eXPRS
Express Payment & Reporting System

How to Access and Login to eXPRS
for the First Time as a New User

Welcome to eXPRS! The Express Payment & Reporting System (eXPRS) is an online system used to manage the authorization and payment of services to individuals with developmental disabilities in Oregon. You have been granted access to do business within the eXPRS system for the type of provider you are or work for.

eXPRS is a secure web-based application that requires each user to have a unique user ID and password. There are strict DHS privacy and information security policies that all users with access to eXPRS must adhere to. A summary of those policies can be found in the transmittal **SPD-IM-10-001**– *Appropriate User Access to Information in eXPRS*.   This transmittal can be viewed by using the link: http://www.dhs.state.or.us/policy/spd/transmit/im/2010/im10001.pdf .

## To access to eXPRS as a NEW USER for the FIRST TIME:

1. New users must complete and submit a user account enrollment form applicable to the type of provider they are or work for.

2. Once received by DHS and processed, users will receive a confirmation email from "**info.exprs@state.or.us**" with instructions, the eXPRS website link, their login ID and a temporary password. *If users do not see an email from info.exprs… , please be sure to check your spam or junk email folder or settings.*

3. After receiving this email, users can now login to eXPRS for the first time.

To login to eXPRS as a NEW USER for the FIRST TIME:

1. Go to the website using the link provided in the email from "info.exprs@state.or.us" (https://apps.state.or.us/exprsWeb/). The screen will look like below. There may be messages to users listed in **RED** above the login fields may periodically change. Please review any message listed there each time you login.

2. On the eXPRS login page, enter the login name in you were assigned/given in your confirmation email in the **Login Name** field. Enter the temporary password you were given in the **Password** field. ***Please be sure that both are accurate, as you will only get 4 attempts to successfully login before your account is locked***.
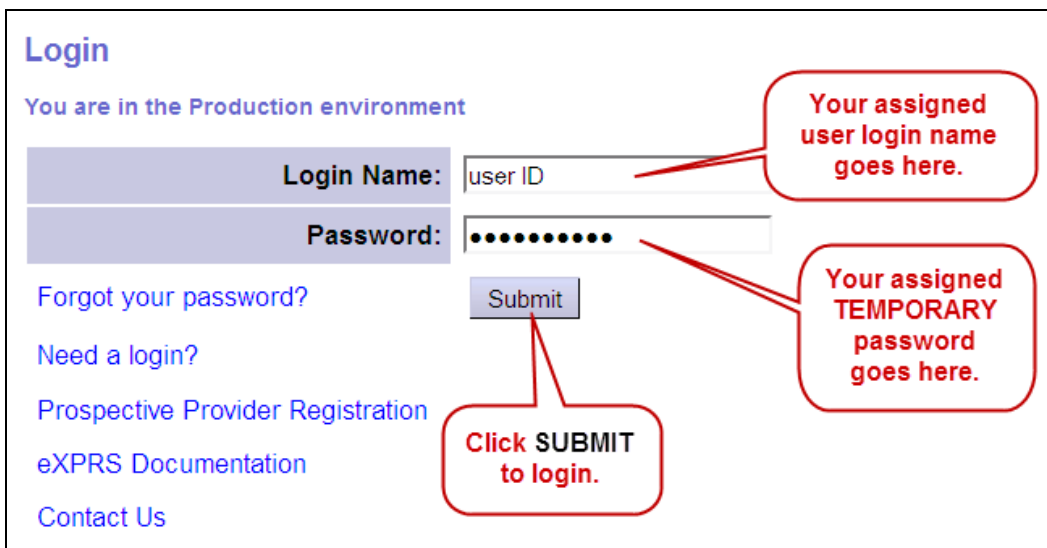
3. You will then be taken to a page for you to create a new password that only you know. Your login name will automatically be in the first field. In the Old Password field, enter the temporary password assigned in your confirmation email that you just used. In the New Password field, create a new, unique password.

When choosing a new password, please remember:

- It must be at least 8 characters and no longer than 12 characters.
- It must contain both alpha and numeric characters.
- It cannot be reused for five years.

4. Users logging in to eXPRS for the very first time must also accept the DHS Confidentiality Agreement to be granted access to using eXPRS. After the initial login page, a page will appear with the **Confidentiality Agreement** and an option to "**Accept**" or "**Cancel**". Please read carefully; users must click accept to have access to eXPRS.

5. Once the Confidentiality Agreement is accepted, users will now be logged into eXPRS. You will be taken to your **HOME** page.   The left-hand menu selections and access to features and functionality in eXPRS may be different (than shown below), as they are based upon the user's assigned roles and specific permissions.


The user can now do work in eXPRS for the permissions they were assigned.

6. There are many assistance guides, resources and tools available for users on the **HELP** menu (click on to fly out more menu options). Please take some time to look through this menu at the resources and assistance "***How To …***" guides contained there.

The Help Menu (fly out) is organized by general user type. Click on the provider type menu options to access more menu resource options.
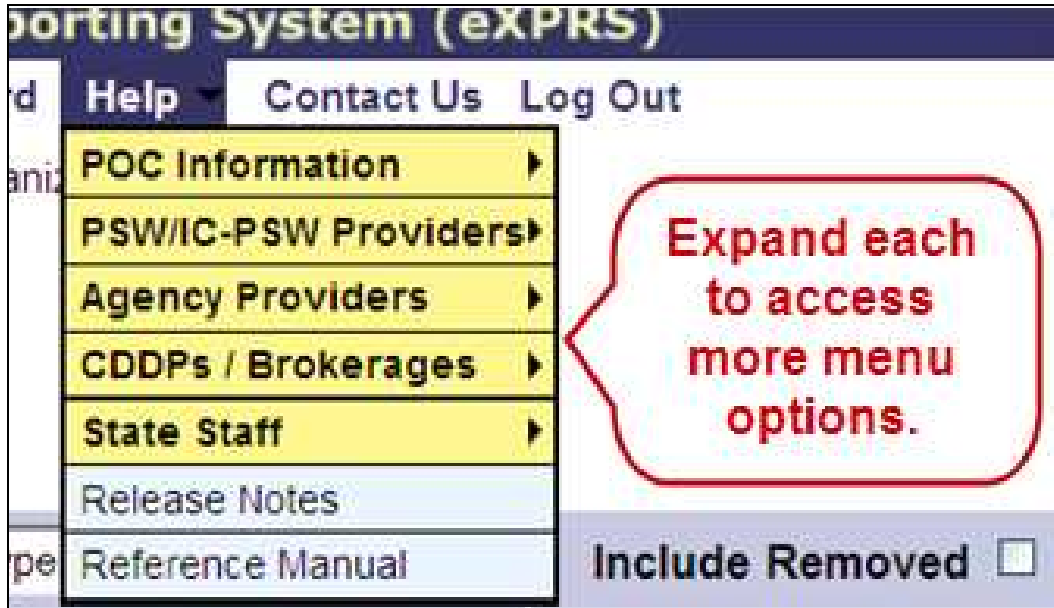
7. If users need assistance with eXPRS, please use the contact information in the **Contact Us** link.