How to Set/Reset your eXPRS User Password using eXPRS Mobile-EVV

(updated 3/26/2020)

eXPRS & **eXPRS Mobile-EVV** are secure systems and therefore each user must log in using a unique **Login Name** & **Password**.

IMPORTANT:

- You will use the same eXPRS **Login Name** & **Password** when you log in to **eXPRS** on a regular computer or **eXPRS Mobile-EVV** on a mobile device, if you have access to both formats for eXPRS.

- *All users must adhere to the DHS Security and Information Privacy regulations*.

In addition to a unique Login Name/Password, your user account also maintains an **Identity Verification** security question and **Answer** that is unique to you. These Identify Verification questions/answers are used to assist you in resetting your password to prevent lock outs.

This guide will review how to:

To set your eXPRS Password for the first time:

1. If you are new to **eXPRS**/**eXPRS Mobile-EVV**, you will be assigned a temporary password when your eXPRS login information is sent to you. You will need to create a new password the first time you log in to **eXPRS Mobile-EVV**.

2. When you receive your eXPRS login information from the eXPRS user enrollment team, use a mobile device to go to **eXPRS Mobile-EVV**.
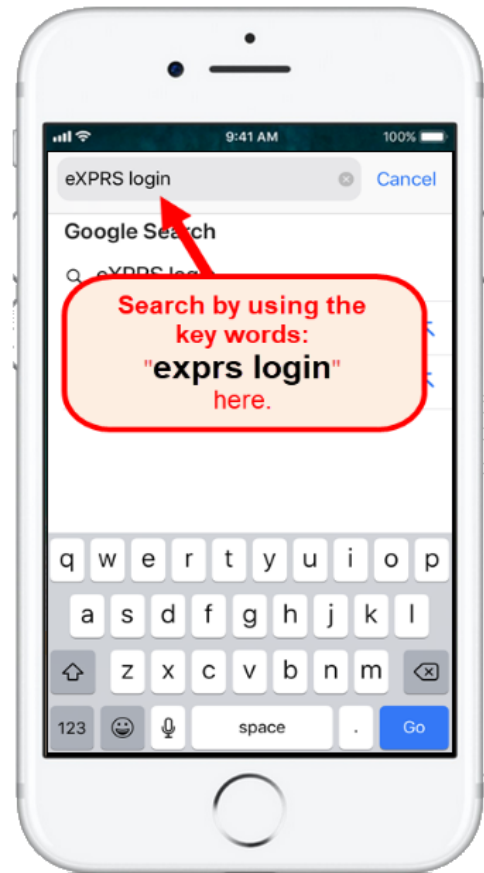
   To access **eXPRS Mobile-EVV**, tap on the icon for the internet browser on the device you wish to use *(such as Safari, Edge, Chrome, Firefox, etc.)* to launch it.

