State of Montana Online Services
Account Registration

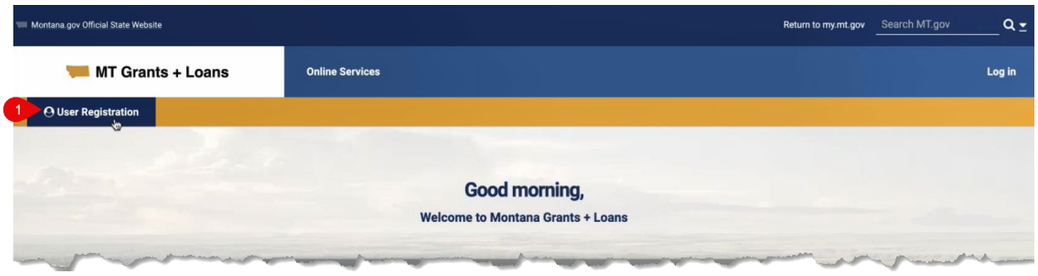
These instructions guide you in creating an “Okta” account with the State of Montana so that you can access one of their available online services.

For additional help, visit the FAQ page.

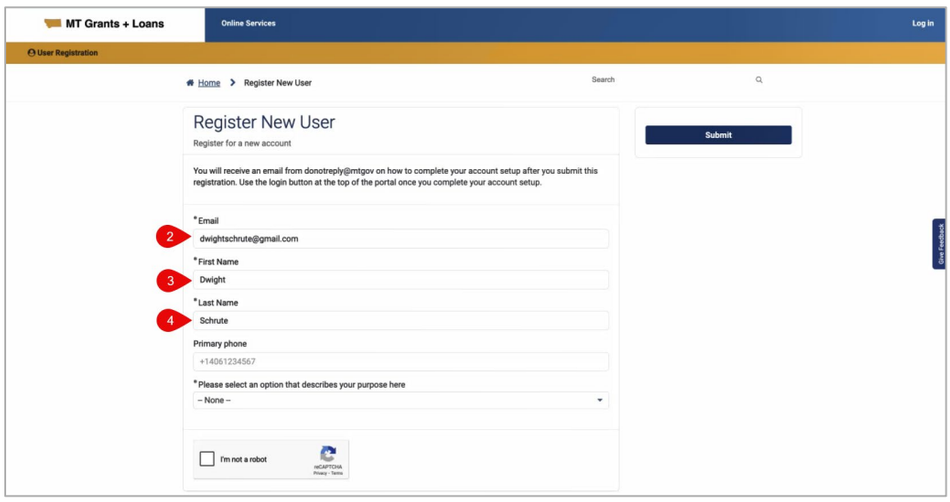
Instructions:

To start, have the **Montana Grants + Loans** homepage open on your internet browser. (https://montana.servicenowservices.com/mtgl)

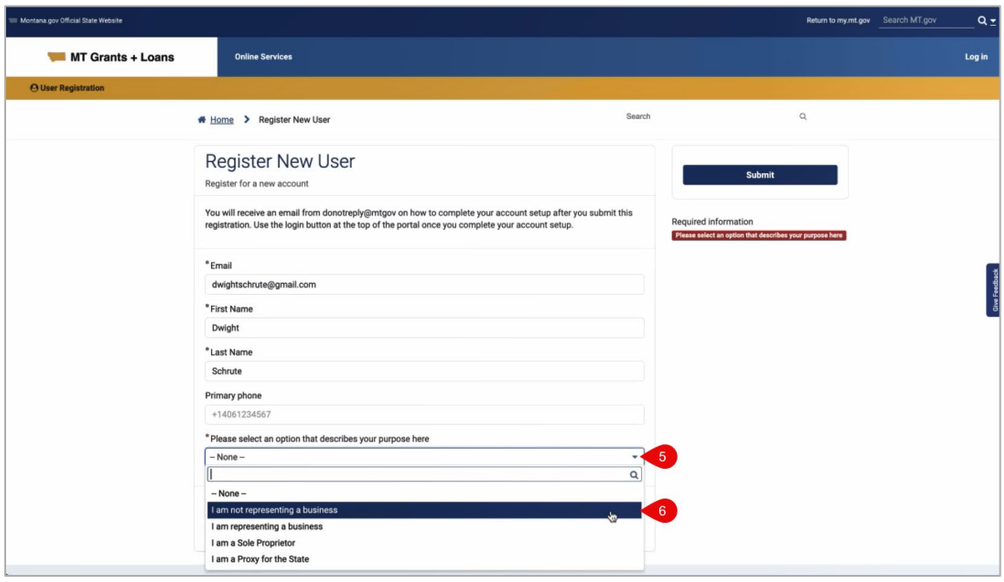
1. Select the **User Registration** link.



