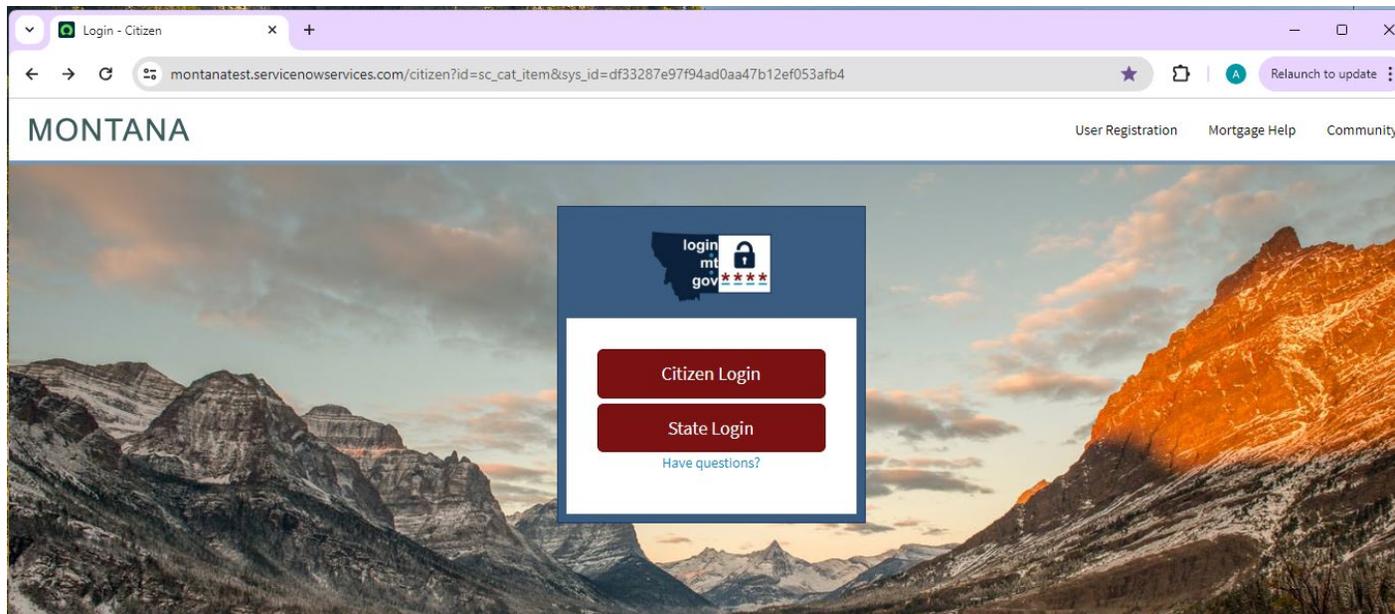


## Citizen Montana.gov Okta Account Creation and ServiceNow Services Registration

- ✓ In order to access certain online services provided by the State of Montana, you must create a montana.gov Okta account.
- ✓ Okta is the State of Montana's identity and access management system. It provides citizens, state employees, and other organizations a single way to securely login and interact with state agencies and services.
- ✓ Once you create an Okta account for one State of Montana service, you can use that same Okta account for other State of Montana services.
- ✓ Some State of Montana services may require additional registration steps to connect your Okta account with that particular service.
- ✓ These instructions walk through the creation of an Okta account, as well as registering a ServiceNow Services account.

Upon clicking the link to the [Visitation Application](#) or [Information Change](#), you will see the following screen:



Click on the “Citizen Login” button.

If you already set up a montana.gov Okta account to access other State of Montana services, enter the email address and password for that account, and skip to the ServiceNow Services Account Registration.

If you do not yet have a montana.gov Okta account, you must create one.

## Okta Account Creation

Click the Sign up link in blue at the bottom.

