

# **MT ePART Helpful Tips**

## **Table of Contents**

EPART LOG IN PAGE: .....	2
POP UP BLOCKER: .....	3
EDGE VS. INTERNET EXPLORER: .....	3
FIND YOUR WINDOWS VERSION: .....	4
TO SET INTERNET EXPLORER AS THE DEFAULT BROWSER: .....	5
CHANGE WINDOWS 10 DEFAULT WEB BROWSER: .....	6
HOW TO CHANGE YOUR DEFAULT BROWSER IN WINDOWS 10 – YOU TUBE VIDEO: .....	7
GOOGLE CHROME ISSUES: .....	8
EMAILS FROM MT.GOV: .....	8
INFORMATION ON PASSWORD RESETS: .....	8
RETRACT / EXPAND WINDOW: .....	9
USER GUIDE– ?: .....	9
WRENCH – VIEW: .....	10
PENDING TRANSACTIONS .....	10
PAYMENT DETAILS: .....	11
HOW TO PRINT A PAYMENT RECEIPT: .....	13
HOW TO SEARCH FOR AN EXISTING PERMIT: .....	14
HOW TO CHANGE THE STATUS ON A VEHICLE IN PERMITS: .....	16
UPDATING INSURANCE ON A PERMIT ACCOUNT BY THE COMPANY: .....	16
MENU FINDER: .....	17
MENU FINDER – SEARCH RESULT: .....	17

## EPART LOG IN PAGE:

ePART stands for Electronic Permit, Audit, Registration, and Tax.

**Welcome to ePART Application**

**Log in**

[Forgot Password?](#)

✔ Microsoft Internet Explorer: 11.0 ✔  
✔ Adobe Acrobat version: 10. ✔  
✔ PopUp blocker is disabled. ✔

**Disclaimer:**  
Use of the Montana Department of Transportation Web site ("Site") is governed by the following terms, conditions, and disclaimers ("Terms"). Users of this Site agree to...  
[Details](#)



Above in the Yellow Highlighted area, make sure that all three areas are marked with a green check mark. If the popup blocker is not disabled, this will impact how you see items in the ePART Application.

## POP UP BLOCKER:

When asked for the Pop Up Blocker – go to Options for this site and chose “Always allow”.



## EDGE VS. INTERNET EXPLORER:


Microsoft Windows 10 will ship with two browsers: Internet Explorer 11  and the new Edge browser . (Note the differences of how the two pictures look).

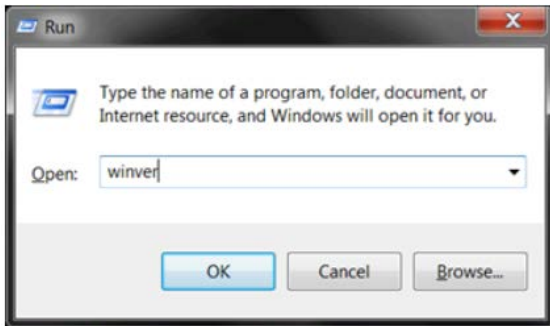
The Edge browser will be the default browser, and Internet Explorer 11 will be available to support legacy workflows. The new Edge browser will not have any support for ActiveX plug-ins. Therefore, the Acrobat/Reader plug-in won't work with Edge.

Use Internet Explorer 11 to open PDFs.

## FIND YOUR WINDOWS VERSION:

This procedure does not make any changes to your computer. It only tells you how to find your Windows version.

1. Press  + **R** on your keyboard (at the same time)
2. Type **winver** into the *Run* box (see below) then click **OK**.



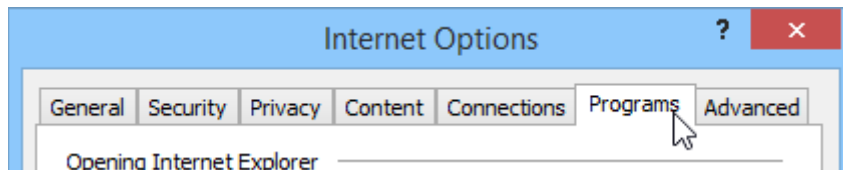
You will now see a box that tells you your Windows version. Some examples are shown below where the arrow indicates the Windows version. This is usually sufficient as a Windows version number.