2. Enter “**your desired email address**” in the **Email** textbox.
3. Enter “**your first name**” in the **First Name** textbox.
4. Enter “**your last name**” in the **Last Name** textbox.



5. Select the **Please select an option that describes your purpose here** drop-down arrow.
6. Select **your desired option** from the drop-down menu.



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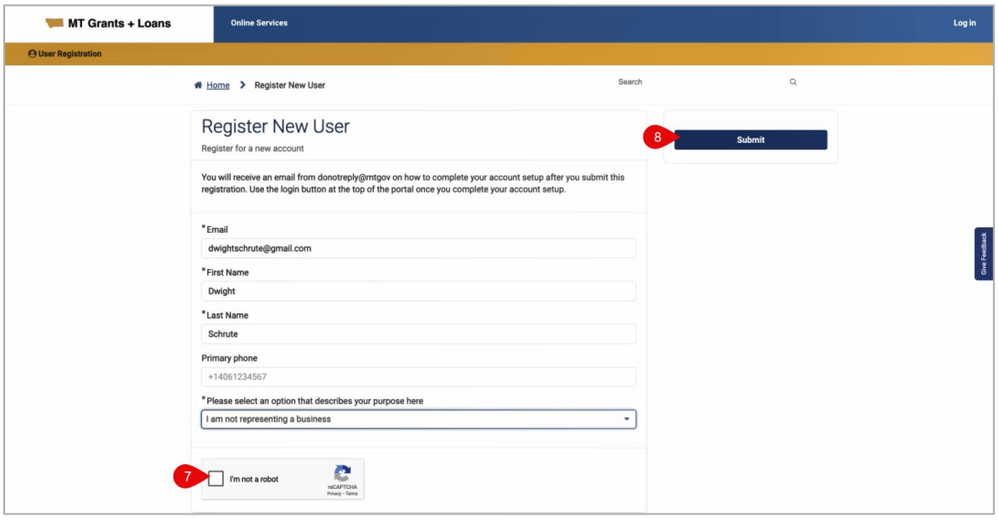
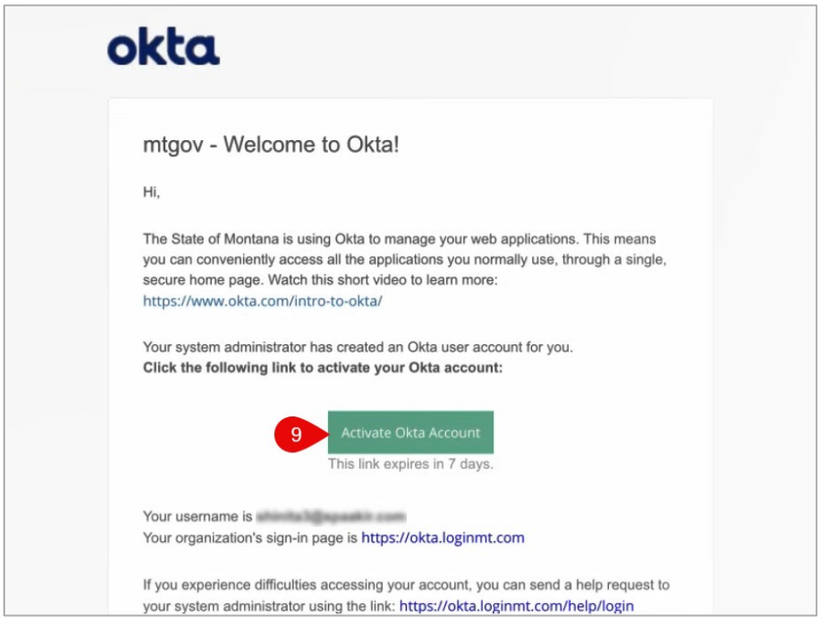
7. Select the **I'm not a robot** checkbox.
8. Select the **Submit** button.

