

How to Enroll 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 eXPRS¹. A unique email address is required for each user requesting access, which will be used for eXPRS-related correspondence.

To Request an eXPRS User Account²:

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

User Enrollment Form	Who Uses This Form?
Enroll Individual Provider User (PSW & BC)	<ul style="list-style-type: none"> • DD Personal Support Worker (PSW) Providers • Individual Behavior Consultants • Individual Employment/Discovery Providers
Enroll Foster Care Providers/Owners	<ul style="list-style-type: none"> • Foster Care Providers • Owners of DD Foster Care homes. • DD Foster Care Respite Providers
Enroll FC Resident Manager or Staff	<ul style="list-style-type: none"> • Resident Managers or other staff working for a Foster Care provider/owner who needs access to eXPRS on behalf of the provider.
Enroll DD Comp Provider Agency User³	<ul style="list-style-type: none"> • DD Agency Providers who are licensed/endorsed by ODDS as Medicaid Agencies for DD residential, employment, or other community-based services.

¹ All users must follow the current information security & privacy policies established by ODHS. See [SPD-IM-10-001 - Appropriate User Access to Information in eXPRS](#) for more information.

² Separate forms are required for each individual user/account.

³ For Agency Providers that need assistance in determining what role(s) an employee may need, please consult the matrix below <https://exprs.state.or.us/exprsWeb/exprsDocs/eXPRSActivityRoleProviders.pdf>

	<ul style="list-style-type: none"> • DD Agency Behavior Consultant Providers • DD approved In-Home Care Agency Providers
Agency Direct Support Professional User Enrollment Form	<ul style="list-style-type: none"> • DD Agency Provider DSP staff who will be using eXPRS EVV on behalf of the agency.

- 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 & instructions. Depending on your email provider, you may have to take additional steps or set up an account to open the secure email from DHS. 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.