Here's Windows 10:

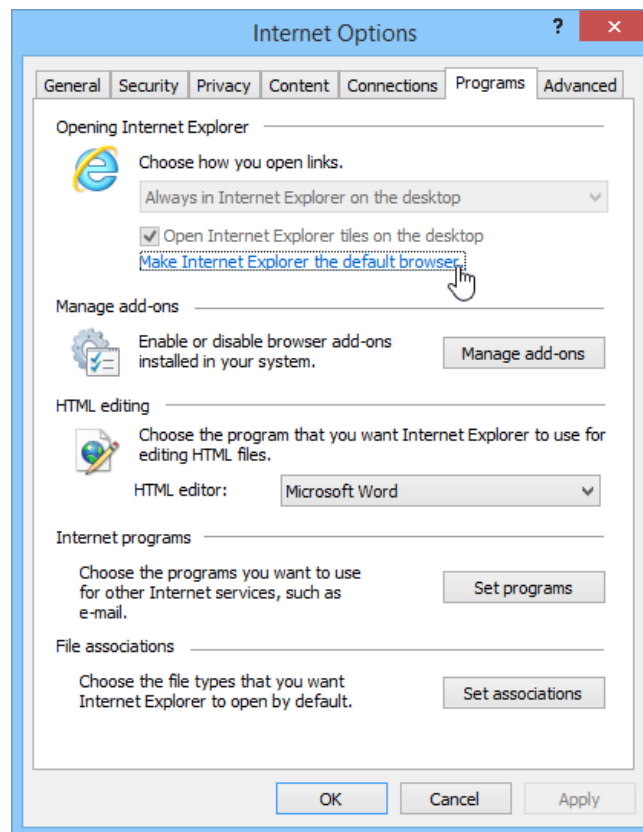


## TO SET INTERNET EXPLORER AS THE DEFAULT BROWSER:

1. Click the **Tools** button in the top-right corner of the browser, then select **Internet Options**.
2. The **Internet Options** dialog box will appear. Select the **Programs** tab.

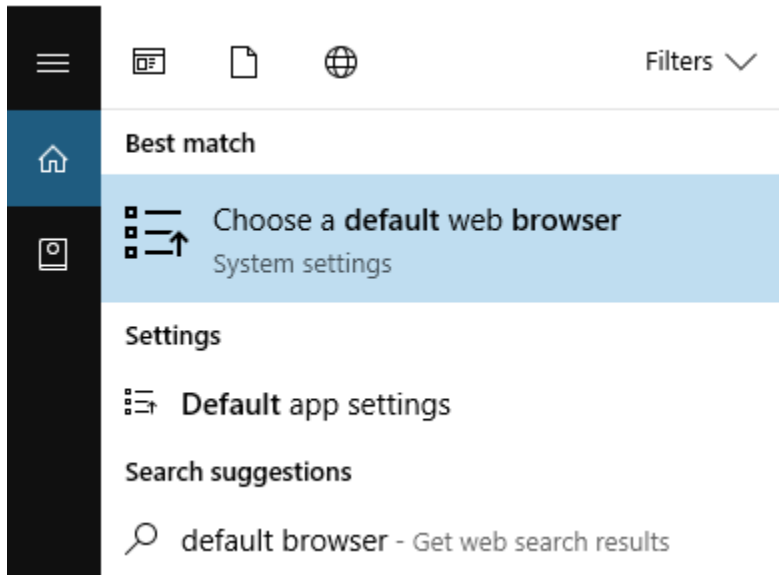


3. Locate and select **Make Internet Explorer the default browser**, then click **OK**. Any link you open on your computer will now open in Internet Explorer.