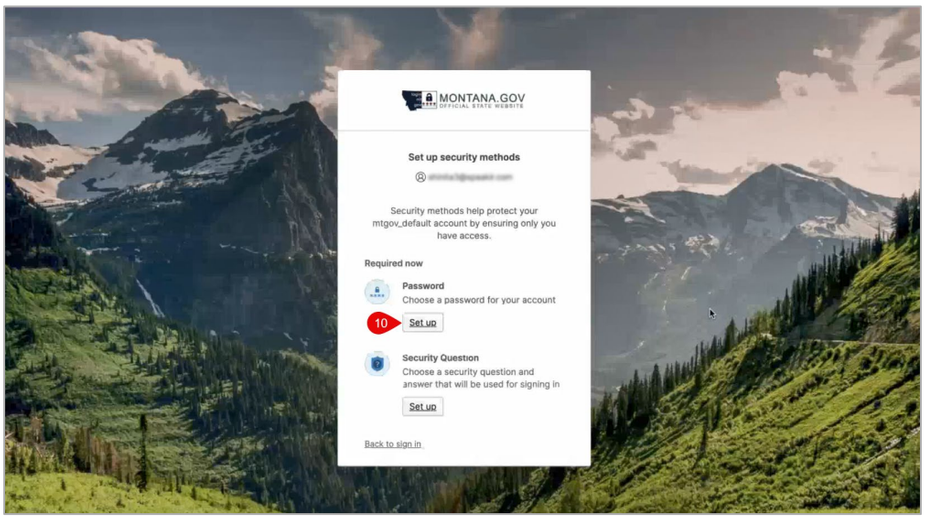


Proceed to your email account where an email from **Do Not Reply noreply@service.mt.gov** has been sent to the email account you entered.

9. After opening the email, select the **Activate Okta Account** button.



10. Select the **Set Up** button.



11. Enter "**your desired password**" in the **Enter password** textbox.

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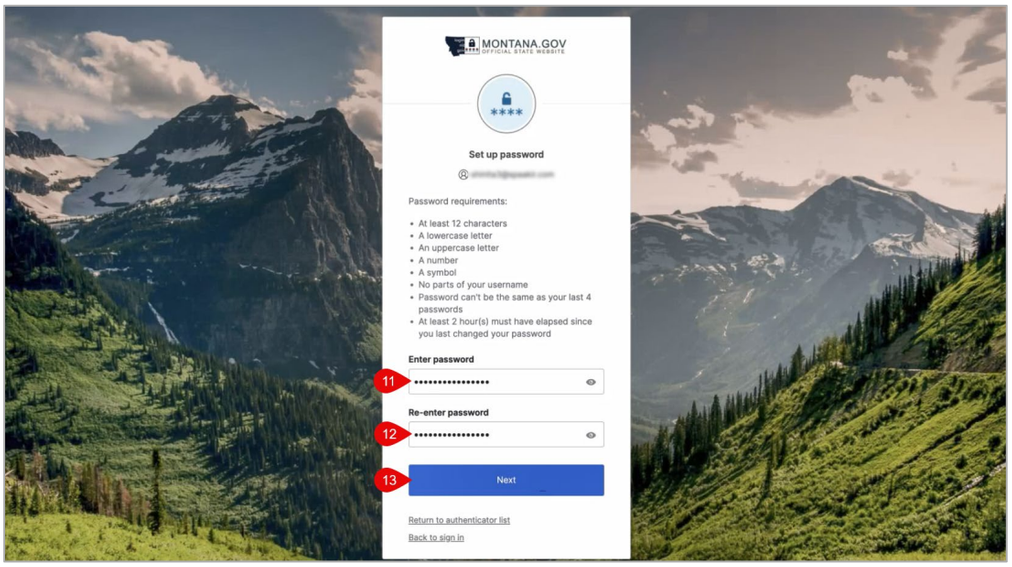
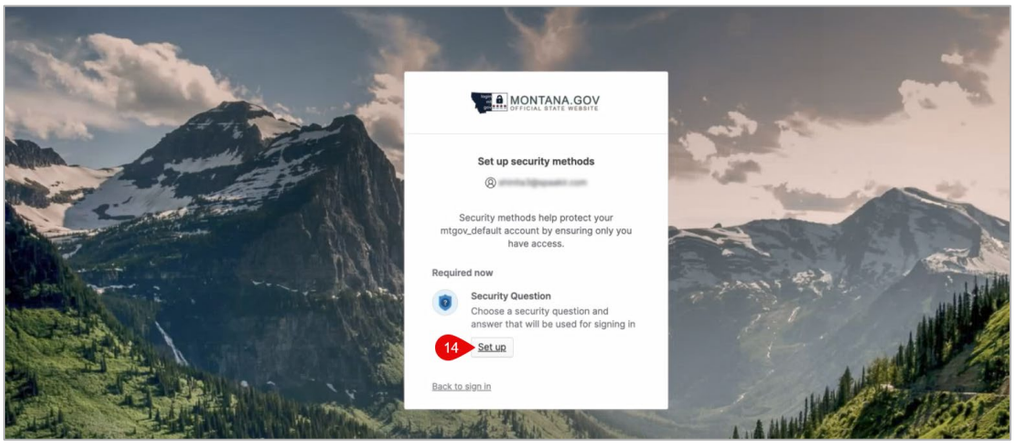
Note: Be mindful of the password requirements: At least 12 characters, a lowercase letter, an uppercase letter, a number, a symbol, and no parts of your username.

