

Did you know?



eXPRS Pro Tip for DD Personal Support Workers (PSWs) User Lockout Warning

Did you know ...

... that you get 3 attempts to successfully login to eXPRS or eXPRS EVV before the system locks your user account?

eXPRS/eXPRS Mobile-EVV is a secure ODHS system, and as such, has features to prevent unauthorized access. One of these features is to lock a user's account if their login attempts fail 3 consecutive times.

Most common issues that cause failed logins:

- Previous password has been saved in your browser (*the program you use to access the internet, such as **Internet Explorer**, **Firefox** or **GoogleChrome***). The browser will keep sending this saved password, even if you think you've changed it.
- Incorrectly typed password or login ID. Both are case sensitive, meaning if you use upper case when you should use lower case, the system will think it's wrong.

Login

Login failed. If an additional login fails, you will be given an opportunity to reset your password before your account is locked for security purposes. Please check your login name and password, and make sure caps-lock is off.

Login Name:	<input type="text" value="userID"/>
Password:	<input type="password" value="••••••"/>

[Forgot your password?](#)

If you get the warning message (*shown above*) when logging in, you can always use the "[Forgot your password?](#)" link to get a new temporary password for a reset & prevent a lock out.

IF you do get locked out for Too Many Failed Login Attempts, you can wait & try to log in again a bit later.