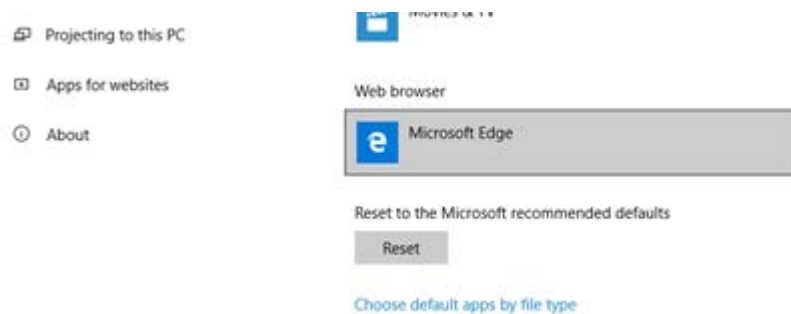


## CHANGE WINDOWS 10 DEFAULT WEB BROWSER:

In the search field **type:** *default browser* and hit Enter. Or just click *Choose a default browser* from the top of the search results.



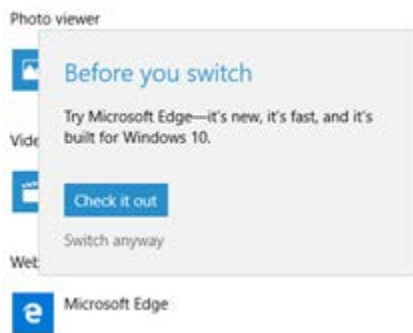
That brings you directly to *Settings > System > Default apps*, where the Web browser option is already highlighted. As you can see, Edge is currently set as the default.



To change it click on Microsoft Edge and a menu of different browsers you have installed on your PC pops up. Choose the one you want.



It will then give you a pop up asking you to Check it out or Switch anyway. Click on Switch anyway



## HOW TO CHANGE YOUR DEFAULT BROWSER IN WINDOWS 10 – YOU TUBE VIDEO:

<https://www.youtube.com/watch?v=XG5aq0xnMTw>

## **GOOGLE CHROME ISSUES:**

Google Chrome has given MT users some issues when it comes to the payment screen with Montana Interactive (MI). Make sure that the MI Receipt is closed and that you continue back into the ePART Application.

## **EMAILS FROM MT.GOV:**

If you believe that you should have received an email from an mt.gov email address, please check your spam/junk folder.

## **INFORMATION ON PASSWORD RESETS:**

Your new password must adhere to the following rules:

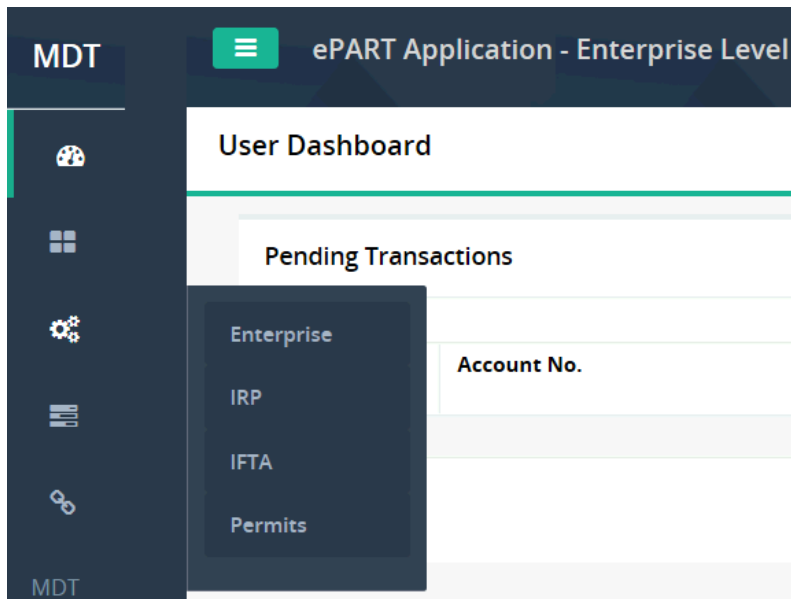
- Password must be at least 8 characters long.
- Password must begin with an alphabetic character.
- Password must also contain at least one numeric character or one of the following special characters: \$ # or \_.
- Password cannot contain your account number.
- Password cannot be reused within 60 days or 6 password changes