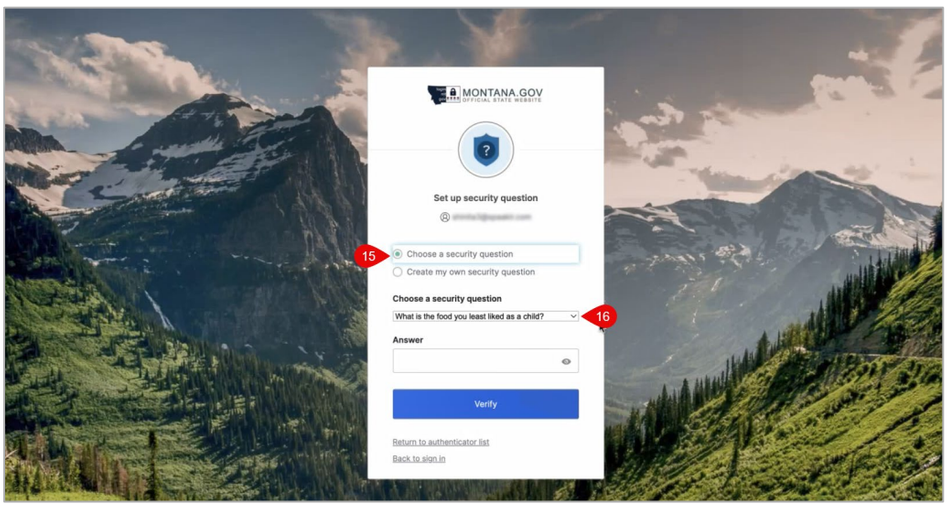
12. Enter "**the same password**" in the **Re-enter password** textbox.
13. Select the **Next** button.



14. Select the **Set Up** button.



15. In these instructions, the **Choose a security question** radio button is selected. *Note:* You may choose the **Create my own security question** radio button to populate your own question.
16. Select the **Choose a security question** drop-down menu.



