How to Change or Reset Your eXPRS User Password

eXPRS is a secure system and therefore uses login IDs, passwords and Identity Verification security questions/answers that are unique to each user. Users must adhere to the DHS Security and Information Privacy regulations.

Information on DHS Privacy and Information Security polices can be found in the transmittal SPD-IM-10-001 – Appropriate User Access to Information in eXPRS .

There may be several scenarios that will prompt a user for a new password:

- **You have used the "Forgot your password?" link** (page 2)
- **You are locked out of your account and/or have contacted DHS for assistance** (page 5).
- **Your password has expired** (page 6).
- **You have changed your password manually** (page 8).

The rest of this document will look at each of these scenarios separately. You can go to the section that applies to your specific password situation.

HELPFUL TIP: Make sure your internet browser (Internet Explorer, Firefox, Google Chrome, etc.) preferences or options are ***not*** set to save your passwords. Users will want to deactivate this feature in their internet browser if password save is on.

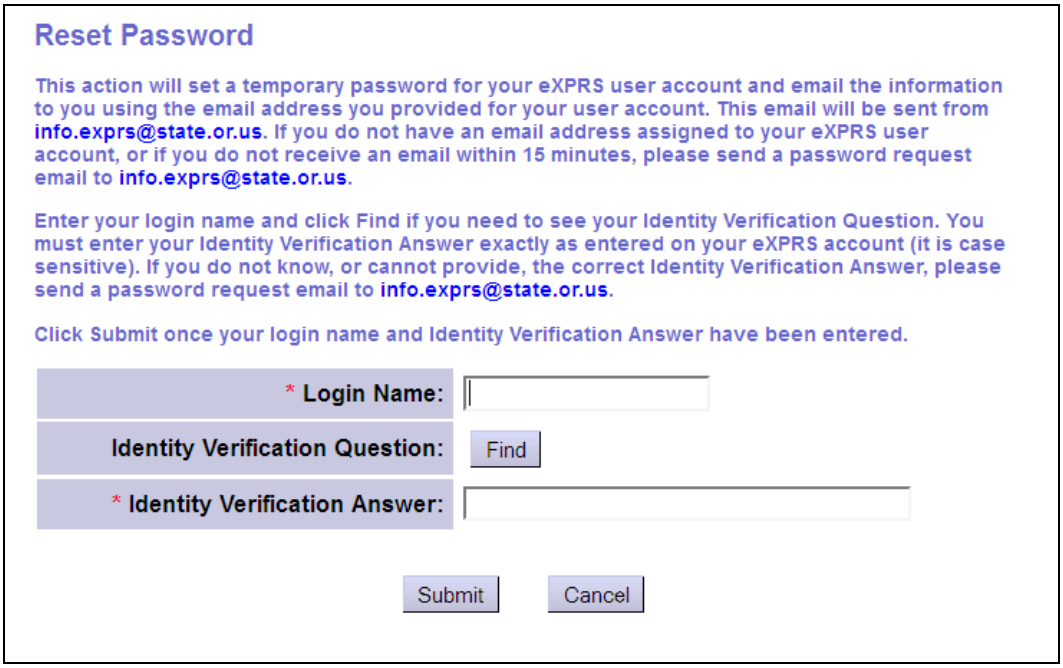
If you are prompted by your browser to save your password for the eXPRS website, always click "**NO**".

With this feature deactivated or turned off, the user won't inadvertently lock themselves out of eXPRS by trying to login with an old password (that is incorrect or expired), but is saved by their computer.

❖ YOU USED THE "*FORGET YOUR PASSWORD*?" LINK

If you forget your password, you can request a TEMPORARY password via the "Forgot your password?" link found on the login page.