   The examples in this guide are shown using Safari.
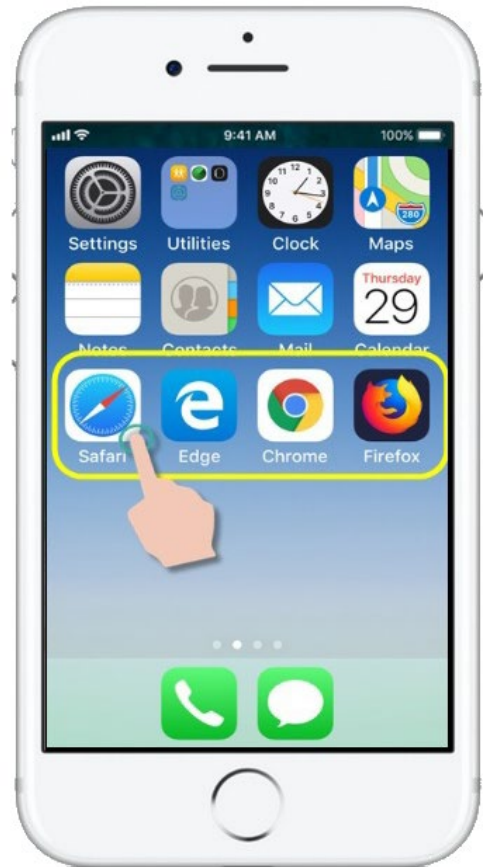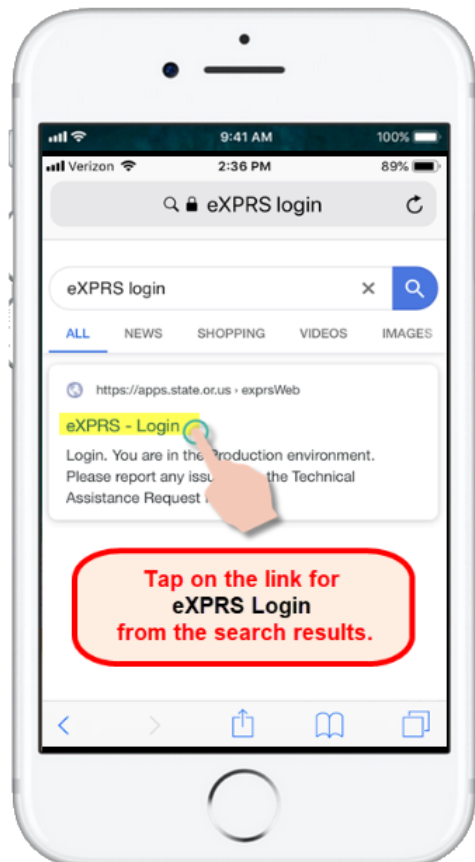
3. In the browser app you have opened, enter the key words "**exprs login**" in the search window, like shown here.

   Then tap **GO** to search.

4. From your search results, tap on **eXPRS - Login** to go to the eXPRS website.

   ➔ *REMEMBER!!* – **eXPRS Mobile-EVV** *is not an app* that you download to your device. It is the eXPRS website that has been configured to be used on a mobile device.

5. You're now at the **eXPRS Mobile-EVV** login screen.

   Use the *Login Name* & temporary *(1-time use)* *Password* assigned to you from the eXPRS enrollment team.

   Tap **SUBMIT** to log in.

6. When logging in for the first time, you will be prompted to create a **NEW** password.

   Enter the temporary password in the appropriate field.

   Then create a **NEW** password & enter that in the appropriate fields.

   When choosing a new password, please note:
   - It must be at least 8, but no longer than, 12 characters.
   - It must contain both letters & numbers.
   - Passwords are case sensitive.
   - It cannot be reused for five years *(270 weeks)*.

   Swipe up on the screen to see more information at the bottom.
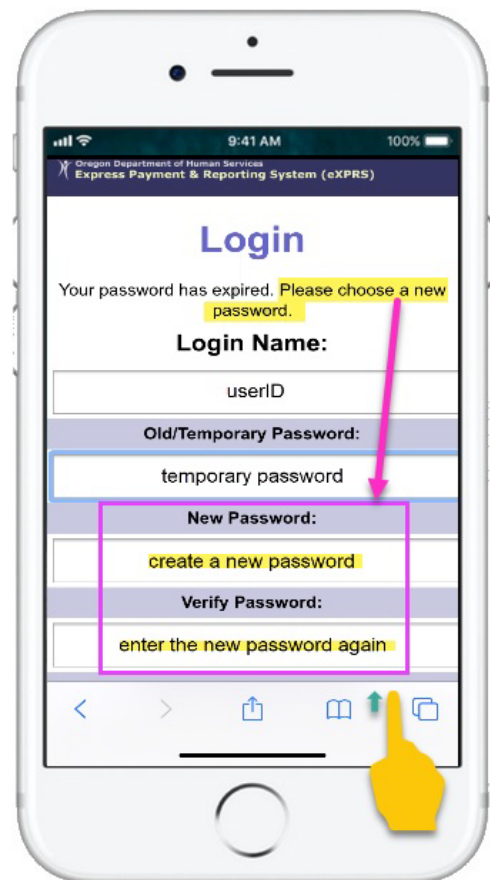
7. With your new passwords entered, select an **Identity Verification Question** from the dropdown menu options, and then enter the **Answer**.

   Be sure to select a question/answer that you can remember easily, as this is used to verify your identity for security purposes.

