## Montana Vital Records VERS Access Request Instructions

# Please read each step VERY CAREFULLY as they have tips to get past the most common issues people experience with this process.

**Step 1**: Click the first link below, this will take you to OKTA, select "Citizen Login". If you have an OKTA account, sign in and skip to step 3. If you don't know, or don't have an OKTA account, select "Don't Have an account, Sign Up" at the bottom.

https://montana.servicenowservices.com/citizen?id=sc\_cat\_item&sys\_id=207989f01ba9 95500b73a8efe54bcb0d&sysparm\_category=198245a91bf71d1049e0ed3ce54bcb5c

**Step 2**: Create your account, using a unique email and information. Once you have created your account and password, it will take you to a page with a bunch of Apps. Stay Here. This means you are logged in.

**Step 3**: Now that you are logged into OKTA, go BACK to your email and select the first link I have listed below (Access Request) again.

https://montana.servicenowservices.com/citizen?id=sc\_cat\_item&sys\_id=207989f01ba 995500b73a8efe54bcb0d&sysparm\_category=198245a91bf71d1049e0ed3ce54bcb5c

**Step 4**: This will take you to user access request. Select "I AM NOT REPRESENTING A BUSINESS".

**Step 5**: In the User Access Request, fill out all of the information. Use the same email you used for OKTA account setup, phone, and information if this is related to your job.

- Make sure the phone number is typed EXACTLY with the following format (406) 123-4567.
- If you do not have a C#, do not enter anything in this field
- Do not enter an end date
- In the box titled "Please list the requested system and file accesses" type Montana VERS Production Site
- For justification type: reporting deaths to Montana Vital Records
- For the last part, SELECT "NO AUTHORIZING OFFICIAL"
- Submit the form

**Step 6**: Once you submit this form, you will get an email with an REQ Number, copy the full REQ Number (Including "REQ").

**Step 7**: Click the Second Link Below (Confidentiality Agreement) and paste the REQ number that you received in the email, as it is the first thing it asks for. Fill out the

Confidentiality Agreement. We understand some questions are repeated from the first form. This is a completely separate form required to access state systems.

https://montana.servicenowservices.com/citizen?id=sc\_cat\_item&sys\_id=ede801b01ba 995500b73a8efe54bcb77&sysparm\_category=198245a91bf71d1049e0ed3ce54bcb5co ry=198245a91bf71d1049e0ed3ce54bcb5c

**Step 8**: Once you submit the confidentiality agreement, wait for an email saying that you have been granted access. Please allow for an up to 10 day processing time for access requests to be approved. There is absolutely no way we or the security team can speed up the process. We appreciate your patience.

## Links:

## Access request – used for steps 1 and 3

https://montana.servicenowservices.com/citizen?id=sc\_cat\_item&sys\_id=207989f01ba9 95500b73a8efe54bcb0d&sysparm\_category=198245a91bf71d1049e0ed3ce54bcb5c

#### Confidentiality – used for step 7

https://montana.servicenowservices.com/citizen?id=sc\_cat\_item&sys\_id=ede801b01ba 995500b73a8efe54bcb77&sysparm\_category=198245a91bf71d1049e0ed3ce54bcb5co ry=198245a91bf71d1049e0ed3ce54bcb5c