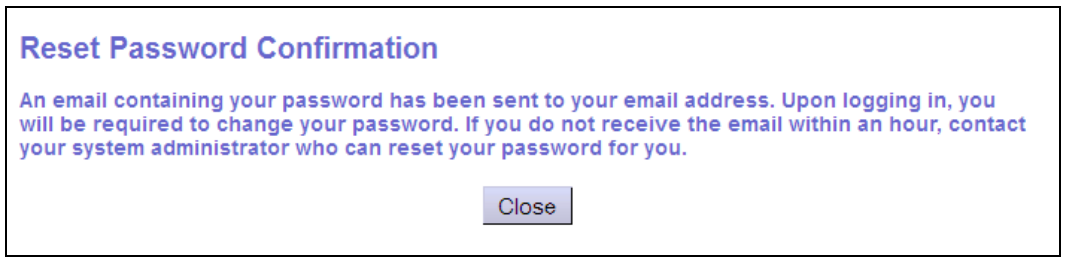
When you click this link, the system will take you to the **Reset Password** Identity Verification page.



Enter your login ID/user name and then provide the answer to your Identity Verification security question. ***NOTE***: Answers **ARE** case sensitive.

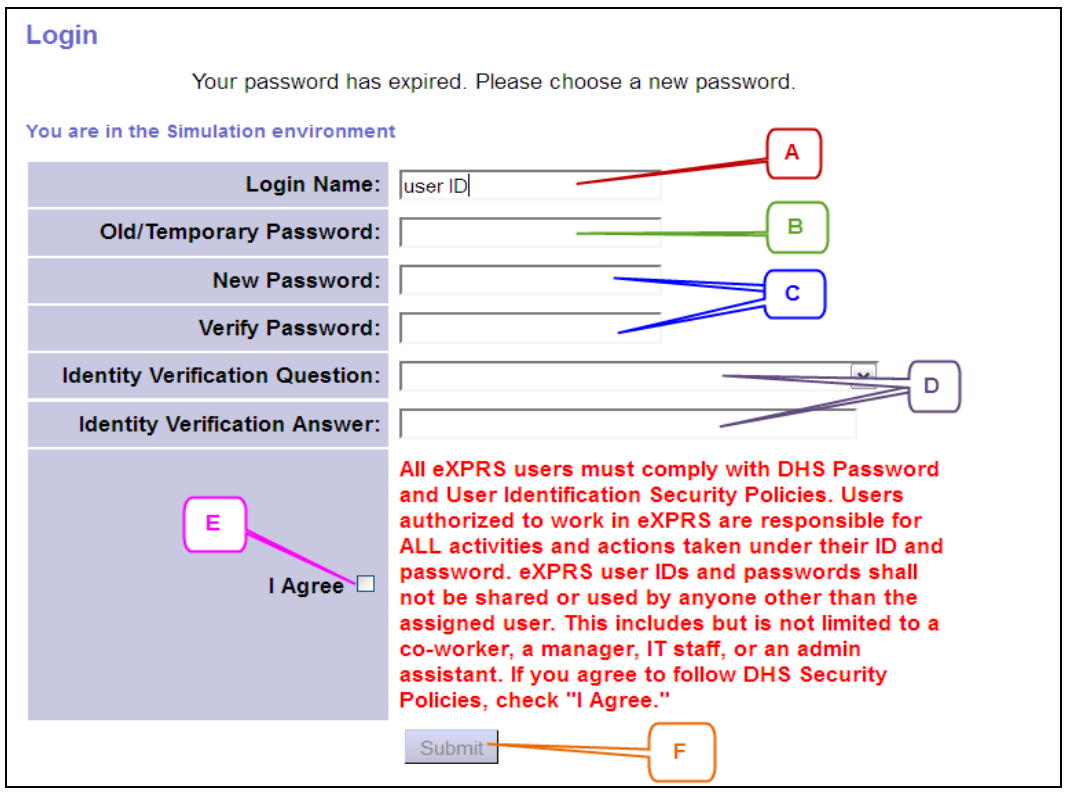
If you've forgotten your question, click ***FIND*** to show the question you've selected for yourself.

Once answered, click ***SUBMIT***. You will get a confirmation that an email has been sent to you.



The system will email the user a TEMPORARY password to the email address provided in the user's profile.

When received, the user can login using the TEMPORARY password. The system will then take the user to the "Password Expired" page to create a new password.



A – Your user ID/login name will be auto-filled in this field.