   Your answer is not case sensitive, however *correct spelling/use of spaces is very important*.
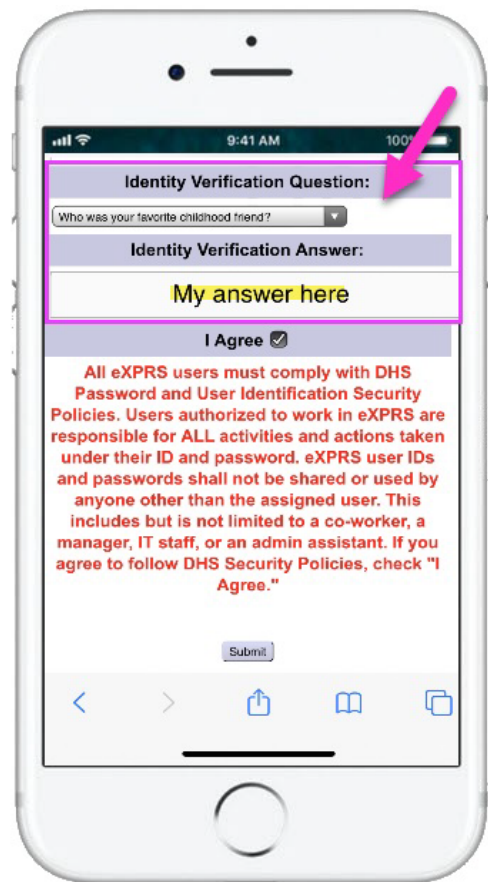
8. Now read the Security Agreement & check the "**I Agree**" box.

   Tap **Submit** to confirm your new password & finish logging in.

How to Reset eXPRS Password with EVV (v2; 3.26.20)
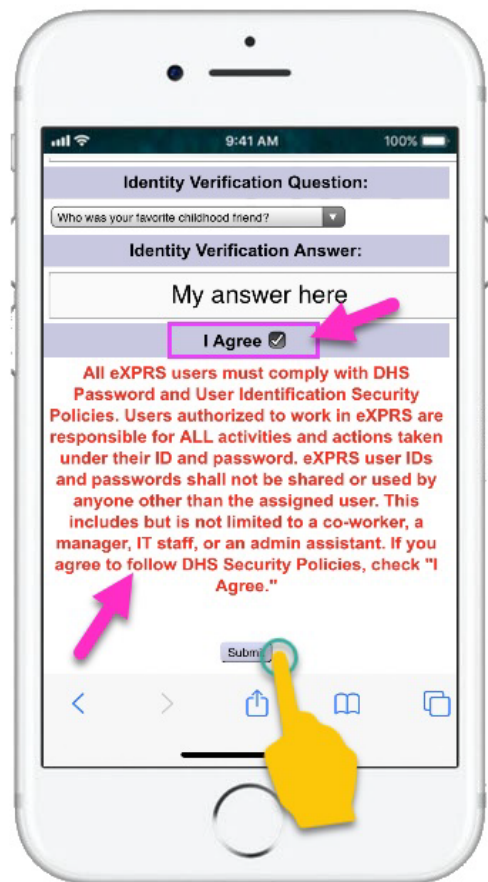
9. First time eXPRS users will also see the **Confidentiality Agreement** screen.

   Please review this information & then tap on **Accept** to continue.
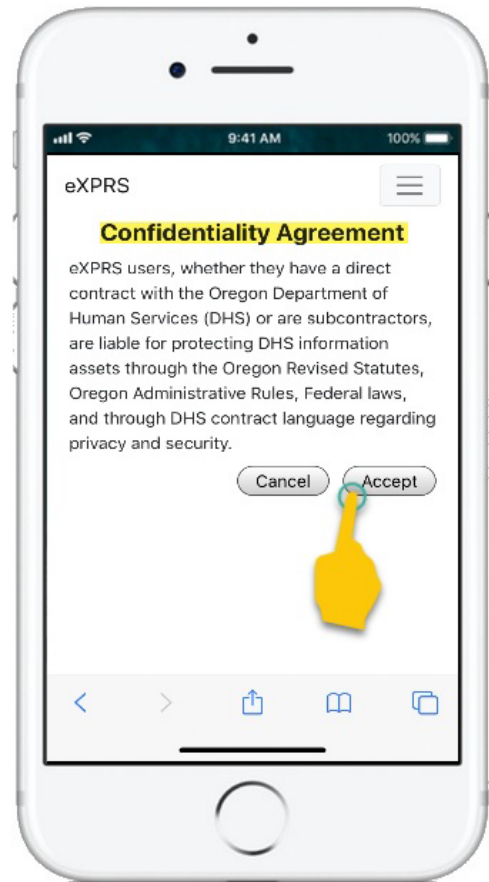
10. Once you have successfully logged in you will see a message screen like shown here. This message screen will appear every time you log in.

