How to Set and Reset your eXPRS Password

Overview

eXPRS users receive a unique Login Name and Password. Users also select a security question and answer that is unique to them, which they can use to reset their password. eXPRS Passwords must meet the following criteria:

- Must be between 15-20 characters long.
- Must contain both alpha and numeric characters.
- Cannot be reused for five (5) years.

This guide shows how to set and reset your password in both the **eXPRS Desktop** & **eXPRS Mobile-EVV**.

In general, the steps shown below describe what occurs when a user exceeds their maximum login attempts. However, the steps are the same when using the **"Forgot your Password"** link on the eXPRS Login Page.

How to Set Your Password in eXPRS for the First Time Login

New users must complete and submit a User Enrollment Form to ODDS. Once this has been processed, you'll get an email from **Info.eXPRS@odhsoha.oregon.gov** with your Login Name and Temporary Password, along with instructions.[1]

1) Go to eXPRS Login Page and enter your **Login Name** and **Temporary Password**.

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[1] See **Appendix A** for information about the automated email.

2) On the next page, enter all the required information and then select **Submit[2].**
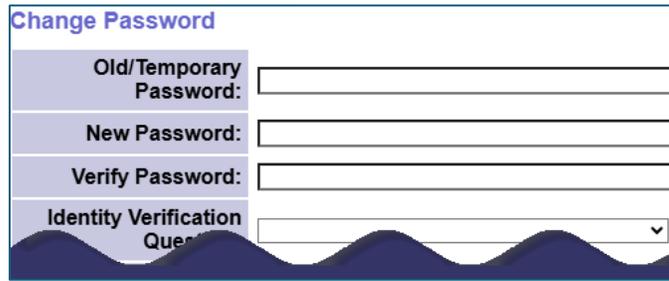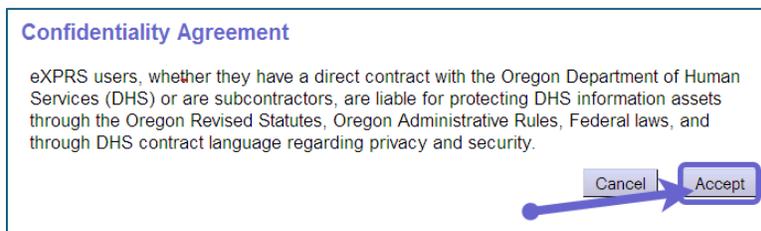

Change Password

|	
Old/Temporary Password:	
New Password:	
Verify Password:	
Identity Verification Ques...	

3) On the next page, read the ODHS Confidentiality Agreement and select **Accept** to be granted access to eXPRS.

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

4) Once the Confidentiality Agreement is accepted, you will be logged into eXPRS. And taken to your home page.
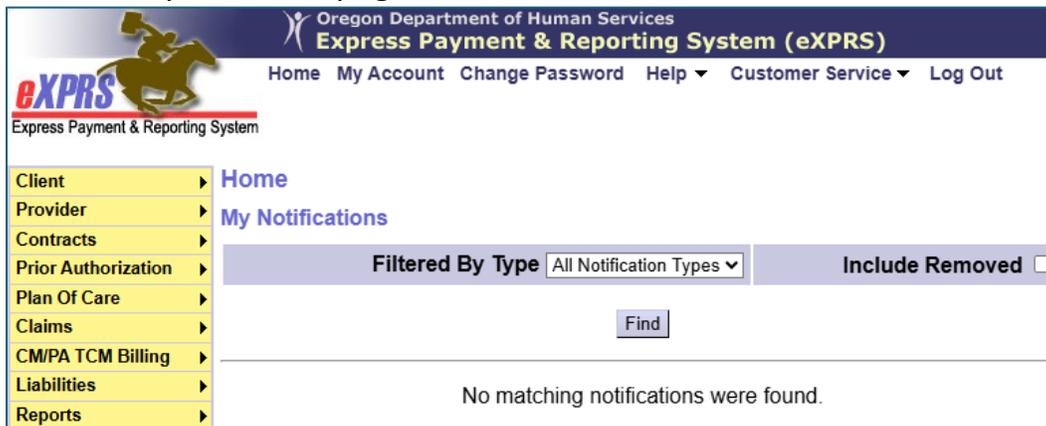
Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