B - Enter your old/expired password in this field.

C – Create a new password and enter it in these 2 fields. 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.

D - Select a new security question from the drop-down menu, and then provide the answer in the field below.
→NOTE: Answers **ARE** case sensitive. If the system has auto-filled both question and answer from your profile, you can leave it the same, or change it as you wish. If it has only auto-filled the answer, you need to select a new question and answer.

E - Read the DHS Security Policy agreement. Check the box next to it to continue. This will activate the ***SUBMIT*** button.

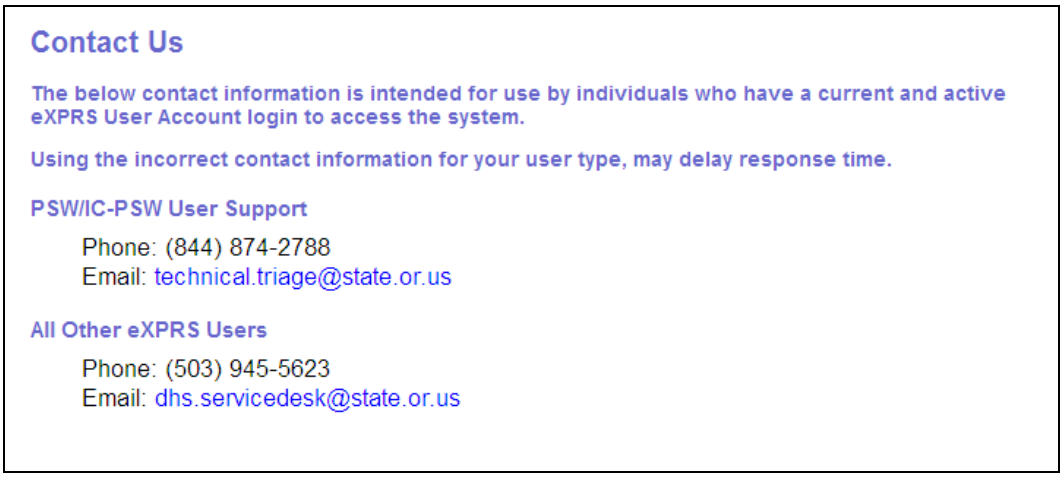
F - Click ***SUBMIT***. This will save your new password.

You will now be logged into eXPRS under this new password. Please make note of it in a secure location for future reference, if needed.

❖ YOUR USER ACCOUNT IS LOCKED and/or YOU HAVE CONTACTED DHS FOR ASSISTANCE.

eXPRS will give a user four (4) attempts to successfully log into the system. If a user does not successfully log in within those 4 attempts, the system will lock the user's account.

Once a user's account is locked, the user will need to contact DHS, using the "**Contact Us**" information on the eXPRS login page that applies for them.


Contact Us

The below contact information is intended for use by individuals who have a current and active eXPRS User Account login to access the system.

Using the incorrect contact information for your user type, may delay response time.