    Please read the message & then tap on **Acknowledge** to continue.
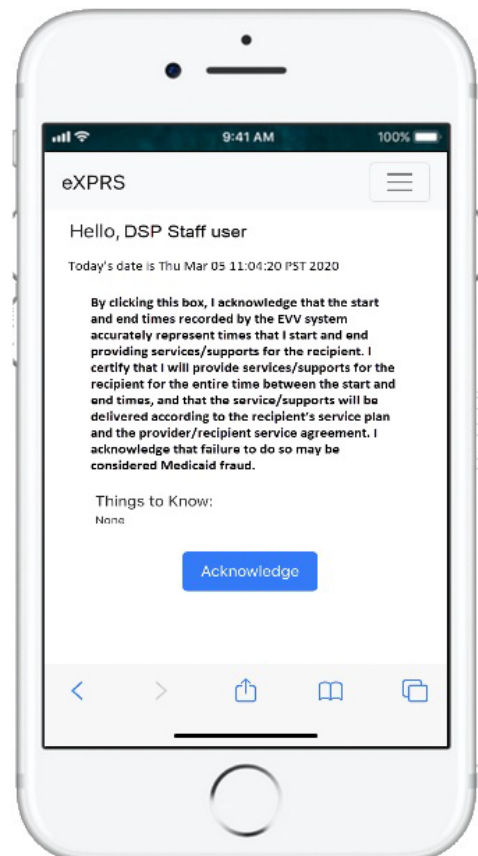
Logging in & Resetting your eXPRS Password

HELPFUL TIPS about Logging in to eXPRS Mobile-EVV:

- ***You only have 3 attempts to successfully log in!***
  If you fail all 3 attempts, eXPRS will prompt you to reset your password. The instructions on how to do this are below.

- ***Make sure you are entering your Login Name/user ID correctly!***
  If you've misspelled or mis-entered your login ID/user name, you could be locking out someone else's account by mistake.

- ***Make sure the preferences or options in your device and/or internet browser <u>are not</u> set to save your passwords.***
 You will want to deactivate this feature in your device and/or internet browser if password save is on.

  If you are prompted by your device or browser to save your password for the eXPRS website, always click/tap "**NO**".

  With this "save password" feature turned off, you won't inadvertently get locked out by trying to log in with an old password that is expired but is saved by your device.

Resetting your eXPRS Password:

1. When logging in to **eXPRS Mobile-EVV**, you have 3 attempts to successfully log in.

    After 2 failed attempts, you are given a final warning message *(shown here)*.

How to Reset eXPRS Password with EVV (v2; 3.26.20)
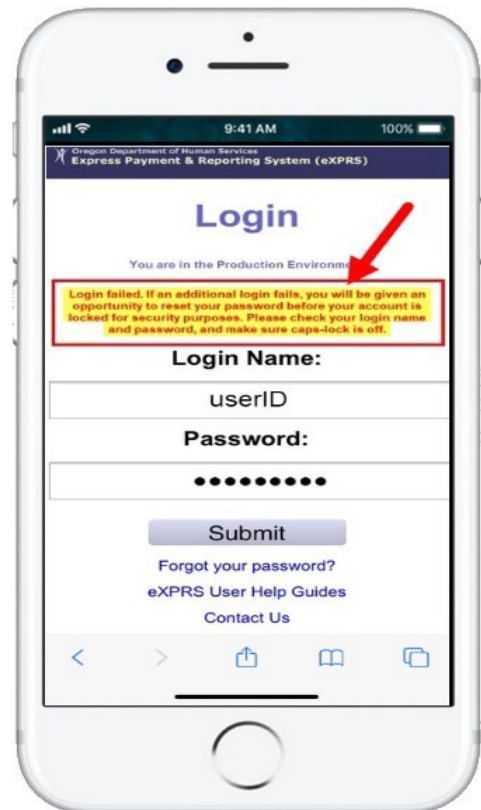
2. If your 3rd attempt to log in also fails, the you will be automatically taken to the **Reset Password** screen.

