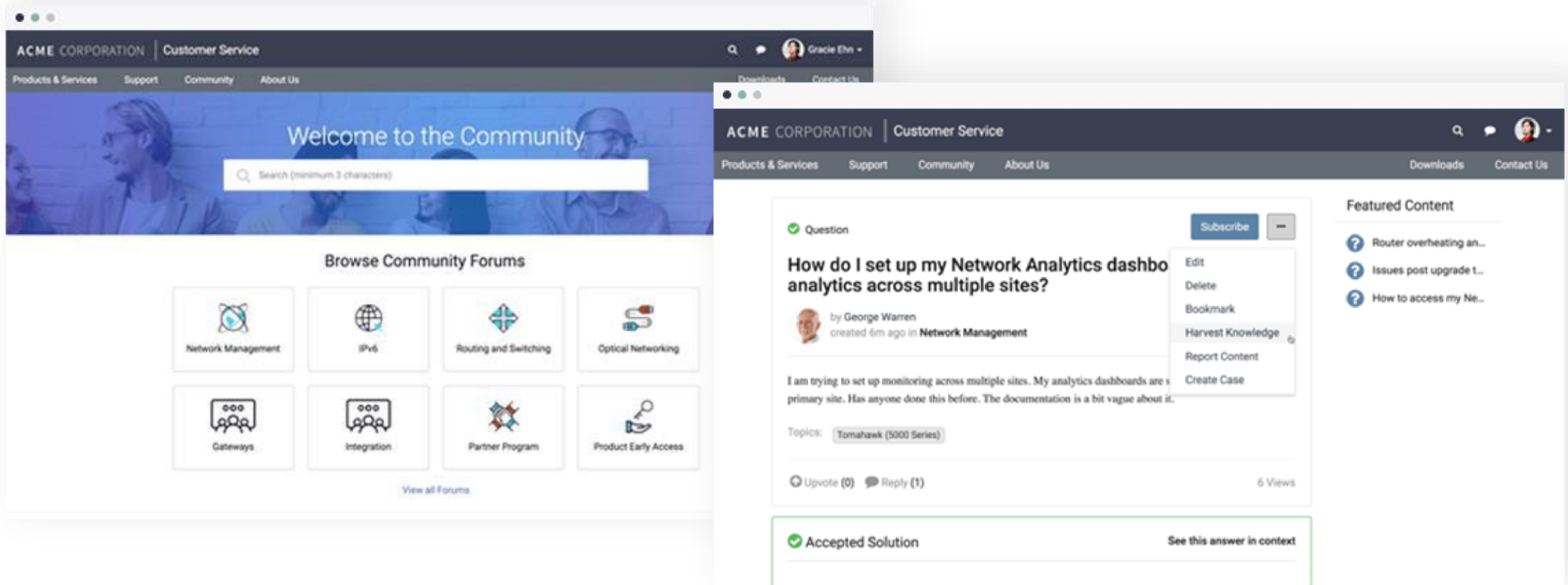# State of Montana Communities
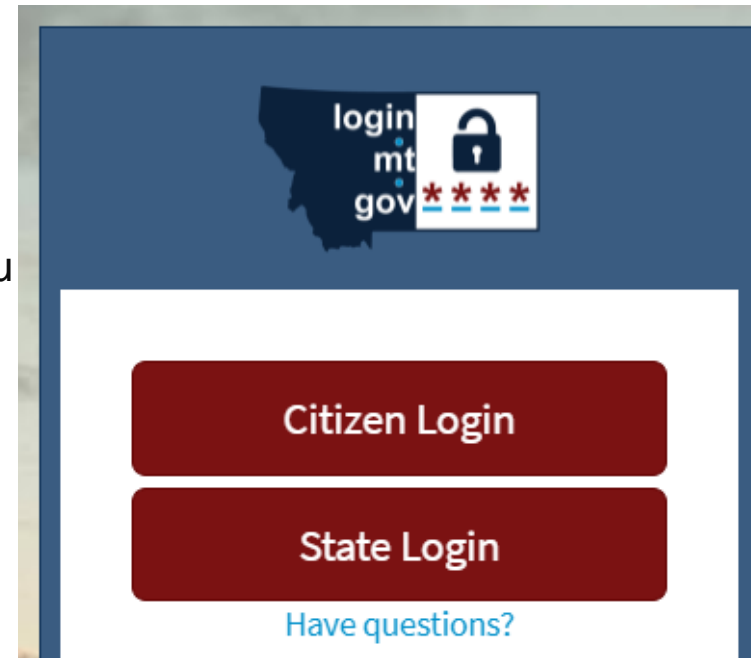
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ServiceNow Communities

Communities provides customers and employees with online forums to share ideas, experiences, and solutions.

Access Communities

Access your Community through ServiceNow via Okta. Okta has replaced ePass as the state's identity management service provider.
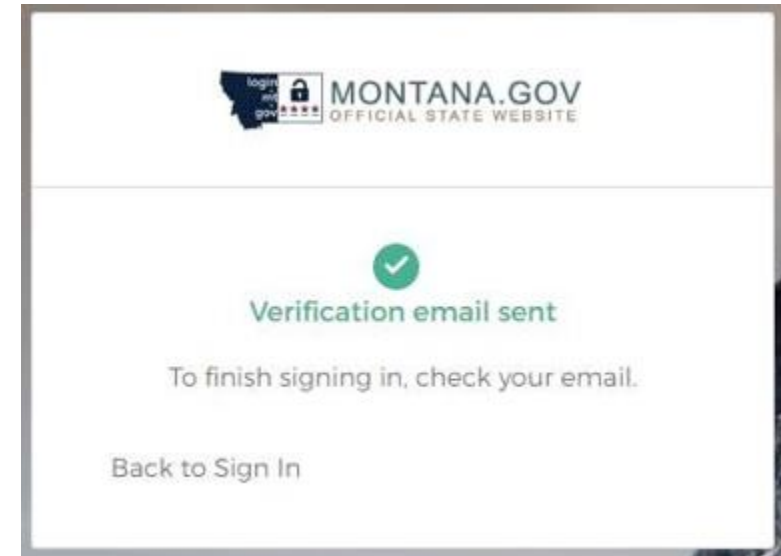
1. Visit montana.servicenowservices.com

2. Click on 'Citizen Login'

3. Enter your user ID and password when prompted if you already have an Okta account

4. Create a new Okta account if you haven't done so by clicking on "Sign Up" and follow the steps

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Access Communities

4. You will receive a verification email once you've registered. Click on the "Activate Account" button in that email. It will direct you to the screen below. Click on "Return to sign in" and sign into Okta using the information you registered with.

5. Click on the ServiceNow button once you've signed in and entered Communities.

Access Communities

6. You may be asked to enter the name you want as your Display name in the Community and to Agree to Terms and Conditions. When finished, click 'Submit':

Please setup your display name and accept the Terms and Conditions of the Community below

Display Name

> Test User ✔

This field is visible to other users.
Do not include sensitive information.

☑ I agree to the Community Terms and Conditions

Submit

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Access Communities

7. Click 'Subscribe' on any forums you want to receive email notifications from (See the 'ServiceNow Communities - How to Subscribe & Activate Notifications' document for more information on notifications)

Access Communities

8. Finally, after opening a forum and while on the forum page – you can start collaborating and sharing information by selecting a content option shown in the picture below and posting