will prevent any gap in the PSW's ability to work. PSWs must renew their Criminal History Check (CHC) every two years, and their Provider Enrollment Application and Agreement every five years.

To initiate the credential renewal process, PSWs must complete the Criminal History Check and Provider Enrollment Application and Agreement and submit them to the appropriate office.

These forms and instructions for completing them are available on the ODDS Website > Resources for Personal Support Workers (PSWs) > Enrollment and Renewal: