Disenrolling a User in eXPRS

(updated 10/16/2025)

If someone from your agency or program is an authorized eXPRS user and their access to eXPRS needs to be updated or terminated (for example: they are no longer employed by your agency/program, they are no longer doing work in eXPRS, etc.), it is your responsibility as an agency or program to notify ODDS/eXPRS immediately of the change to the user's access.

To Disenroll Someone from eXPRS

1. If you kept a copy of the original user enrollment form(s) that were submitted to authorize the person to have access to eXPRS on behalf of your agency or program, submit that form(s) with the following updates:

   - If the user should continue to have access, but no longer needs specific roles, check the **DEL** box checked next to the user role you wish to terminate for that person.

   - If the user should have all roles removed and their eXPRS user account deactivated as they are no longer employed by, or doing work for, your agency or program, check the **Deactivate User** box at the top of the form.

   - For either action, note on the form the effective date of the change and the reason (for example: no longer employed with the agency/program, work duties have changed, etc.).

2. Send the updated user enrollment form to ODDS/eXPRS by email to info.exprs@dhsoha.state.or.us.

3. Be sure to keep a copy of the completed form that you have submitted for your personnel records.

4. If you don't have a copy of the original User Enrollment Form(s) for the person as outlined above, we will accept an email from the person at your agency or program who has the ability to authorize people to be users in eXPRS for your program or agency (for example: the Agency Director, the Board Chairman, the Program Administrator, etc.).

   In the email, please give the following information:

   - Name of user

- The specific eXPRS role(s) to be terminated, or "Deactivate" if all roles should be terminated.

- Effective date of user role or account termination

- Reason

Send that email request to info.eXPRS@dhsoha.state.or.us.

5. Once the information is received by ODDS/eXPRS, the individual's user profile in eXPRS will be updated to reflect their access changes.

   If the change requested is full deactivation, their eXPRS user Login Name and Password will no longer be effective and they will not be able to log in to and access eXPRS on behalf of your agency or program.