In the ePART system the following applies in regards to passwords:

- You will have 5 attempts to insert your User ID and/or password
- If you use all 5 attempts your account will be locked and will require the MDT system security officer to reset the password.
  - If the MDT system security officer resets the password you will be required to enter a password and reset your secret questions.
- If you click "Forgot Password" you will be required to answer your secret question to get to the change password screen.
- If you select "Change Password" from within the system you will be required to enter your old password, enter a new password, and change your secret question.



## RETRACT / EXPAND WINDOW:

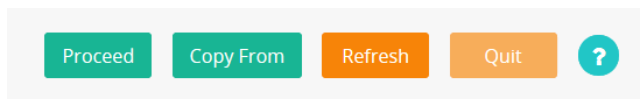


Clicking on this  will retract or expand the left side window.

By hovering over the side panel, the panel pops to the side and hides again when the cursor is moved.

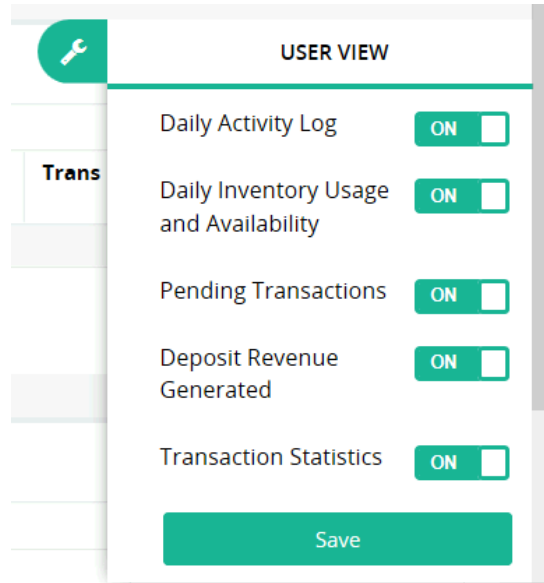
## USER GUIDE– ?:

If you see a question mark “?” on the system, users can click on this and it will take the user to the section of the user guide for the system that the user is in.

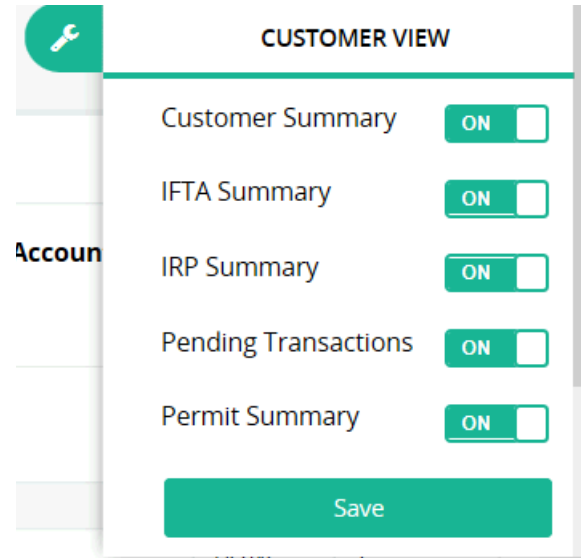


## WRENCH – VIEW:

### PENDING TRANSACTIONS



The User VIEW is for Internal users.



The Customer VIEW is for Internal and External Users.

The wrench found on the right-hand side of the screen will help the user show what transactions are done during the timeframe. Take some time to get used to what each of these items do for you as a user.