   *Once on the **Reset Password** screen, if you stop now & don't request a new password, you can wait & try to log in again later.*

   ** If you request a new password, this triggers the password reset process. **You MUST complete this process fully to unlock your account.**

   If you fail to complete it fully or close the browser window before you have successfully logged in with your new password, eXPRS will **LOCK** your user account and you will need to contact eXPRS support for assistance.
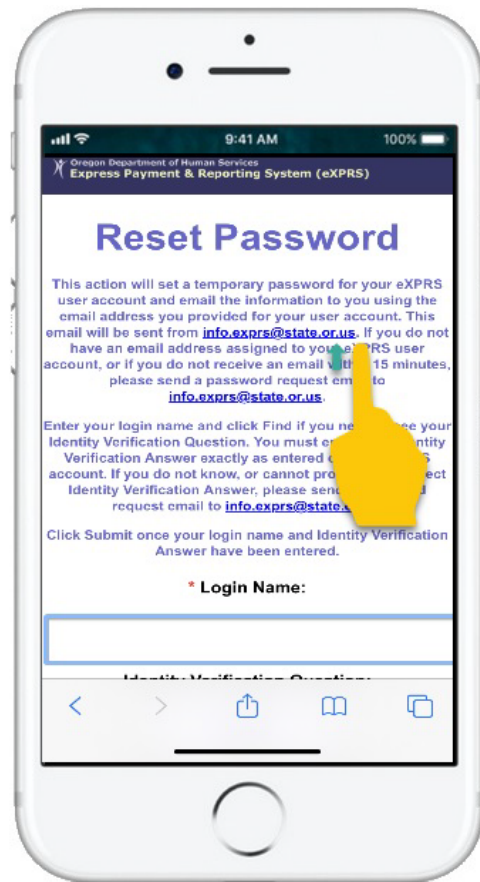
3. To continue with the Reset Password process, enter your **Identity Verification ANSWER** in the field provided & then tap the **SUBMIT** button to continue.

   You may need to *swipe up* on the screen to see the information at the bottom.

   Tap on **FIND** to have eXPRS show you the **Identity Verification** question you've selected, if needed.

How to Reset eXPRS Password with EVV (v2; 3.26.20)
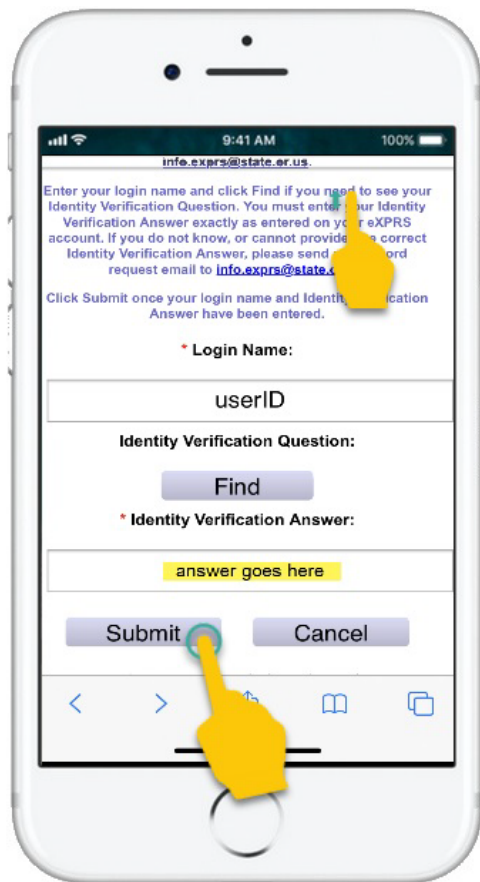
4. If you've answered your **Identity Verification** question correctly, eXPRS will show you a confirmation message that tells you an email was sent to the email address on your eXPRS user account with a new, temporary *(1-time use)* password.