Home   My Account   Change Password   Help ▼   Customer Service ▼   Log Out

Client ▶
Provider ▶
Contracts ▶
Prior Authorization ▶
Plan Of Care ▶
Claims ▶
CM/PA TCM Billing ▶
Liabilities ▶
Reports ▶

Home

My Notifications

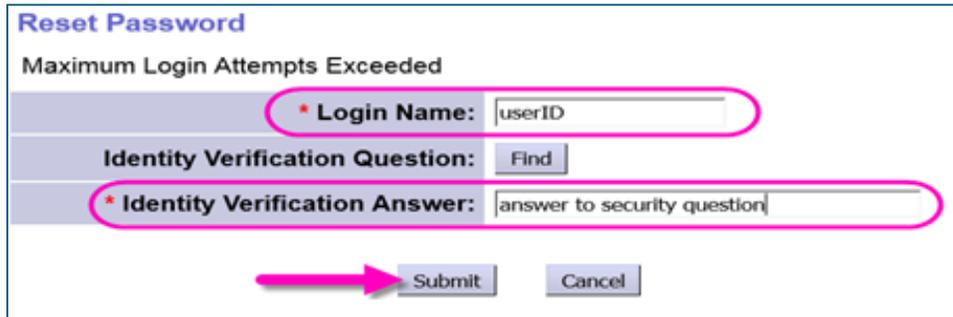Filtered By Type [All Notification Types ▾]   Include Removed ☐

Find

No matching notifications were found.

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[2] See **Appendix B** for an explanation of the required fields and password criteria.

How to Reset Your Password if you are Locked Out

1) On the Reset Password page, enter your Login Name, then select the **Find** button. Answer the identity verification question and select **Submit**.

Reset Password

Maximum Login Attempts Exceeded

* **Login Name:**	userID
Identity Verification Question:	Find
* **Identity Verification Answer:**	answer to security question

Submit   Cancel

   i. **TIP:** Your **Identity Verification Answer** is not case sensitive, but it must be entered exactly as you originally entered it, including correct spelling and any spaces.

2) Check your email for a message from **Info.eXPRS,** and go to eXPRS and enter in your Login Name and the temporary password from the email[3].

Login

You are in the Production environment

Login Name:	
Password:	
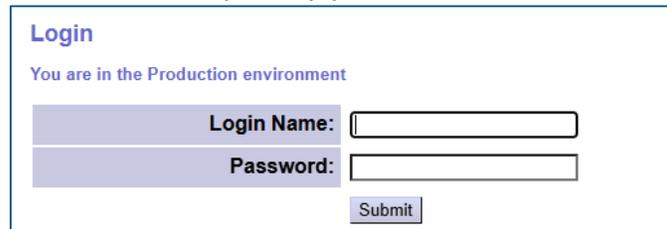
Submit

3) On the **Change Password** page, enter the required fields and select **Submit**[4].