Customer Dashboard: User searches on the account number, and then will click on the account number.

This area will show users if they have pending transactions and allow the user to continue from this area. Below is an example.

#### Pending Transactions

Resume Service	Account No.	Legal Name	Trans Desc 	Plate No.	Status	Trans Date
PRMT	34926	MCS TRUCKING COMPANY INC OF HELENA	344439 # GV01 # 06/2017	MYFARMTR	Invoiced	06/14/2017
PRMT	34926	MCS TRUCKING COMPANY INC OF HELENA	344440 # TM01 # 06/2017	4334	Invoiced	06/14/2017

## PAYMENT DETAILS:

For our External users, the system shows the following as payment types accepted.

The screenshot shows a 'Payment Details' form. At the top, there is a 'Delete' checkbox and a 'Payment Type' dropdown menu. Below this, there are three buttons: 'Delete' (red), 'Add' (orange), and 'Electronic Payment' (orange). A callout box titled 'Payment Type' is open, showing a list of options: 'Credit Card', 'E-Check', and 'Enterprise Escrow'. A 'Payment Type' button is also visible in the callout. Blue arrows point from the 'Electronic Payment' button and the 'Enterprise Escrow' option to the 'Payment Type' dropdown menu in the main form.

For Credit Card and E-Check payments, the user needs to click on the **Electronic Payment button for entering the payment information.**

If you have Escrow on your account, you will see this at the top of your payment screen. This is the item you would click on under the payment type section. Escrow must be the first payment type used.

The escrow will auto populate with the payment number and the amount as shown below when it is selected as a payment type.

The screenshot shows a 'Payment' screen. At the top, there is a 'Payment' section with various fields: 'Payer Account No.: 34926', 'Legal Name: MCS TRUCKING COMPANY INC OF HE', 'DBA Name: MCS B'S', 'Enterprise Escrow: 275.00', 'IRP Escrow: 0.00', 'IFTA Escrow: 0.00', 'LPG Escrow: 0.00', and 'CNG Escrow: 0.00'. Below this is a table of invoices:

Invoice No.	Invoice Date	Legal Name	Transaction Type	Amount Due (\$)
455994	08/16/2016	MCS TRUCKING COMPANY INC OF HELENA MT	IRP;AC#:34926;FL#:001;FLYR:2017;SUPP#:002	1235.79
<b>Total Amount Due</b>				<b>1235.79</b>

Below the table is a 'Payment Details' section with a table:

Delete	Payment Type	Payment No.	Payment Amount (\$)
<input type="checkbox"/>	Enterprise Escrow	1214	275.00

At the bottom of the 'Payment Details' section, there are three buttons: 'Delete' (red), 'Add' (orange), and 'Electronic Payment' (orange).

If taking an Electronic Payment type (credit card or electronic check), this will add in another row automatically upon continuation from the Montana Interactive (MI) Page.

Once the payment has been completed, this is when the payment type is generated from the system and populates as shown below in the payment

details section. This example shows the Enterprise Escrow and Credit Card Payments.

**Payment**

Payer Account No: <input type="text" value="34926"/>	Legal Name: <input type="text" value="MCS TRUCKING COMPANY INC OF HELENA MT"/>	DBA Name: <input type="text" value="MCS B'S"/>
Enterprise Escrow: <input type="text" value="275.00"/>	IRP Escrow: <input type="text" value="0.00"/>	IFTA Escrow: <input type="text" value="0.00"/>
LPG Escrow: <input type="text" value="0.00"/>	CNG Escrow: <input type="text" value="0.00"/>	

Invoice No.	Invoice Date	Legal Name	Transaction Type	Amount Due (\$)
455994	08/16/2016	MCS TRUCKING COMPANY INC OF HELENA MT	IRP-AC#34926-FL#001-FLYR:2017;SUPP#002	1235.79
<b>Total Amount Due</b>				<b>1235.79</b>

