

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 by your employer to do related business within the eXPRS system.

eXPRS is a secure web-based application that requires each user to have a unique user ID and password assigned. There are strict 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 enrollment form applicable to their organization. Each form is signed by their supervisor, indicating the roles and permissions related to the work the user will do.
2. Once received by DHS and processed, users will receive a confirmation email from “info.exprs@state.or.us” with the eXPRS website link, their login ID and a temporary password.
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. The message in RED above the login fields may periodically change. Please review this message each time you login.

Oregon Department of Human Services
Express Payment & Reporting System (eXPRS)

eXPRS
Express Payment & Reporting System

Login

You are in the Production environment

eXPRS was updated Monday, 10/1/2012. See the Release Notes under the help menu for details. *** It is a violation of DHS security policies to share logins or to access the system using another user's login. If you need access, please contact the Service Desk to request an enrollment form, or click the "Need a login?" hyperlink below. *** Please report any technical issues to the Service Desk at dhs.servicedesk@state.or.us or 503-945-5623 (choose 1 for password, choose 3 then 4 for all other eXPRS issues).

Login Name:

Password:

Forgot your password?

Need a login?

Oregon Department of Human Services
Express Payment and Reporting System (eXPRS) v1-10-2-64
500 Summer St. NE
Salem, OR - 97301

For assistance contact the DHS Service Desk
Phone: (503) 945-5623
TTY: (503) 947-5330
Email: dhs.servicedesk@state.or.us

- Once at the initial 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 3 attempts to successfully login before your account is locked.**

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eXPRS
Express Payment & Reporting System

Login

You are in the Production environment

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Login Name:

Password:

Forgot your password?

Need a login?

Enter your user ID/login name you were given here.

Enter the temporary password you were given here.

Click SUBMIT to login.

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- 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 you just used. In the New Password field, create a new, unique password.

NOTE: Passwords must be 8-12 characters long and contain BOTH alpha and numeric characters. Passwords ARE case sensitive.

The screenshot shows the eXPRS password reset interface. At the top, it says "Oregon Department of Human Services Express Payment & Reporting System (eXPRS)". Below the header, there is a "Login" section with a message: "Your password has expired. Please choose a new password." A note indicates "You are in the Simulation environment". The form contains four input fields: "Login Name:" (pre-filled with "userloginname"), "Old Password:", "New Password:", and "Verify Password:". A "Submit" button is at the bottom. A large red text block states: "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.'" There is an "I Agree" checkbox. A "Submit" button is located below the text. At the bottom left, contact information for the DHS Service Desk is provided: "Oregon Department of Human Services Express Payment and Reporting System (eXPRS) v1-10-2-64 500 Summer St. NE Salem, OR 97301". At the bottom right, contact information is provided: "For assistance contact the DHS Service Desk Phone: (503) 945-5623 TTY: (503) 947-5330 Email: dhs.servicedesk@state.or.us".

Callouts in the image provide the following instructions:

- "Enter the temporary password you just used here." (pointing to the Old Password field)
- "Create a password, 8-12 characters long, with BOTH alpha & numbers here." (pointing to the New Password field)
- "Enter it again in the Verify Password field." (pointing to the Verify Password field)
- "Read the security notice and check 'I Agree' to continue." (pointing to the I Agree checkbox)
- "Click SUBMIT" (pointing to the Submit button)

- 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.

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

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- Once the Confidentiality Agreement is accepted, users will now be logged into eXPRS. You will be taken to your **HOME** page. Menu selections and access to features and functionality in eXPRS is based upon the user's assigned roles and permissions.

Home My Account Change Password Help Log Out

Logged in as - All my Organizations and Program Areas

- Client ▶ Home
- Provider ▶
- Contracts ▶ My Notifications
- Prior Authorization ▶
- Claims ▶
- Encounters ▶
- Liabilities ▶
- Financial ▶
- Maintenance ▶

Filtered By Type All Notification Types Include Removed

Find

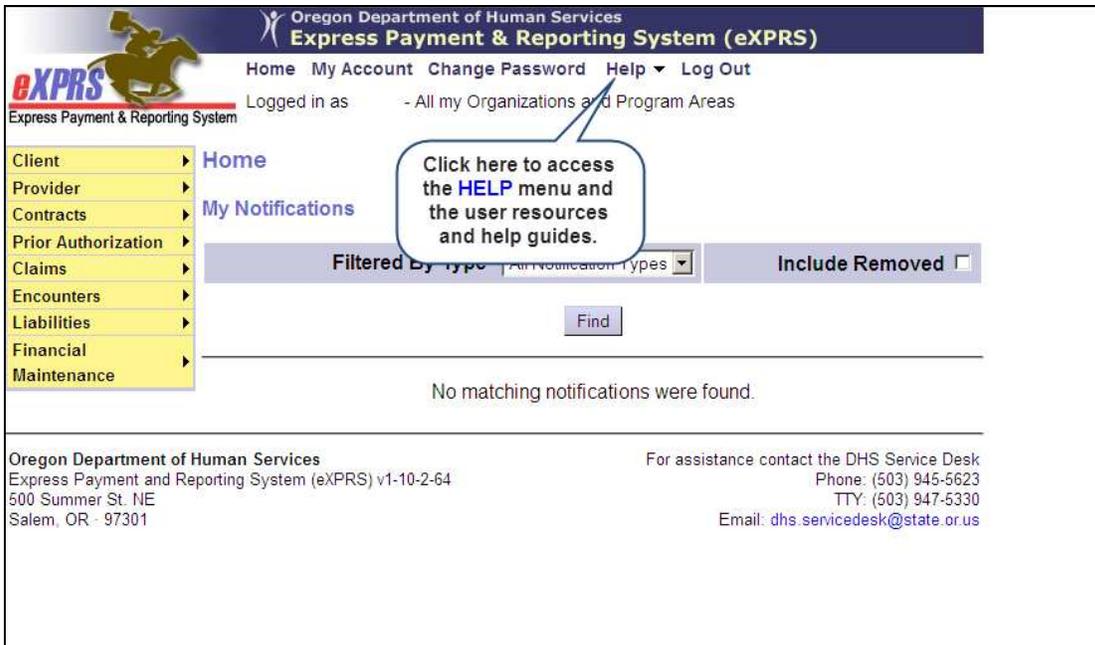
No matching notifications were found.

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

6. There are many help guides and assistance tools available for users on the **HELP** menu. Please take some time to look through this menu at the resources and assistance “**How To ...**” guides contained there.



7. If users need assistance with eXPRS, please contact the **DHS Service Desk**. The DHS Service Desk contact information is listed at the bottom of every eXPRS page.