Change Password

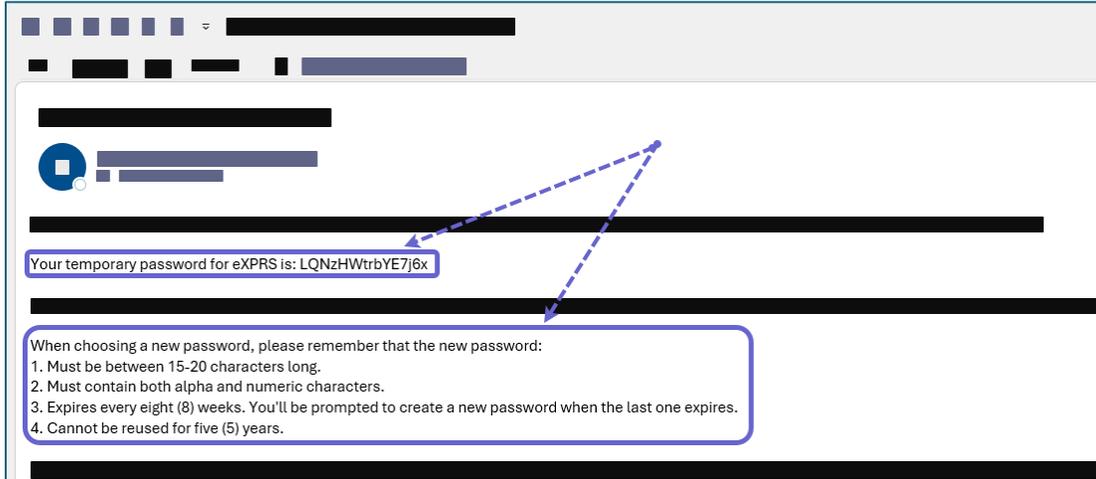|	
Old/Temporary Password:	
New Password:	
Verify Password:	
Identity Verification Ques...	
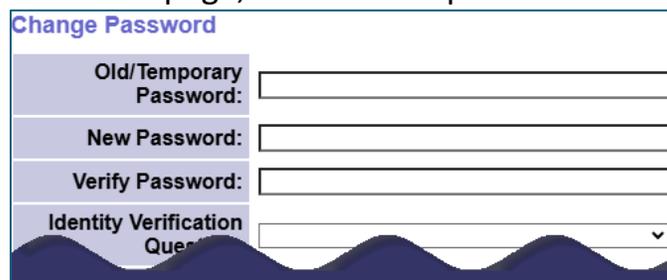
Once the process is complete, make note of your new password and Security Question/Answer and store in a secure location if needed.

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[3] See **Appendix A** for information about the automated email.
[4] See **Appendix B** for an explanation of the required fields and password criteria.

Appendix A: Temporary Password Emails

The emails sent from Info.eXPRS@odhsoha.oregon.gov will contain information used to set or reset your password. You may need to check your Spam or Junk folders if your email account does not recognize **Info.eXPRS** as a valid sender.

Your temporary password for eXPRS is: LQNzHWtrbYE7j6x

When choosing a new password, please remember that the new password:
1. Must be between 15-20 characters long.
2. Must contain both alpha and numeric characters.
3. Expires every eight (8) weeks. You'll be prompted to create a new password when the last one expires.
4. Cannot be reused for five (5) years.

Appendix B: Reset Password Page

The Reset Password page is used for each type of password reset, including first time login, lockouts or manual password changes.

Change Password

1	Old/Temporary Password:	
2	New Password:	
3	Verify Password:	
4	Identity Verification Question:	
5	Identity Verification Answer:	
6	I Agree ☐	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   Cancel

1. Enter the Temporary Password that was emailed to you
2. Create a new password. See above for password requirements.
3. Re-enter your new password.
4. Select a new security question from the Dropdown Menu
5. Enter the answer to your security question.
6. Read the DHS Security Policy Agreement. Check the **I Agree** checkbox.

Appendix C: Login Page Information

Failed Login Attempts

Each user has 3 attempts to successfully login. After 2 failed attempts, users are given a final warning message (shown below).
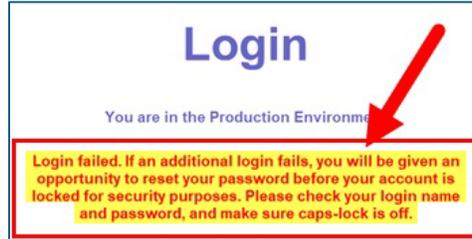
If the third attempt fails, the user is automatically taken to the Password Reset page. Requesting a new password triggers a process that you must complete to unlock your account. If you do not complete the process, eXPRS will lock your user account and you will need to contact the Technical Assistance Unit for help.

Please note that multiple times per day, eXPRS unlocks user accounts that are locked for "maximum login attempts exceeded". Users may choose to simply wait until later to login again. However, if your account remains locked after this reset window has passed, it is likely locked for other reason.

You will need to email Info.eXPRS@odhsoha.oregon.gov for support. Once your account is unlocked, you can use the **"Forgot your password?"** link and follow the steps in this guide.

Tips

1) The eXPRS Desktop Site and eXPRS Mobile-EVV use the Login Name and Password.

2) Always select "NO" if prompted by eXPRS to save your password. This will prevent you from getting locked out of eXPRS because an expired password is saved by your computer.

3) eXPRS passwords are only valid for 60 days (8 weeks). When your password has expired, you will be taken to the **Password Reset** page after logging in. You can also manually change your password by selecting **Change Password**.