Using eXPRS Mobile-EVV to Set and Change Your Password

(updated 9/30/2025)

Overview

Users receive a unique Login Name and Password which is used to access both eXPRS and eXPRS Mobile-EVV. Your user account also maintains an Identity Verification security question that is unique to you. This question and answer will help you reset your password and prevent lockouts.

Password Requirements

- Must be between 15-32 characters long.
- Must contain at least one letter and one number.
- Cannot be a password used in the last five years.

Login Tips

If you fail three login attempts, eXPRS will prompt you to reset your password. The most common issues that cause failed logins are:

- An old password has been saved in your web browser. The browser keeps using this saved password even if you think you've changed it.
- Incorrectly typed Password or Login ID. Remember, your password is case-sensitive.

If you are prompted by your device or browser to save your password for the eXPRS website, select **No**. This will prevent you from getting locked out by trying to log in with an expired password that is saved by your device.

If you are locked out for **"Too Many Failed Login Attempts"**, you can wait and try to log in again a bit later. eXPRS regularly unlocks accounts that are locked for this reason.

How to Set your eXPRS Password for the First Time

New eXPRS and eXPRS Mobile-EVV users will be assigned and sent a temporary password. You will need to create a new password the first time you log in to eXPRS Mobile-EVV.

Access the [eXPRS Website](#) on your mobile device and enter your Login Name and the temporary password you received in your email. Then select **Submit.**

Enter the temporary password in the appropriate field. Then create a new password and enter that in the appropriate fields.

Select an **Identity Verification Question**, and then enter the answer. Your answer is not case sensitive, but correct spelling and use of spaces is important.

Panel 1

Login

Your password has expired. Please choose a new password.

You are in the Production environment

PSWUSER1

Old/Temporary Password:

••••••••••••••

New Password:

••••••••••••••••••••

Verify Password:

••••••••••••••••••••

Identity Verification Question:

Where did you live when you had your first child?

Identity Verification Answer:

Salem

I Agree ☑ **(1)**

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."

Submit **(2)**

Panel 2

Confidentiality Agreement

eXPRS users, whether they have a direct contract with the Oregon Department of Human Services (DHS) or are subcontractors, are liable for protecting DHS information assets through the Oregon Revised Statutes, Oregon Administrative Rules, Federal laws, and through DHS contract language regarding privacy and security.

Cancel → Accept **(3)**

Panel 3

Hello,

Today's date is 07/07/2025 11:14 AM PDT

TR

You have claimed **0:00** hours this week (07/06/2025 through 07/12/2025), excluding Travel Time associated with this pay cycle

Credential(s) Expiration Dates XPRS_TR / WFPRG

07/7/2025 11:14:25 AM PDT

Specialty: ▉

CHC: ▉

PEA: ▉

Approved to Work: ▉

Specialty: ▉

CHC: ▉

PEA: ▉

Approved to Work: ▉

By clicking this box, I acknowledge that the start and end times recorded by the EVV system accurately represent times that I start and end providing services/supports for the recipient. I certify that I will provide services/supports for the recipient for the entire time between the start and end times, and that the services/supports will be delivered according to the recipient's service plan and provider/recipient service agreement. I acknowledge that failure to do so may be considered Medicaid fraud.

Things to Know:

None

Acknowledge **(4)**

Read the Security agreement, and check the "**I Agree**" box, then select **Submit**.

First time users will also see the **Confidentiality Agreement** screen. Review this information and select **Accept** to continue.

On the next page, you'll see a message which will appear each time you log in. Please read the message & then tap on **Acknowledge** to begin using eXPRS EVV.

How to Reset Your eXPRS Password

On the Login page, select "**Forgot your Password?**"

Note: If you enter your password incorrectly three times, your account will be locked and you will automatically be taken to the "**Forgot Your Password?**" page.

Enter your **Login Name** and select **Find** to show your **Identity Verification Question** if needed. Enter the answer to your question and then select **Submit.**
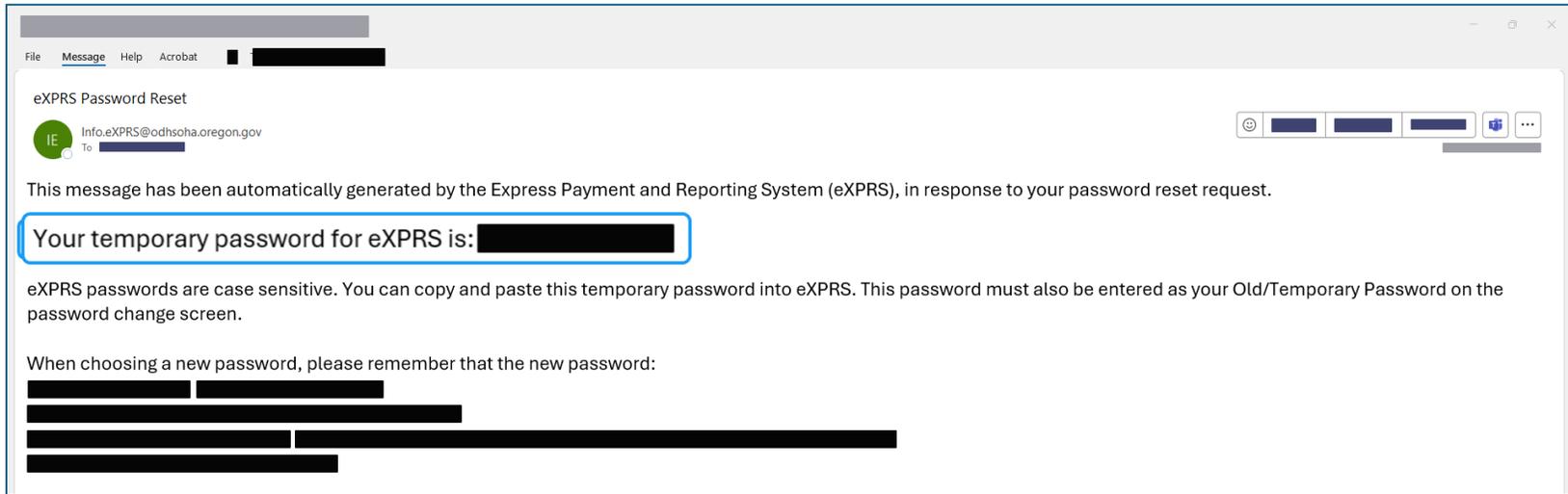
You will receive a confirmation screen explaining that an email was sent to you. You can now select the **Close** button.

Check your email for a communication from info.exprs@odhsoha.oregon.gov with a temporary password.

Tip: You may need to check your Spam or Junk folders if your email account does not recognize info.exprs@odhsoha.oregon.gov as a valid sender.

Return to the **eXPRS Mobile-EVV** Login page and follow the steps in the first section of this guide using the temporary password you received.