

# Okta Account Creation and Password Reset Procedure

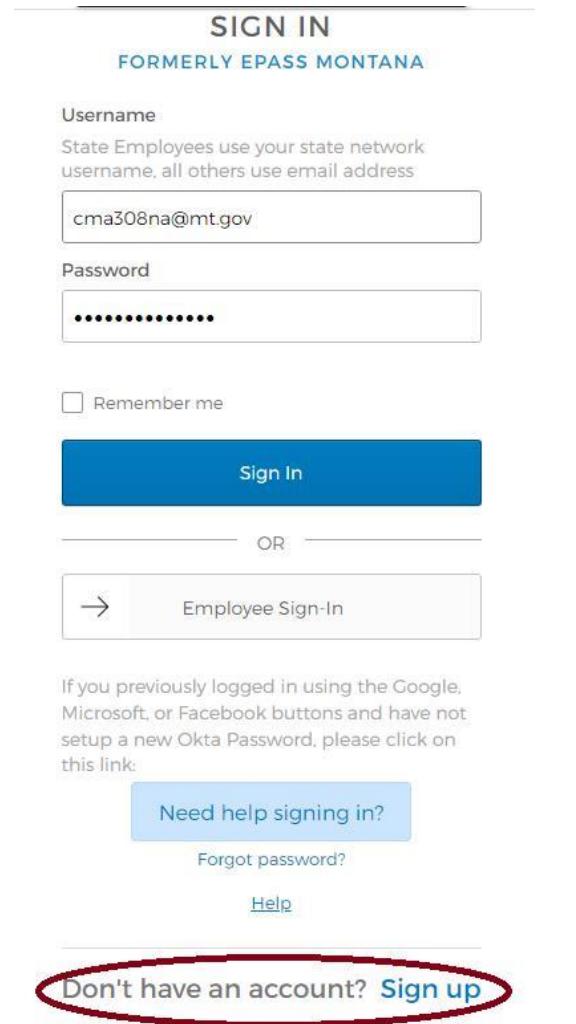
This document is designed to walk you through the following Okta login processes:

- Creating a new Okta account as a first-time user.
- Selecting a security question and a security image.
- Resetting your forgotten Okta password.

Begin by entering to the following website address into your internet browser search bar: login.mt.gov, or by clicking the following link: [login.mt.gov](https://login.mt.gov). You will be directed to Okta sign-in page.

## Creating a New Okta Account as a First-Time User

To create an Okta account as a first-time user, click the **Sign up** link to begin the process.



The image shows the Okta sign-in page for 'FORMERLY EPASS MONTANA'. It features a 'SIGN IN' header, a 'Username' field containing 'cma308na@mt.gov', a 'Password' field with masked input, a 'Remember me' checkbox, and a 'Sign In' button. Below this is an 'OR' separator and an 'Employee Sign-In' link. At the bottom, there are links for 'Need help signing in?', 'Forgot password?', and 'Help'. A prominent red oval highlights the 'Sign up' link at the bottom of the page.

**SIGN IN**  
FORMERLY EPASS MONTANA

Username  
State Employees use your state network username, all others use email address

cma308na@mt.gov

Password

••••••••••••••

Remember me

**Sign In**

OR

→ Employee Sign-In

If you previously logged in using the Google, Microsoft, or Facebook buttons and have not setup a new Okta Password, please click on this link:

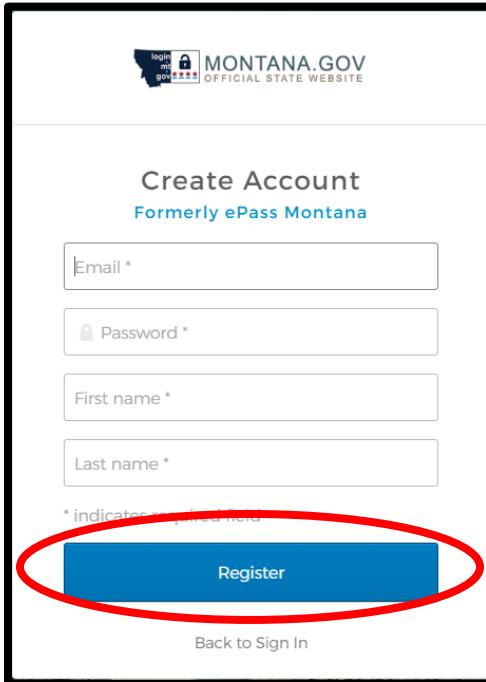
Need help signing in?

