

Okta Account Creation and Password Reset Instructions Guide imMTrax Access Requests

This document is designed to provide instructions for the following Okta login processes:

1. [Creating a new Okta account as a first-time user.](#)
2. [IT Support for Okta Sign-up Issues](#)
3. [Resetting your forgotten Okta password.](#)

What is Okta? Okta is the state of Montana’s secure login platform. In order to access the imMTrax access forms, the supervisor and the prospective new user (the employee who needs imMTrax access) ***must*** have an Okta account. Okta is used as security measure. This is how the form determines who has accessed the appropriate electronic form. Okta logins should not be shared.

If you have any questions or application issues with the Okta application, please contact the DPPHS Help Desk at 406-444-9500.

Creating a New Okta Account as a First-Time User

1. To create an Okta account as a first-time user, visit login.mt.gov and choose **citizen login** when prompted
2. Click the **Sign up** link to begin the process.

SIGN IN
FORMERLY EPASS MONTANA

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

Username: 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

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

MONTANA.GOV
OFFICIAL STATE WEBSITE

Create Account
Formerly ePass Montana

Email *

Password *

First name *

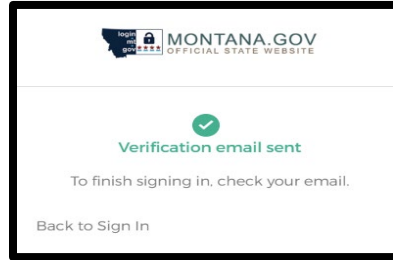
Last name *

* Indicates required field

Register

Back to Sign In

4. You will see verification message like the image here:



5. Check your email account for an Okta activation email. The email you receive will come from the sender address noreply@okta.com with the subject line "Activate Account". If you do not see the email in your inbox, it may have been sent to your spam or junk folder. You can always try using your mailboxes search field, using either the senders address or subject line, to find where the email is located within your mailbox.

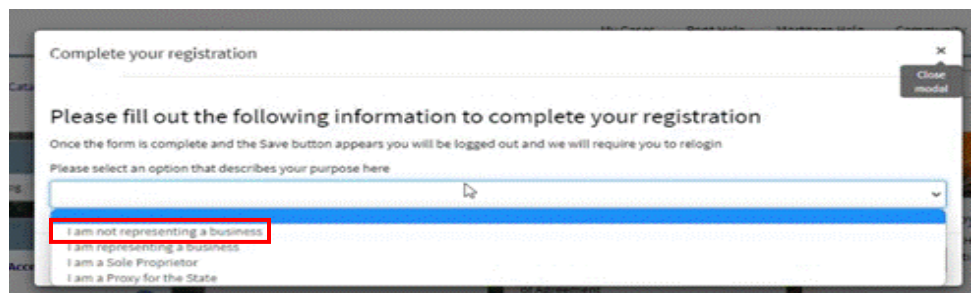


6. To begin the Okta account activation process, click the **Activate Account** button.
7. Clicking Activate will take you to your Okta dashboard. Please note that the electronic imMTrax access request forms are not stored in the Okta dashboard. Please go to the appropriate form below.
 - a. **Initial Access Request Form (supervisors only)** [electronic imMTrax Access Request Form](#)
 - b. **imMTrax User Agreement Form (employee needing imMTrax access)** [Electronic imMTrax User Agreement](#).



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.

8. If a screen like below comes up when completing your Okta security account activation, choose the option: 'Not Representing a Business'



How to Get IT Support for Okta Account Sign-up Issues

If you have issues signing up for an Okta security account, please contact the DPPHS Help Desk at 406-444-9500.

Resetting Your Forgotten Okta Password

Have you forgotten your Okta password or received a message that you already have an account but don't know your login information? **Please contact the DPPHS Help Desk at 406-444-9500**