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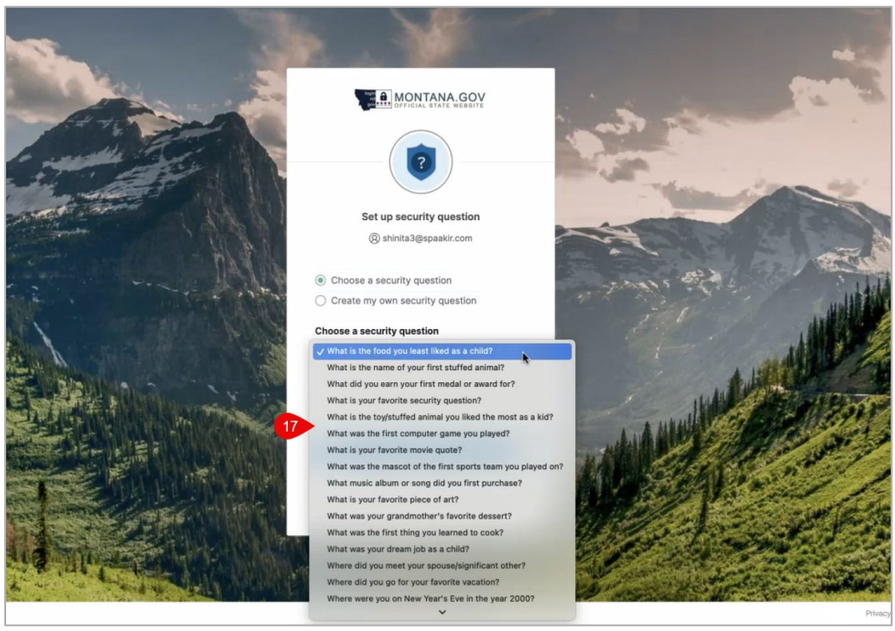
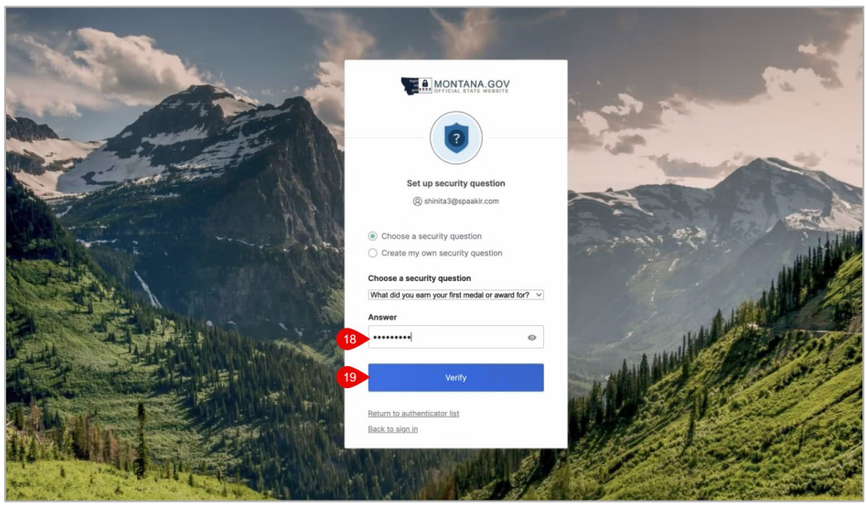
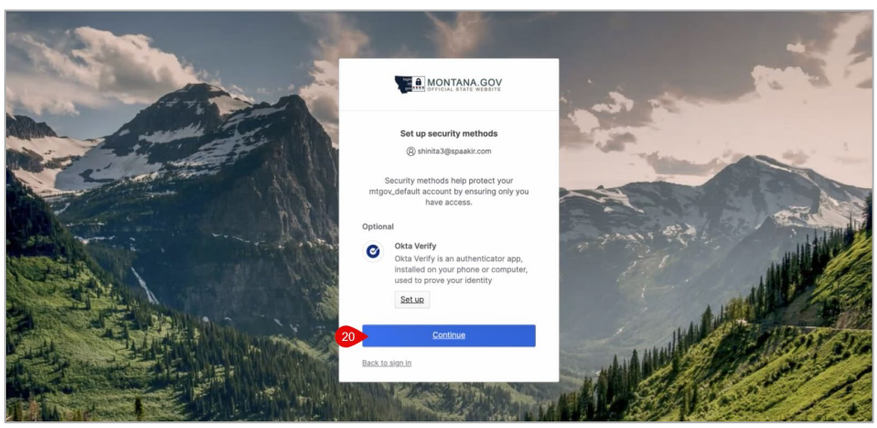
17. Select **your desired drop-down option** from the menu.