**Payment Details**

Delete	Payment Type	Payment No.	Payment Amount (\$)
<input type="checkbox"/>	<input type="text" value="Enterprise Escrow"/>	<input type="text" value="1214"/>	275.00
<input type="checkbox"/>	<input type="text" value="Credit Card"/>	<input type="text" value="TEST123"/>	960.79

	Total: <input type="text" value="1235.79"/>
	Change: <input type="text" value="0.00"/>
	Over Payment: <input type="text" value="0.00"/>
	Net Amount Paid: <input type="text" value="1235.79"/>

**Electronic Delivery Type**

Payment receipt Electronic Delivery type:

## HOW TO PRINT A PAYMENT RECEIPT:

Go to Operations / Finance / Reprint – Payment Receipt

Reprint Payment Receipt

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**Reprint**

Account No.:  Payment Date: MM/DD/YYYY

Cart Id:  Legal Name:

Electronic Delivery Type: D - PDF

Proceed Refresh Quit ?

Type in one of the fields above and proceed (For online users, this field is automatically populated with their account number).

Reprint Payment Receipt

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**Reprint**

Account No.: 34926 Payment Date: / /

Cart Id:  Legal Name:

Electronic Delivery Type: D - PDF

Proceed Refresh Quit ?

Cart Id	Payment Date	Account No.	Legal Name	Customer Type	Invoice No.	Transaction Details
<a href="#">51606</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517534	PRMT;ACCOUNT#:34926;APP#:313995;PMTNBR.ST17028644;NO.OPPERMIT.1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51609</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517539	PRMT;ACCOUNT#:34926;APP#:314001;PMTNBR.TM17013291;NO.OPPERMIT.1;TERM PERMIT-NEW PERMIT
<a href="#">51610</a>	02/01/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517540	PRMT;ACCOUNT#:34926;APP#:314002;PMTNBR.ST17028646;NO.OPPERMIT.1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51591</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517516	PRMT;ACCOUNT#:34926;APP#:313984;PMTNBR.GV17003930;NO.OPPERMIT.1;GROSS VEHICLE WEIGHT PERMIT-NEW PERMIT
<a href="#">51593</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517517	PRMT;ACCOUNT#:34926;APP#:313985;PMTNBR.ST17028642;NO.OPPERMIT.1;SINGLE TRIP PERMIT-NEW PERMIT
<a href="#">51594</a>	01/30/2017	34926	MCS TRUCKING COMPANY INC OF HELENA	INDIVIDUAL	517518	PRMT;ACCOUNT#:34926;APP#:313986;PMTNBR.TM17013287;NO.OPPERMIT.1;TERM PERMIT-NEW PERMIT

Showing 1 to 6 of 6 entries First Previous 1 Next Last

Select the Cart ID that you are looking for. The Payment Receipt will populate to your screen.

## HOW TO SEARCH FOR AN EXISTING PERMIT:

On the Services / Permits Screen go to the Inquiry section.

Click on the Permit/VWA link.

### Inquiry

[Account](#)

[Application](#)

[Permit/VWA](#)

With the account number entered, the user can query on permits issued from a date to another. (see Screen below)

Inquiry Permit/VWA Inquiry

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Search By

Account No.: 34926	USDOT No.:	TIN:
VIN:	Unit No.:	Vehicle Plate Number:
Application No.:	Permit/VWA No.:	
From Permit Travel Date: MM/DD/YYYY	To Permit Travel Date: MM/DD/YYYY	
Issued From Date: 09/01/2016	Issued To Date: 09/21/2016	
Legal Name:	DBA Name:	

Refinements +

Proceed
Refresh
Quit
?

