

## Updating Your User Account Information

### Overview

Each eXPRS user should have up-to-date contact information on their User Account, including address, phone and email information.

Your email address is especially important, because eXPRS uses this to send you password resets and other communications.

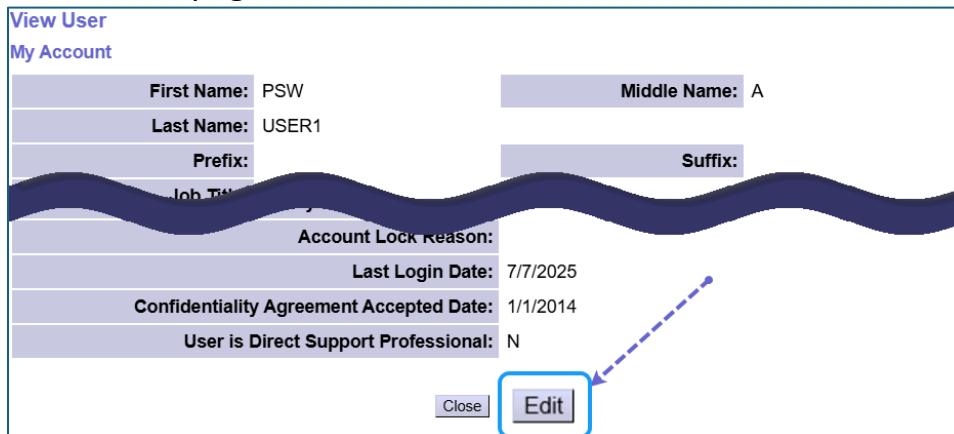
You can update some information on your User Account yourself by taking the following steps:

### How to Update your User Account Information

- 1) Log into eXPRS and select **My Account** from the Top Menu bar



- 2) On the **View User** page, select the **Edit Button**.



- 3) Modify any information available to you, such as Address, Phone Number, or Email. In this example, we will modify the Email.

**My Account**

<b>First Name:</b>	PSW	<b>Middle Name:</b>	A
<b>Last Name:</b>	USER1		
<b>Prefix:</b>	<input type="text"/>	<b>Suffix:</b>	<input type="text"/>
<b>* Job Title:</b>	<input type="text" value="PSW"/>		
<b>User is Direct Support Professional:</b>	<input type="checkbox"/>		
<b>* Organization:</b>	<input type="text" value="USER1, PSW A (Provider)"/>		
<b>* Address Line 1:</b>	<input type="text" value="1"/>		
<b>Address Line 2:</b>	<input type="text"/>		
<b>* City:</b>	<input type="text" value="Salem"/>		
<b>* State:</b>	<input type="text" value="Oregon"/>	<b>* Zip Code:</b>	<input type="text" value="97306"/>
<b>* Phone:</b>	<input type="text" value="(012) 345-6789"/>	<b>Email:</b>	<input type="text" value="PSWUSER1@Test.com"/>
<b>Login Name:</b>	pswuser1		
<b>* Identity Verification Question:</b>	<input type="text" value="Who was your favorite childhood friend?"/>		
<b>* Identity Verification Answer:</b>	<input type="text" value="CT"/>		
<b>SEPA Approval Passcode:</b>	<input type="text" value="....."/>		

- 4) Select the **Save** Button.

<b>* State:</b>	<input type="text" value="Oregon"/>	<b>* Zip Code:</b>	<input type="text" value="97306"/>
<b>* Phone:</b>	<input type="text" value="(012) 345-6789"/>	<b>Email:</b>	<input type="text" value="PSWUSER1@Gmail.com"/>
<b>Login Name:</b>	pswuser1		
<b>* Identity Verification Question:</b>	<input type="text" value="Who was your favorite childhood friend?"/>		
<b>* Identity Verification Answer:</b>	<input type="text" value="CT"/>		
<b>SEPA Approval Passcode:</b>	<input type="text" value="....."/>		
<b>Confidentiality Agreement Accepted Date:</b>	1/1/2014		
<div>  <input type="button" value="Save"/> <input type="button" value="Cancel"/> </div>			

5) Once the Save completes, view the changes on your User Account.

**View User**

User save succeeded.

**My Account**

<b>First Name:</b>	PSW	<b>Middle Name:</b>	A
<b>Last Name:</b>	USER1	<b>Suffix:</b>	
<b>Prefix:</b>			
<b>Job Title:</b>	PSW		
<b>Organization:</b>	USER1, PSW A		
<b>Address Line 1:</b>	1		
<b>Address Line 2:</b>			
<b>City:</b>	Salem		
<b>State:</b>	OR	<b>Zip Code:</b>	97306
<b>Phone:</b>	(503) 345-6789	<b>Email:</b>	PSWUSER1@Gmail.com
<b>Login Name:</b>	pswuser1		
<b>Identity Verification Question:</b>	Who was your favorite childhood friend?		
<b>Identity Verification Answer:</b>	CT		
<b>Account Lock Reason:</b>			
<b>Last Login Date:</b>	7/7/2025		
<b>Confidentiality Agreement Accepted Date:</b>	5/5/2014		
<b>User is Direct Support Professional:</b>	N		