18. Enter "**your desired answer**" in the **Answer** textbox.
19. Select the **Verify** button.



20. Select the **Continue** button.



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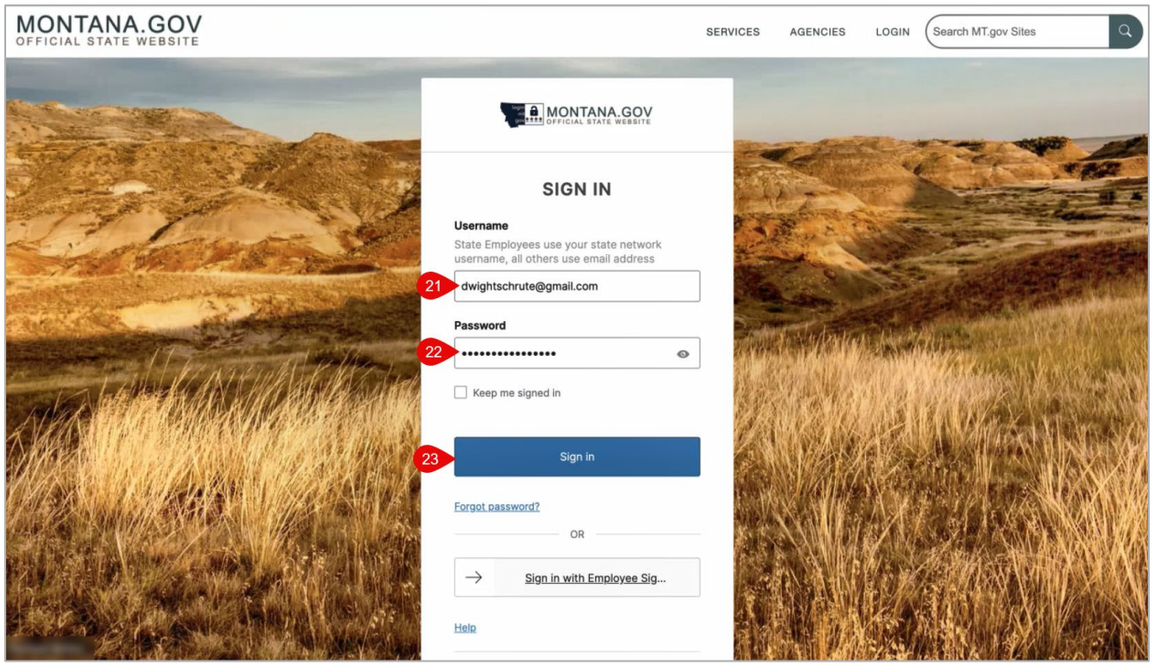
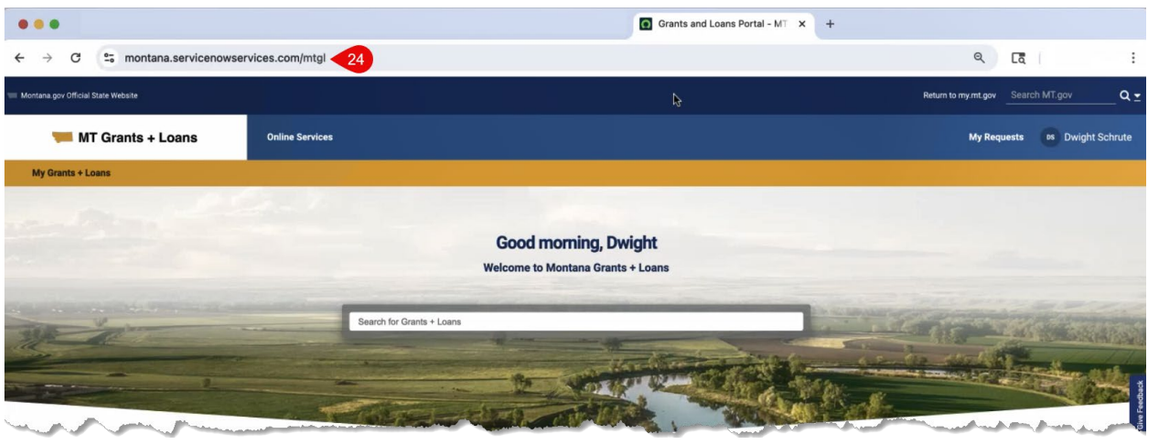
21. Enter “**your email address**” into the **Username** textbox.
22. Enter “**your password**” into the **Password** textbox.
23. Select the **Sign in** button.



24. If you experience an error page, enter “**https://montana.servicenowservices.com/mtgl**” into the **IP address** bar.