	Account No.	Legal Name	DBA Name	USDOT No.	TIN	Permit/VWA Type	Application No.	Application Status	Permit/VWA No.	Permit/VWA Status	Permit Year	Effective Date	End Date	Issued Date	Issued Location	Transaction Type		
<a href="#">Icon</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979	██████	SINGLE TRIP PERMIT	278234	APPROVED	ST16010701	ISSUED	2016	09/14/2016	09/16/2016	09/14/2016	61-LB	NEW PERMIT	<a href="#">Permit</a>	<a href="#">View</a>
<a href="#">Icon</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979	██████	SINGLE TRIP PERMIT	278232	APPROVED	ST16010699	ISSUED	2016	09/14/2016	09/21/2016	09/14/2016	61-LB	NEW PERMIT	<a href="#">Permit</a>	<a href="#">View</a>
<a href="#">Icon</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979	██████	SINGLE TRIP PERMIT	278231	APPROVED	ST16010698	ISSUED	2016	09/14/2016	09/22/2016	09/14/2016	61-LB	NEW PERMIT	<a href="#">Permit</a>	<a href="#">View</a>
<a href="#">Icon</a>	34926	MCS TRUCKING COMPANY INC OF HELENA		992979	██████	TERM PERMIT	278227	APPROVED	TM16002145	ISSUED	2016	10/01/2016	03/31/2017	09/12/2016	63-MCS_HEADQUARTERS	NEW PERMIT	<a href="#">Permit</a>	<a href="#">View</a>

Showing 1 to 4 of 4 entries First Previous 1 Next Last

The user can click on [Permit](#) to see the view of the Printed Permit; or [View](#), to see the screens of the permit.

Inquiry Permit/VWA Inquiry

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Search By

Account No: 34925  USDOT No:  VIN:  Unit No:  TIN:

Application No:  Permit/VWA No:  Vehicle Plate Number: 0815104

From Permit Travel Date: MM/DD/YYYY  To Permit Travel Date: MM/DD/YYYY

Issued From Date: 09/01/2016  Issued To Date: 09/21/2016

Legal Name:  DBA Name:

Refinements

Permit/VWA Type:  Permit Subtype:  Load Code:

Permit/VWA Status:  Application Status:  Issued Location:

Tree

- Account No. - 34925
- History
- Vehicle
- Vehicle Weight Analysis
- Permit Year
- 2016
  - SINGLE TRIP PERMIT
  - Permit No. 0714016701

Account No.	Legal Entity	VWA Status	USDOT No.	Unit	Permit/VWA Type	Application No.	Application Status	Permit/VWA No.	Permit/VWA Status	Permit Year	Effective Date	Exp. Date	Issued Date	Issued Location	Transaction Type
34925	MCS TRUCKING COMPANY INC OF HELINA	99275			SINGLE TRIP Permit	276234	APPROVED	0714016701	ISSUED	2016	09/14/2016	09/10/2016	09/14/2016	01-LPB	NEW PERMIT

Showing 1 to 1 of 1 entries First Previous Next Last

If looking for a permit by a Plate Number, the user can enter this information as well as the issued from and to dates.

This method of query, will also populate the Tree on the left-hand side of the screen.

The fields that users can query on are VIN (the full VIN is needed), Unit No., Plate Number, Application No or the Permit / VWA no.

The Refinements button has also been clicked so further review of a permit can be done.

If you believe that you have an outstanding permit, see the Customer Dashboard.

## HOW TO CHANGE THE STATUS ON A VEHICLE IN PERMITS:

If the VIN is incorrect on a vehicle, the vehicle status must be changed from Active to End Date Vehicle.

The vehicle information should be re-input with the corrected VIN.

If any data changes on a vehicle besides the VIN, the information can be updated. The VIN is the only field that is not updatable.

Note: Once the vehicle has the status change to End Date Vehicle, the vehicle will drop from the list of vehicles for the account.

The screenshot shows a 'Vehicle Details' form with the following fields and values:

- VIN: 1XPALB9X0PD327748
- \*Year: 1993
- \*Vehicle Type: TT - TRUCK-TRACTOR
- \*Plate No.: SOLD
- \*Make: PETERBILT - PTRB
- Vehicle Status: D - END DATE VEHICLE
- Unit No.: (empty)
- \*Jur: MT - MONTANA

At the bottom of the form, there are five buttons: Proceed (green), Refresh (orange), Quit (orange), a help icon (blue circle with a white question mark), and Update Another Vehicle (green).

