

Enrolling an eXPRS User

eXPRS users must request a user account, along with specific roles and permissions for the type of provider they are and the work they will be doing.

Personal Support Workers, Individual Behavior Consultants, and Individual Employment/Discovery providers will request a user account and access for themselves. For employees or DSPs that work for a DD Provider Agency, the user access request is completed by the employer for whom they work.

Once authorized, each user will be assigned a unique login name and password that they will use to access eXPRS. A unique email address is required for each user requesting access, which will be used for eXPRS-related correspondence.

To Request an eXPRS User Account¹

1. Complete the correct form listed below for your provider type.

User Enrollment Form	Who Uses This Form?
Enroll Individual Provider User (PSW & BC)	DD Personal Support Worker (PSW) Providers Individual Behavior Consultants Individual Employment/Discovery Providers
Enroll Foster Care User	Foster Care Providers Owners of DD Foster Care homes. DD Foster Care Respite Providers

¹ Separate forms are required for each individual user/account.

Enroll Agency Provider User²

DD Agency Providers who are licensed/endorsed by ODDS as Medicaid Agencies for DD residential, employment, or other community-based services.

DD Agency Behavior Consultant Providers

DD approved In-Home Care Agency Providers

Enroll Agency Direct Support Professional User

DD Agency Provider DSP staff who will be using eXPRS EVV on behalf of the agency.

Enroll Paid Parent Direct Support Professional User

Paid Parent Agency Provider DSP staff who will be using eXPRS EVV on behalf of the agency to provide service to their minor child under the Children's Extraordinary Needs program.

2. Obtain signatures from the designated individual who can authorize access to eXPRS for you. For example, a PSW or other individual provider would sign for themselves. A user for an agency provider may need the agency director, the board chairman, the program administrator, etc. to authorize their access on behalf of the agency.
3. Send the completed and signed User Enrollment Form to the eXPRS Technical Assistance Unit. Please use only one method.

Method	Contact Information
Email	info.exprs@odhsoha.oregon.gov
Fax	503-947-5044

4. Keep a copy of the completed form that you have submitted for your records.

After taking these steps, user account set up/enrollment processing time can vary depending on workload and volume of forms in the queue to process and can take 3 – 10 business days from receipt of the form.

Once the user enrollment form is processed, the user will receive a secure e-mail from info.exprs@odhsoha.oregon.gov with their login information and instructions. Depending on

² For Agency Providers that need assistance in determining what role(s) an employee may need, please consult [the Activity/User Role matrix](#).

your email provider, you may have to take additional steps or set up an account to open the secure email from ODHS. If so, this will be for the secure email system only and **is not** the login information you use to access eXPRS.

For eXPRS access, follow the login information/instructions contained within the body of the secure email received. If users have not received their secure email confirmation with their login information in the time expected, check your email spam or junk folders to see if the confirmation email has been routed there.