

How to Set and Reset your eXPRS User Password using eXPRS Mobile-EVV

eXPRS & eXPRS Mobile-EVV require a unique Login Name & Password. This Login Name and Password is used for 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.

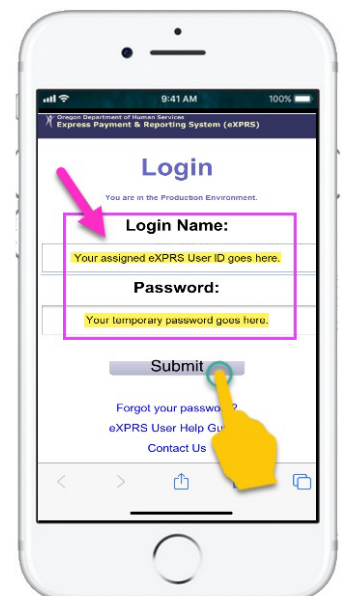
This guide will review how to:

- Set your eXPRS password for the first time, when you're a new user (p. 2)
- Reset your password when needed (P. 7)

How to set your eXPRS Password for the first time:

New eXPRS & 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.

- 1) Go to the **eXPRS Login Page**¹ on your device. Enter your Login Name and the temporary password sent to you by the eXPRS enrollment team, then press **Submit**



¹ An internet search for "eXPRS" can return multiple options. Always select the actual eXPRS Website: <https://exprs.state.or.us/exprsWeb/login.do>. **DO NOT** select the eXPRS Simulation website, which may appear in the search results list.

- 2) Upon login, you'll be prompted to create a new password. Enter the temporary password in the appropriate field. Then create a new password & enter that in the appropriate fields.

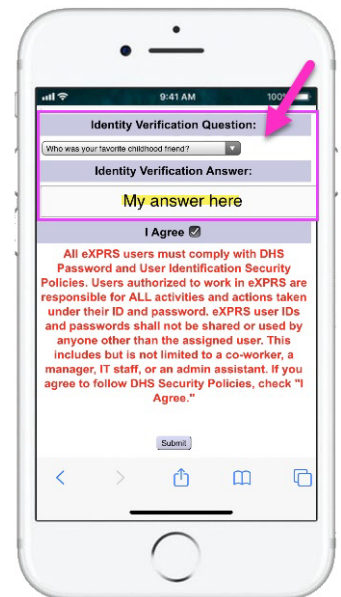
Password Requirements:

- Must be at least 8, but no longer than, 12 characters.
- Must contain both letters & numbers.
- Passwords are case sensitive.
- Cannot be reused for five years.

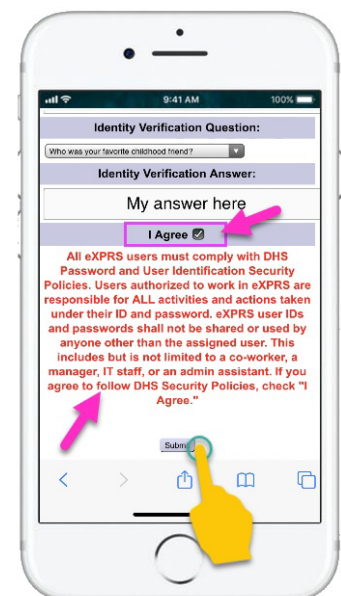
Swipe up on the screen to see more information at the bottom.



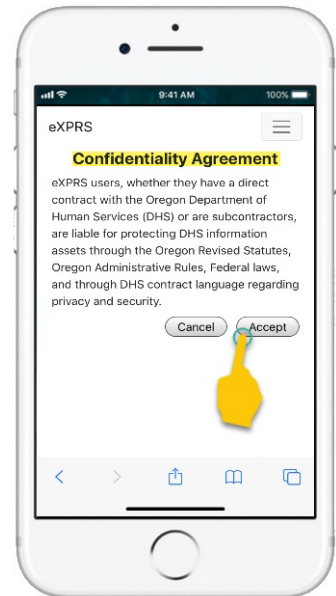
- 3) Select an **Identity Verification Question** from the dropdown menu options, and then enter the answer. Your answer is not case sensitive, but correct spelling and use of spaces is very important.



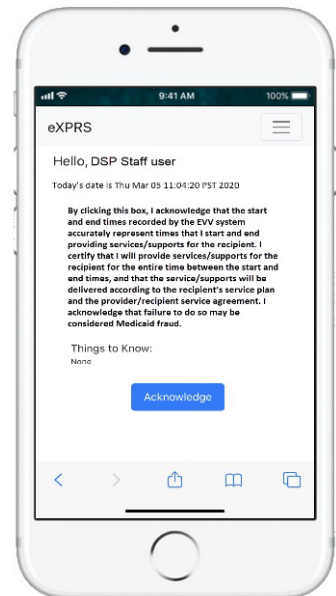
- 4) Read the Security Agreement and check the **I Agree** box, then tap **Submit**



- 5) First time users will also see the **Confidentiality Agreement** screen. Review this information and tap **Accept** to continue.



- 6) 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.



