Updating Your User Account Information

(updated 10/16/2025)

Overview

Each eXPRS user should have up-to-date contact information on their User Account, including address, phone and email information.

Your email address is especially important, because eXPRS uses this to send you password resets and other communications.
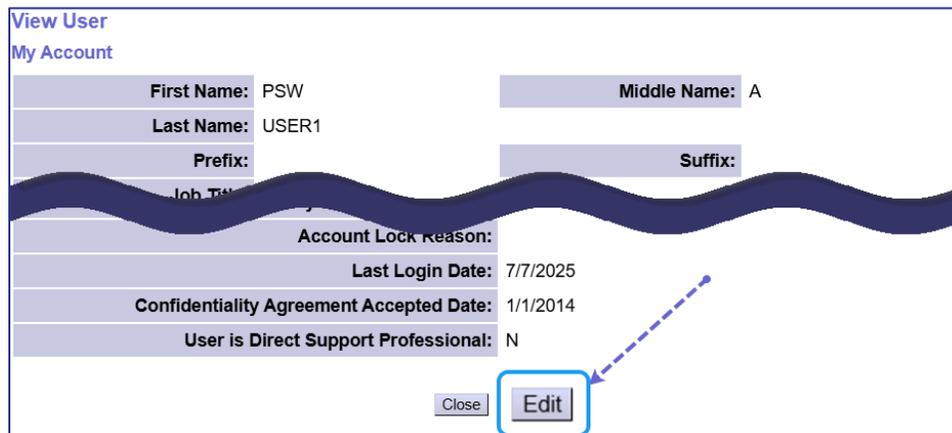
You can update some information on your User Account yourself by taking the following steps:

How to Update your User Account Information

1. Log into eXPRS and select **My Account** from the Top Menu bar

2. On the **View User** page, select the **Edit Button**.

3. Modify any information available to you, such as Address, Phone Number, or Email. In this example, we will modify the Email.

4. Select the **Save** Button.

5. Once the Save completes, view the changes on your User Account.

View User

User save succeeded.

My Account

First Name:	PSW	**Middle Name:**	A
Last Name:	USER1		
Prefix:		**Suffix:**	
Job Title:	PSW		
Organization:	USER1, PSW A		
Address Line 1:	1		
Address Line 2:			
City:	Salem		
State:	OR	**Zip Code:**	97306
Phone:	(012) 345-6789	**Email:**	PSWUSER1@Gmail.com
Login Name:	pswuser1		
Identity Verification Question:	Who was your favorite childhood friend?		
Identity Verification Answer:	CT		
Account Lock Reason:			
Last Login Date:	7/7/2025		
Confidentiality Agreement Accepted Date:	1/1/2014		
User is Direct Support Professional:	N		

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