PSW/IC-PSW User Support

Phone: (844) 874-2788
Email: technical.triage@state.or.us

All Other eXPRS Users

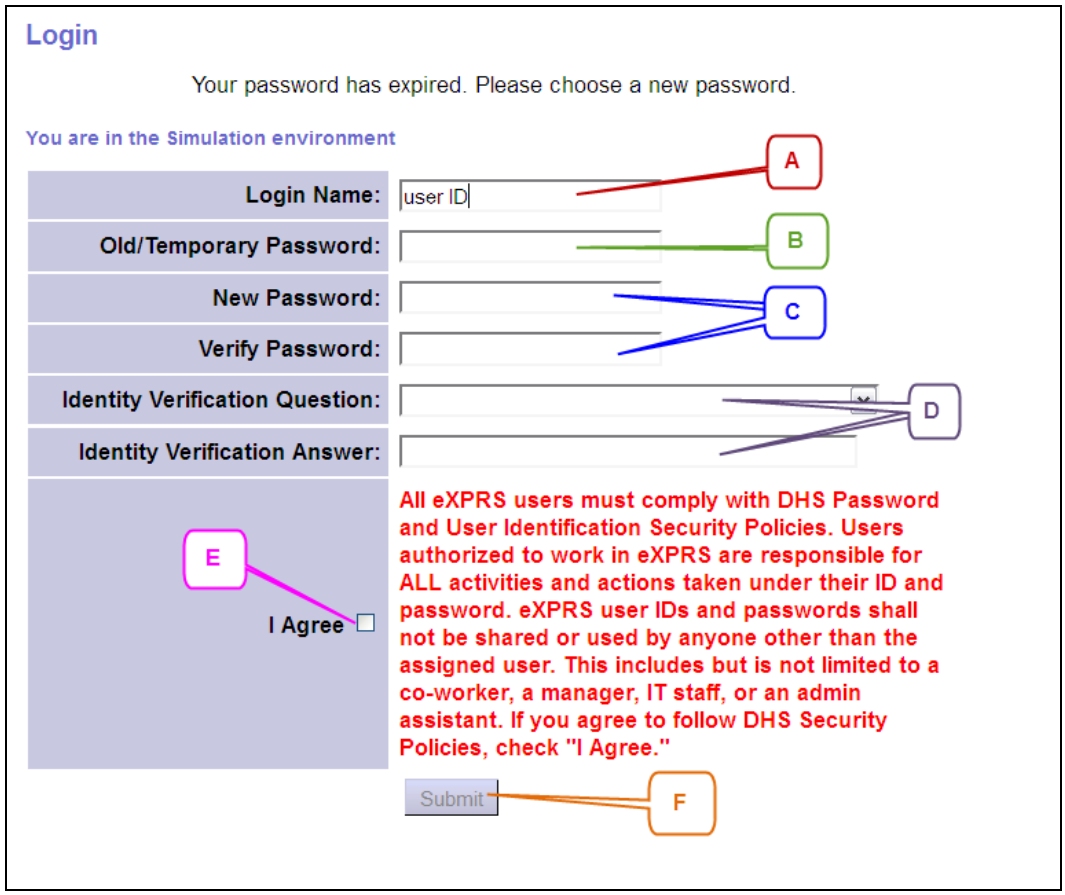
Phone: (503) 945-5623
Email: dhs.servicedesk@state.or.us

Once the user's account is unlocked, they should use the "**Forgot Password?**" link from the login page to request a new TEMPORARY password. Once received, the user can use this temporary password to create a new password & login (as shown in the examples starting on page 2 above).

HELPFUL TIP: To avoid having your user account locked, which requires DHS assistance, users can request a TEMPORARY password from the system directly (scenario #1 on page 2 above) before they have exhausted their 4 login attempts. This temporary password enables the user to login, and "re-set" their password themselves by creating a new one.

❖ YOUR PASSWORD HAS EXPIRED

eXPRS passwords are only valid for 60 days (8 weeks). When a user's password has reached its time limit for use (has expired), after logging in, the user will be routed to the page to create a new password.



A – Your user ID/login name will be auto-filled in this field.

B - Enter your old/expired password in this field.

C – Create a new password and enter it in these 2 fields. 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.

D - Select a new security question from the drop-down menu, and then provide the answer in the field below.

→***NOTE***: Answers **ARE** case sensitive. If the system has auto-filled both question and answer from your profile, you can leave it the same, or change it as you wish. If it has only auto-filled the answer, you need to select a new question and answer.

E - Read the DHS Security Policy agreement. Check the box next to it to continue. This will activate the ***SUBMIT*** button.