Forgot password?

Help

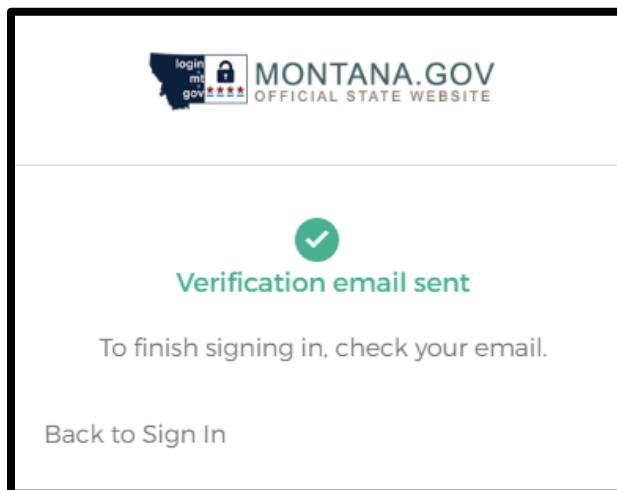
Don't have an account? **Sign up**

Enter your email address, create a new password for your Okta account, enter your first and last name, and click the **Register** button.



The image shows a screenshot of the 'Create Account' form on the Montana.gov website. The form is titled 'Create Account' and 'Formerly ePass Montana'. It contains four input fields: 'Email \*', 'Password \*', 'First name \*', and 'Last name \*'. Below the fields is a note: '\* indicates required information'. A large blue 'Register' button is at the bottom, which is circled in red to indicate it as the next step. A 'Back to Sign In' link is at the bottom right.

You will see the following verification message.



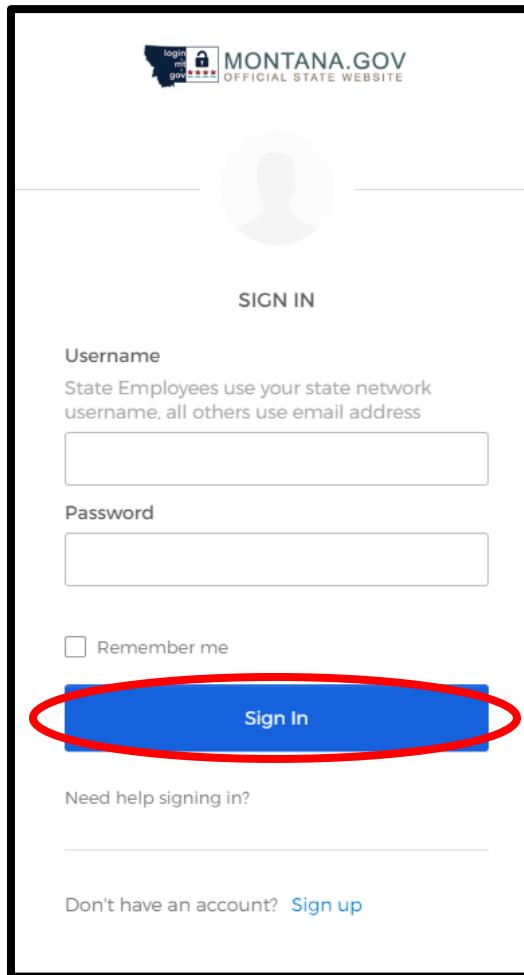
Check your email account for an Okta activation email.