## UPDATING INSURANCE ON A PERMIT ACCOUNT BY THE COMPANY:

Go into Services / Permits

Go to the Account Section / Update Account

Scroll down to the bottom of the page and update the insurance information and proceed through the changes.



## MENU FINDER:

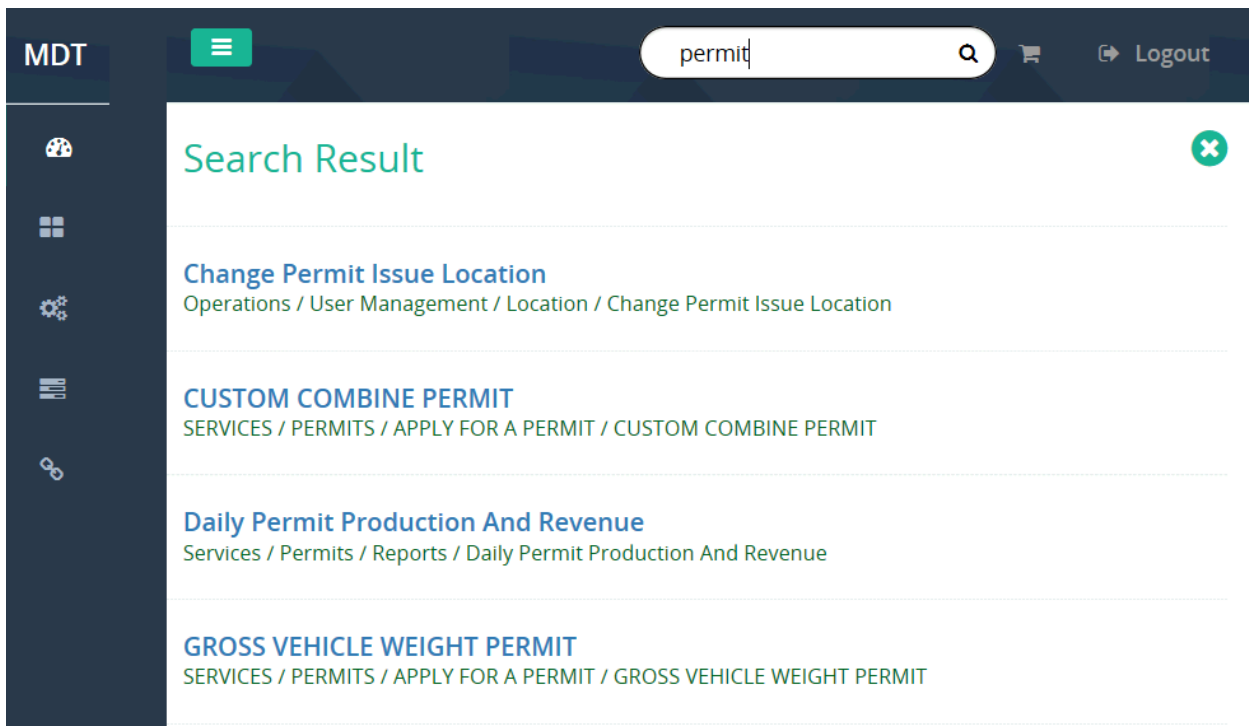


At the top of the screen is the Menu Finder (more detail below)

The shopping cart. This will display a number(s) for how many items the user has put into the shopping cart. The benefit of paying by shopping cart, only one payment would be made for the transactions done at that time.

Logout – to logout of the ePART Application.

## MENU FINDER – SEARCH RESULT:



The Menu finder is where a user can query for a specific item. Above, "permit" has been queried upon. Above is a sampling of what was returned.