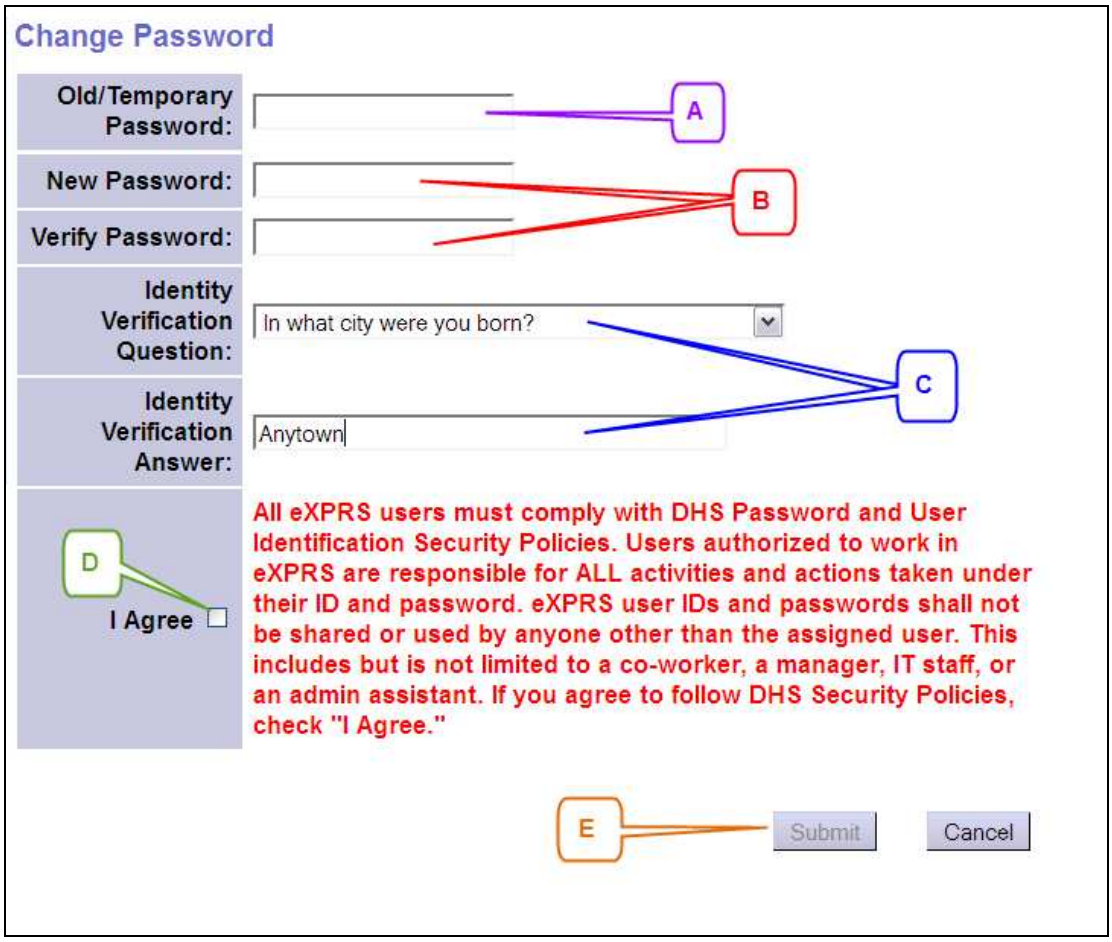
F - Click ***SUBMIT***. This will save your new password.

You will now be logged into eXPRS under this new password. Please make note of it in a secure location for future reference, if needed.

❖ YOU CHANGED YOUR PASSWORD MANUALLY

Users can change their passwords manually at any time, by using the "Change Password" link from the **eXPRS Home Page**, after successfully logging in to the system.

This will take the user to the page where they can change their password.



A – Enter your old password in this field.

B - Create a new password and enter it in these 2 fields. 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.

C – Select a new security question from the drop-down menu, and then provide the answer in the field below.
→NOTE: Answers **ARE** case sensitive. If the system has auto-filled both question and answer from your profile (as seen in this example), you can leave it the same, or change it as you wish. If it has only auto-filled the answer, you need to select a new question and answer.

D - Read the DHS Security Policy agreement. Check the box next to it to continue. This will activate the ***SUBMIT*** button.

E - Click ***SUBMIT*** to change your password. Or click ***CANCEL*** if you do not wish to change your password at this time.

If you clicked ***SUBMIT***, your password is now changed and you will now be logged into eXPRS under this new password. Please make note of it in a secure location for future reference, if needed.