To begin the Okta account activation process, click the **Activate Account** button.



Complete the sign-in process by entering your email address and password.



**IMPORTANT NOTE:** The next time you sign-in to Okta, you will be required to select both a security question and a security image. We recommend signing out immediately after your first successful login and repeating the login process to receive the prompt to select your security question and security image.

## Selecting a Security Question and Security Image

Select your security question from the drop-down menu. Provide an answer to the security question. Select a security image and click the **Create My Account** button.

Welcome to mtgov, TeresaTest!  
Create your mtgov account

Choose a forgot password question  
What is the food you least liked as a child?

Answer

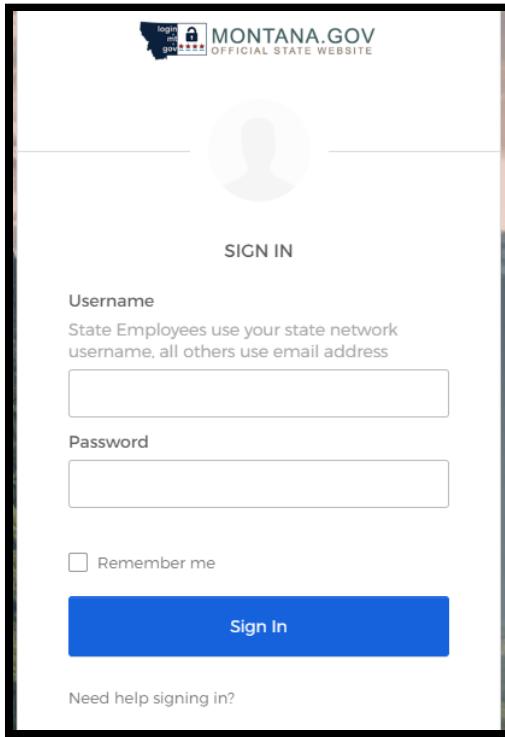
Click a picture to choose a security image  
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



## Resetting Your Forgotten Okta Password

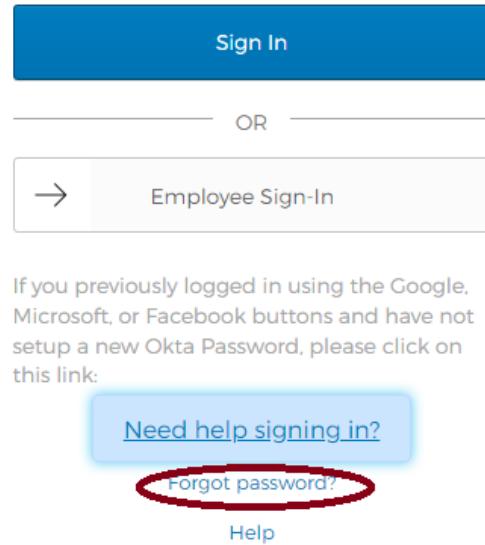
This document is designed to walk you through the process to reset your Okta password. Begin at the Okta sign-in page for [login.mt.gov](https://login.mt.gov), or by clicking the following link: [login.mt.gov](https://login.mt.gov).

Click the **Need help signing in?** link.



After selecting the “Need help signing in” link, you should see the “Forgot password” option.

Click the **Forgot password** link.



Enter your email address or username then click the **Reset via Email**.

# State of Montana

## Okta Password Reset

Enter your email address to receive a password reset email:

Need help?

[Browse Our FAQs](#)

After pressing **submit**, you will receive a confirmation that an email from Okta has been sent to you. This email will contain the next steps for resetting your password.

# State of Montana

## Okta Password Reset

A password reset email has been sent to the requested email address.

Check your email for an email from Okta.

[State of Montana Login](#)

[Reset your Montana State Okta Password](#)

When you open the email from Okta, it will contain one of the following confirmation messages based on if you have already selected your security question and security image.

