



CHIMES – SSP Portal Okta User Workflow



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New User

From the SSP Portal Landing Page select Sign In / Create Account.

The screenshot displays the SSP Portal landing page. On the left, a large banner features a mountain landscape. Below the banner, a welcome message reads: "Welcome to the Department of Public Health and Human Services online application. Here you can apply for food, medical, or cash assistance. Find out more about the programs by clicking the links below." Below this message, three program types are listed: "Supplemental Nutrition Assistance Program (SNAP) - Formerly Food Stamps", "Temporary Assistance for Needy Families (TANF) - Cash assistance", and "Health Coverage Assistance - Medicaid, Healthy Montana Kids, health insurance assistance and tax credits through the federal Health Insurance Marketplace". At the bottom of the banner are two buttons: "Apply Now" and "Sign In/Create Account", with the latter highlighted by a blue rectangular box. To the right of the banner is a vertical column of five white buttons with light gray text and icons: "Am I Eligible?", "Apply for Assistance", "Check My Benefits", "My Mail", and "Report Change & Renew".



You will be re-directed to Okta Login Page as below :

A screenshot of the Okta login page for EPASS MONTANA. The page has a white background with a blue header that reads "SIGN IN" and "FORMERLY EPASS MONTANA". Below the header, there are two input fields: "Username" and "Password". The "Username" field has a hint: "State Employees use your state network username, all others use email address". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the "Remember me" checkbox. Below the "Sign In" button is a horizontal line with "OR" in the center. Underneath the "OR" line are four login options: "Sign In with Facebook", "Sign In with Google", "Sign In with Microsoft", and "Employee Sign-In". A large red "X" is drawn over the Facebook, Google, and Microsoft options. Below the "Employee Sign-In" option is a link that says "Need help signing in?". At the bottom of the page, there is a link that says "Don't have an account? Sign up".

To create new account, only use the Sign up link at the bottom of the screen. Please do not create an account using the credentials of an existing personal social media account (Facebook, Google or Microsoft), as it may create a system error.



Okta Account Sign Up

Create Account will take the user to the Okta Welcome page. Select the option to sign up for a new account.

Provide the requested information and click the Register Button.

 **MONTANA.GOV**
OFFICIAL STATE WEBSITE

Create Account

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

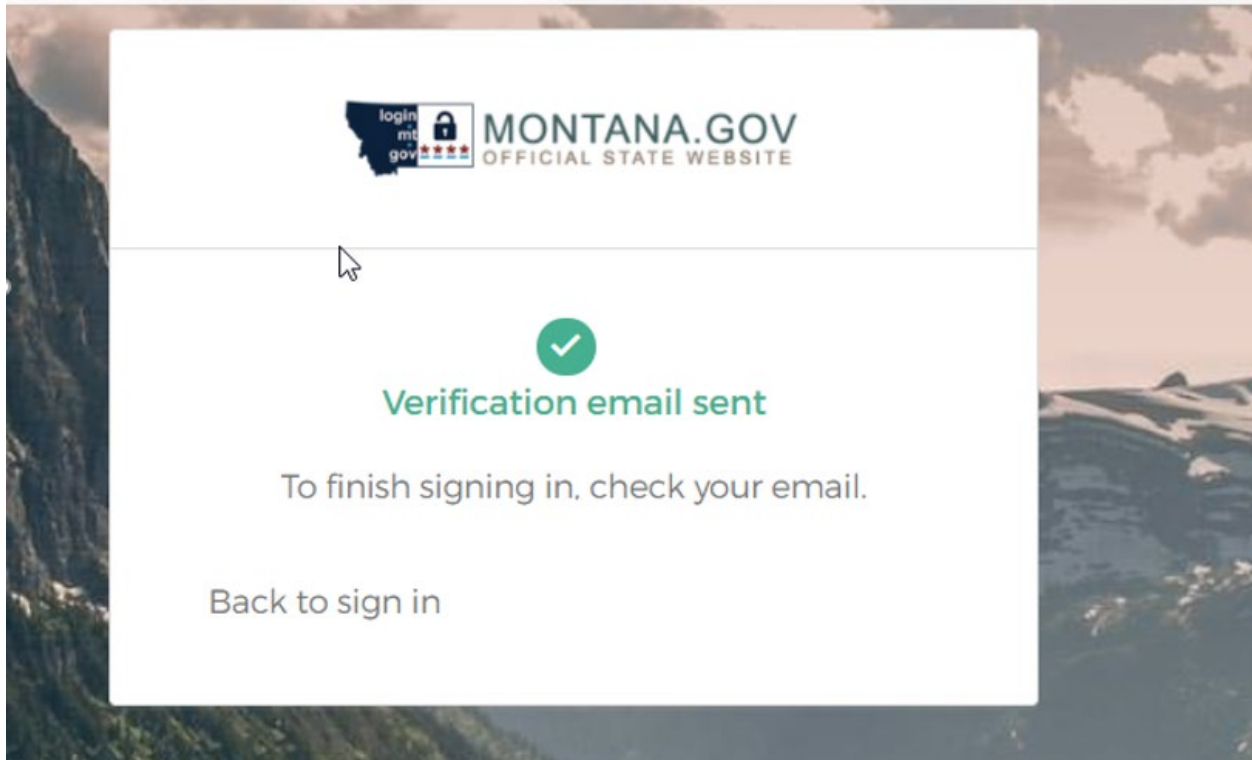
* indicates required field

Register

[Back to sign in](#)



