

Issues with eXPRS

How to access and login to eXPRS for new users:

If you have not already done so, complete the eXPRS User Enrollment Form to receive your eXPRS user login name and password. A SPD Provider ID Number and an email address is required.

eXPRS should have sent you an encrypted message with your login and password information. If you haven't received the email, you may need to contact eXPRS Account Access directly either by phone at 1 (844) 874-2788 or via email at info.exprs@dhsoha.state.or.us

[Here](#) is a guide on logging in for the first time.

Account locked:

[Here](#) is the guide for resetting your password:

Accounts are now unlocked hourly if they have been locked due to "Too many failed login attempts. Account locked." Other lock reasons are not automatically unlocked. If you are locked out, please attempt to login again after 60 minutes.

If your account is still locked after waiting, send a single request to info.exprs@state.or.us with your full name, login name (if known), your provider number, a description of the issue, such as: account is locked, do not know the password, do not know the login name, need my Identity Verification Answer, etc..

If you have forgotten or are unsure of your password, please use the "[Forgot your password?](#)" hyperlink on the login page to have a temporary password sent to you via email (it will be sent to the email address on your eXPRS user account).

Note: Make sure your web browser is not set to save your eXPRS password, and be sure to clear out any previously saved password for eXPRS. Saved passwords not only violate the DHS security policies, they can cause a loop in the login process when you update your password.

eXPRS is not working:

eXPRS is the State's system so there is very little that Clackamas County can do. We are users of this system just like you are. If the system is down or scheduled to be down, there may be a message on the login screen in red print. We recommend waiting an hour or two and then trying again.

How to submit a request:

If you require assistance with eXPRS, please review the [Contact Us](#) information for the most appropriate contact.

For technical assistance with eXPRS (when logged in): Fill out a [request form](#).

For technical assistance with your eXPRS login: For help logging in, send a single request to info.exprs@state.or.us with your full name, login name (if known), your provider number, a description of the issue, such as: account is locked, do not know the password, do not know the login name, need my Identity Verification Answer, etc.