- If you have selected a security question and security image, follow [Option 1](#).
- If you have NOT selected a security question and security image, follow [Option 2](#).

### **Option 1 – You Have Selected a Security Question and Security Image**

If you have selected a security question and security image, you will receive the message below.

Select the **Reset Password** button.

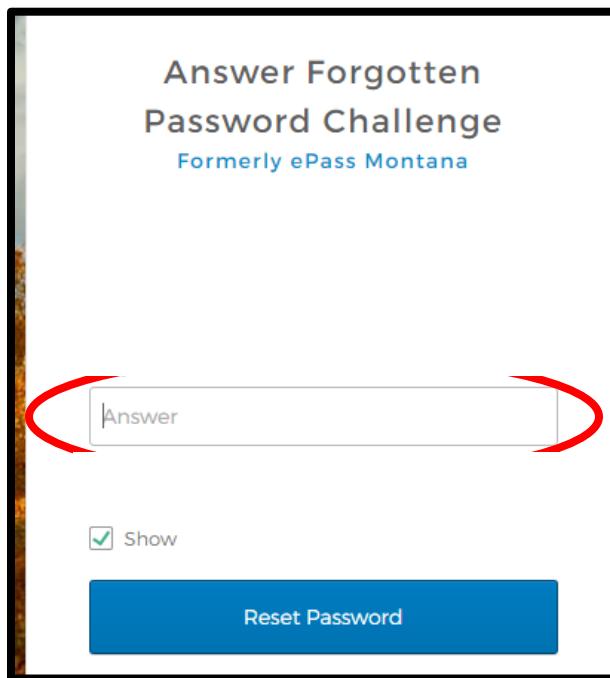
# Password Reset Requested

Use the following link to setup a new password for the State of Montana Okta login system:

**Reset Password**

This link expires in 1 hour.

After selecting the Reset Password button, you will be prompted to answer the security question you previously selected. Enter the answer to your security question and select the **Reset Password** button.



After you successfully answer your security question, you will be prompted to enter a new password.

Enter your new password. Select the **Reset Password** button.



## Reset Your mtgov 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.

Enter new password

Repeat new password

[Reset Password](#)

### **Option 2 – You Have NOT Selected a Security Question and Security Image**

If you have NOT selected a security question and security image, you will receive the message below.

Select the **Sign-in Help** button.



Next you will be taken to the login.mt.gov FAQs website.

Select the **here** button to find the corresponding agency contact information.

here.' Below the banner, the page title 'FAQs' is displayed, followed by a list of frequently asked questions."/>

## FAQs

- › [I AM A STATE EMPLOYEE, HOW DO I LOG IN?](#)
- › [I AM A CITIZEN, HOW DO I LOG IN?](#)
- › [WHY DID I RECEIVE AN EMAIL FROM OKTA.COM ASKING ME TO CONFIRM MY EMAIL ADDRESS?](#)
- › [HOW LONG IS THE LINK IN THE ACTIVATION EMAIL VALID?](#)
- › [I DIDN'T RECEIVE A VALIDATION EMAIL FROM OKTA.COM. WHAT SHOULD I DO?](#)
- › [WHAT SHOULD I DO IF I CAN'T SIGN IN TO LOGIN.MT.GOV BECAUSE MY PASSWORD ISN'T WORKING?](#)

After selecting the **here** button, you will have the ability click on the name of the agency you need to connect with. The agency's helpdesk email address and telephone number will display. You can either select the email address or call the support telephone number. An administrator from that agency will assist you as applicable.

Having trouble logging into your Okta account? Find the corresponding agency contact information [here](#).

Having trouble logging into your Okta account? Please contact the corresponding agency below for assistance.

➤ [Administration, Department of](#)

➤ [Agriculture, Department of](#)

➤ [Corrections, Department of](#)

Email: [corhelp@mt.gov](mailto:corhelp@mt.gov)

Phone: 406-444-4234

➤ [Commissioner of Political Practices](#)

➤ [Environmental Quality, Department of](#)