   Tap on CLOSE to close this screen & return to the Login page.
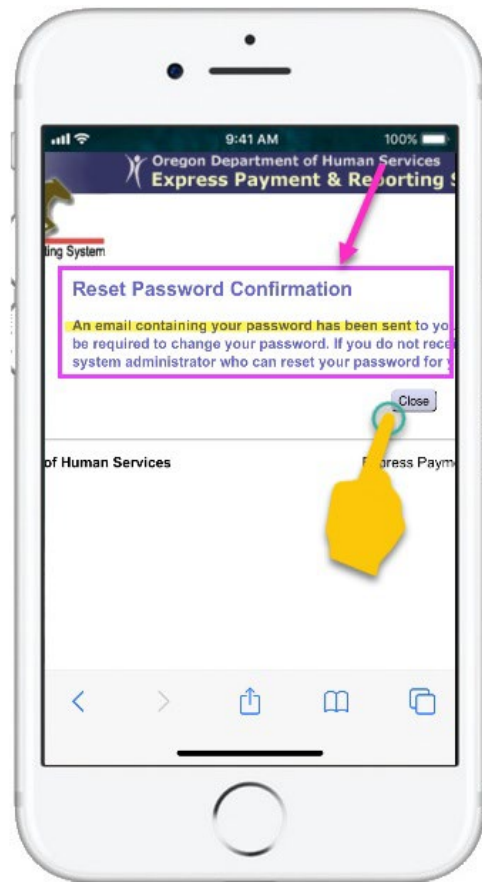
5. **Check your email!** You should soon have an email from info.exprs@... waiting for you with a new, temporary *(1-time use)* password.
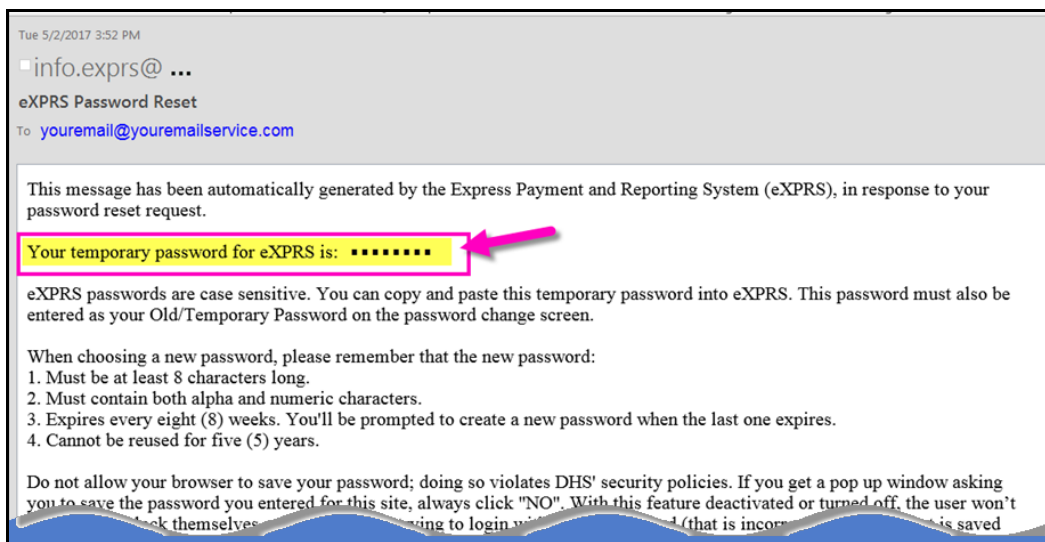
- *You may need to check your **Spam** or **Junk** folders if your email account does not recognize info.exprs@... as a valid sender.*

6. When the email from *info.exprs@...* is received, return to the **eXPRS Mobile-EVV** Login page and follow steps #5 - #8 in the first section of this guide *(starting on page 4)*, using the new, **TEMPORARY** password you just received.