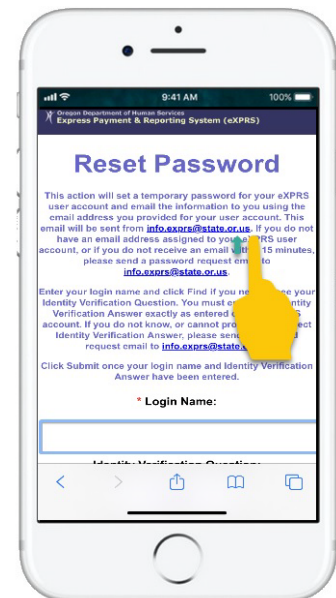
Resetting your eXPRS Password:

Users have 3 attempts to log into **eXPRS Mobile-EVV**. After 2 failed attempts, you are given a final warning message (*shown here*). If your 3rd attempt to log in also fails, the you will be automatically taken to the Reset Password screen.

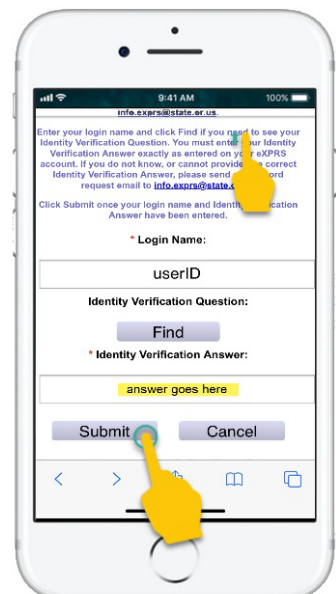


On the **Reset Password** screen, you can either choose not to request a new password. If you do so, you'll have to wait and try to log in at a later time.

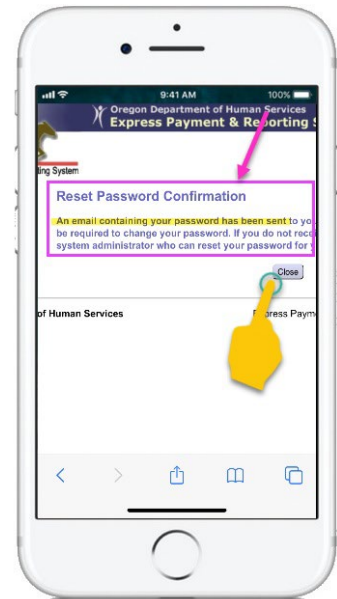
Requesting a new password triggers the password reset process. You must complete this process fully to unlock your account. If you do not complete the process or close the browser window before you have successfully logged in with your new password, eXPRS will lock your user account. You will then need to contact eXPRS support for assistance.



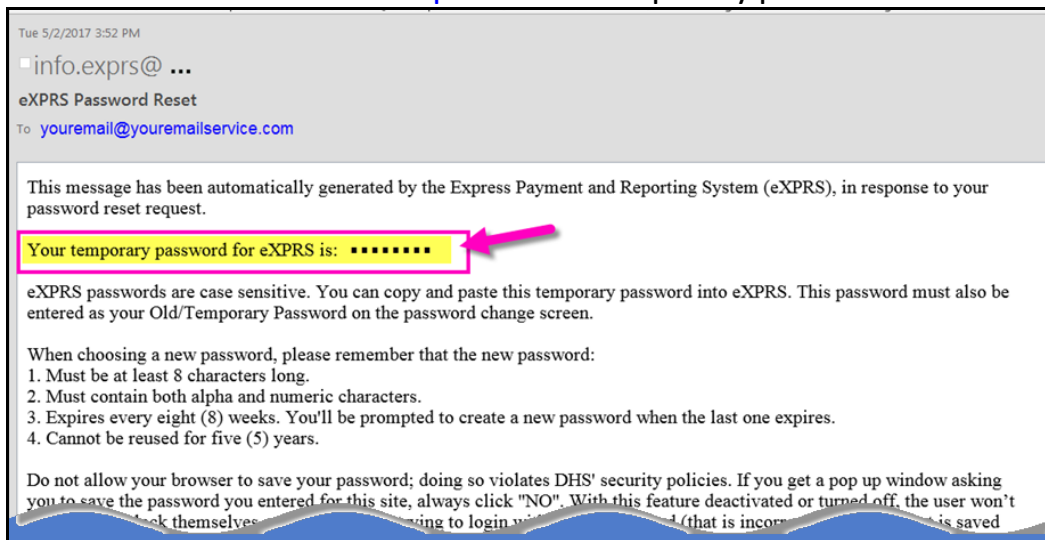
- 1) To continue with the Reset Password process, enter the answer to your **Identity Verification Question** and tap **Submit** to continue. If needed, tap **Find** to have eXPRS show you the **Identity Verification** question.



- 2) eXPRS will now show you a message stating that an email was sent to the email address on your eXPRS user account with a temporary password. Tap **Close**.



- 3) Check for an email from [info.exprs](mailto: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.

- 4) Return to the **eXPRS Mobile-EVV** Login page and follow steps #5-8 in the first section of this guide using the temporary password you received.

Appendix A: Login Tips

- 1) If you fail three login attempts, eXPRS will prompt you to reset your password.
- 2) Make sure you are entering your Login Name correctly.
- 3) 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.