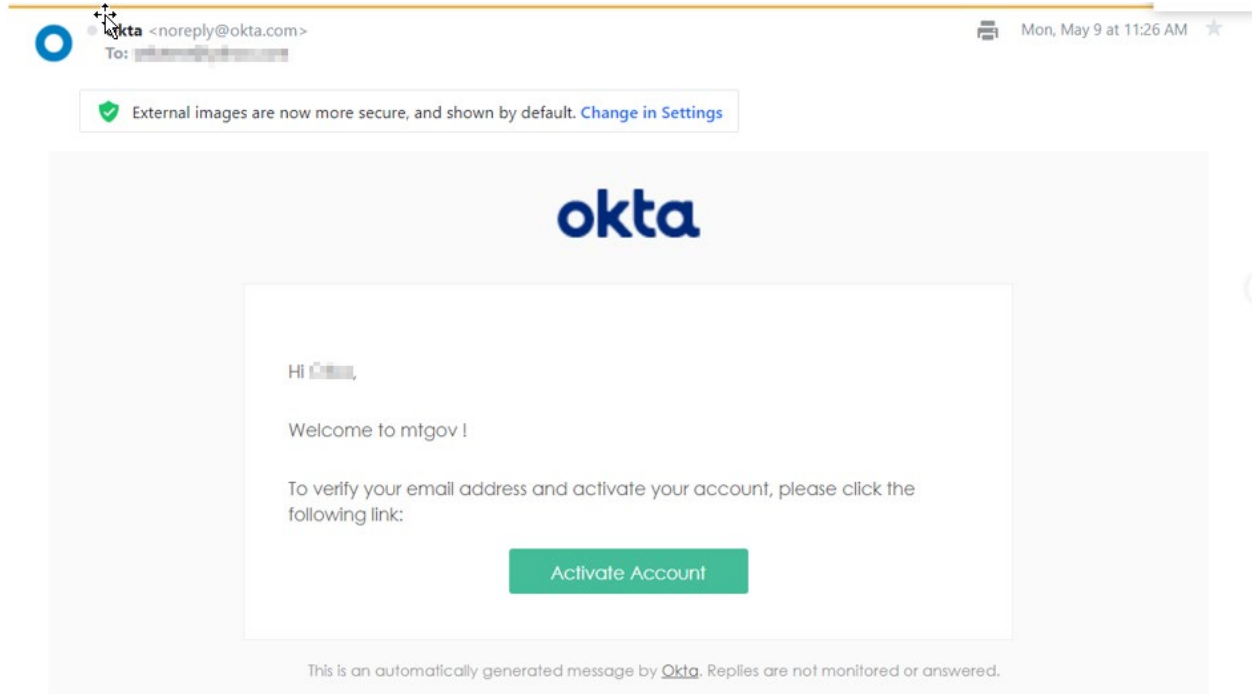
A confirmation screen confirms an verification e-mail has been sent.





Activation E-mail

The user will receive an e-mail (at the e-mail address they used to create the account) with a link they can click to activate their account.






After clicking the Activate Account button/link the user will be taken back to the SSP Portal landing page.

MONTANA DPHHS MONTANA
SNAP, TANF, and Health Coverage Assistance Application

Print | Help
Back to Home

 Confidentiality Agreement

Confidentiality Agreement

By clicking the "I Accept" button, you accept the confidentiality, acceptable use and other privacy policies as mandated by the State of Montana. Also, note that it is your responsibility for printing and keeping copies of this sensitive information. Click the "I Do Not Accept" button to end this session and log out.

ONLINE SERVICES DPHHS PRIVACY & SECURITY ACCESSIBILITY CONTACT US


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Account Activation


Next time the person logs into Otko they will be prompted to complete their account set up process.

Welcome to mtgov, ~~spansu!~~
Create your mtgov account










 Choose a forgot password question

What is the food you least liked as a child?

Answer

 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Otko, and not a fraudulent website.



User Account Migrated from ePass

If you have existing EPASS account, all ePass public users will be migrated to Okta, then auto activated. When the user accounts are activated a “Welcome to Okta!” e-mail will sent to the activated users.

Activation E-mail

An activation e-mail will automatically be sent out when the account is activated. Below is a sample activation e-mail. To complete their set up, the user will need to click on the “Activate Okta Account” button.



mtgov - Welcome to Okta!

Hi [redacted]

Your organization is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. Watch this short video to learn more: <https://www.okta.com/intro-to-okta/>

Your system administrator has created an Okta user account for you.
Click the following link to activate your Okta account:



Your username is [redacted]
Your organization's sign-in page is [\[redacted\]](#)



Account Activation

Clicking the “Activate Otka Account” button will take the user to a page where they can complete their account set up. They will be prompted to provide a password, a security question and possibly a security image. After filling in the requested information, the user will then proceed to click on the “Create Account” button to complete the set up of their account.



Welcome to mtgov, **[blurred]**!
Create your mtgov account

Enter new password

.....

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 4 passwords
- At least 2 hour(s) must have elapsed since you last changed your password

Repeat new password

.....

Choose a forgot password question

Where were you on New Year's Eve in the year 2000?

Answer

.....

Create My Account



Contact Us

For any assistance during login into Self Service Portal (SSP Portal) kindly email us at hhsspapplicationcustomersupport@mt.gov or call the help desk at **(406) 444-9500**.