Connecting to 

Sign in with your account to access ITSD ServiceNow UD - montanatest

**MONTANA.GOV**  
OFFICIAL STATE WEBSITE

**SIGN IN**

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

Password

Keep me signed in

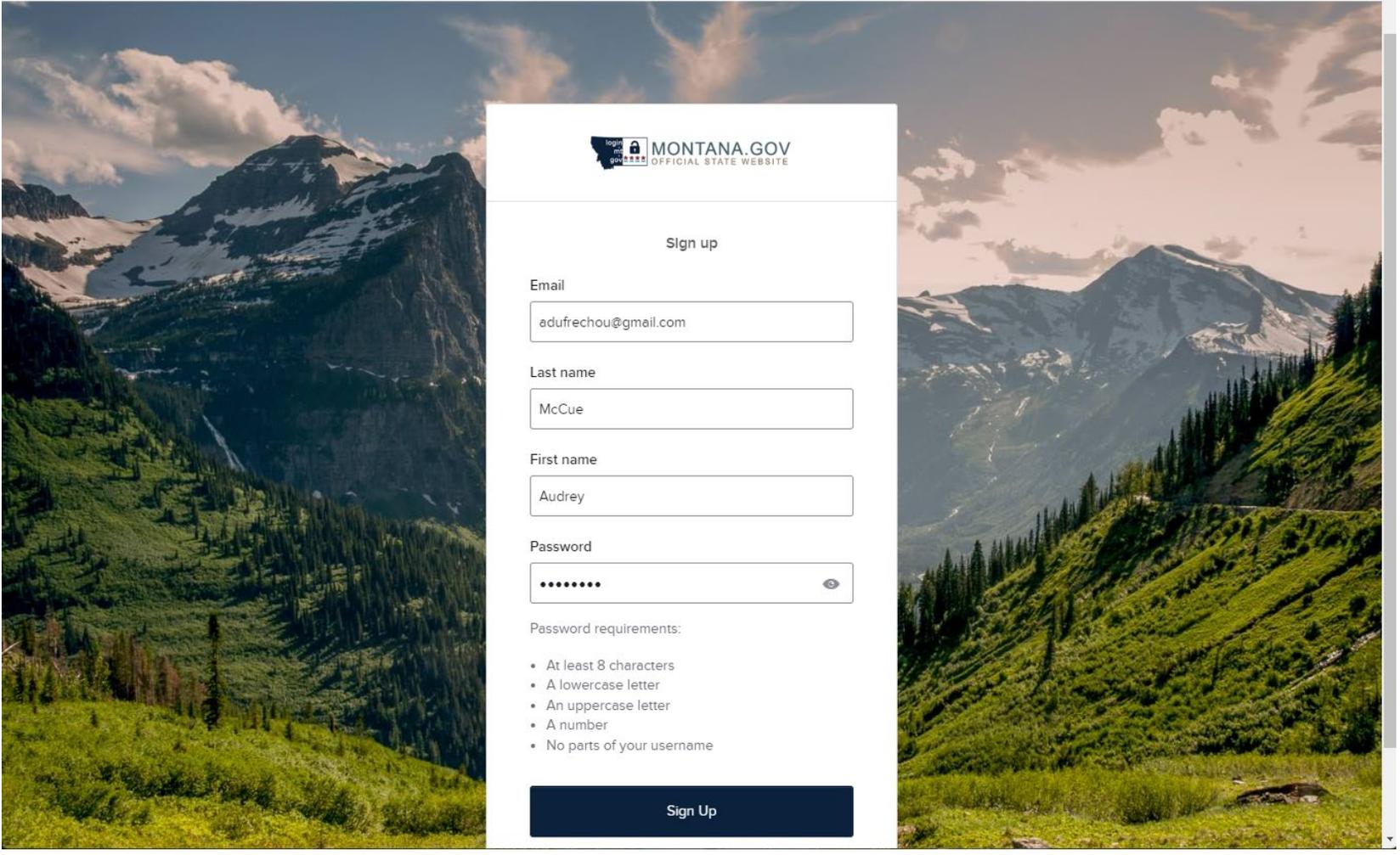
**Sign in**

[Forgot password?](#)  
[Help](#)

Don't have an account? [Sign up](#)

Enter your email address, first name, last name, and password, and click Sign up.

montanatest



### Sign up

Email

Last name

First name

Password

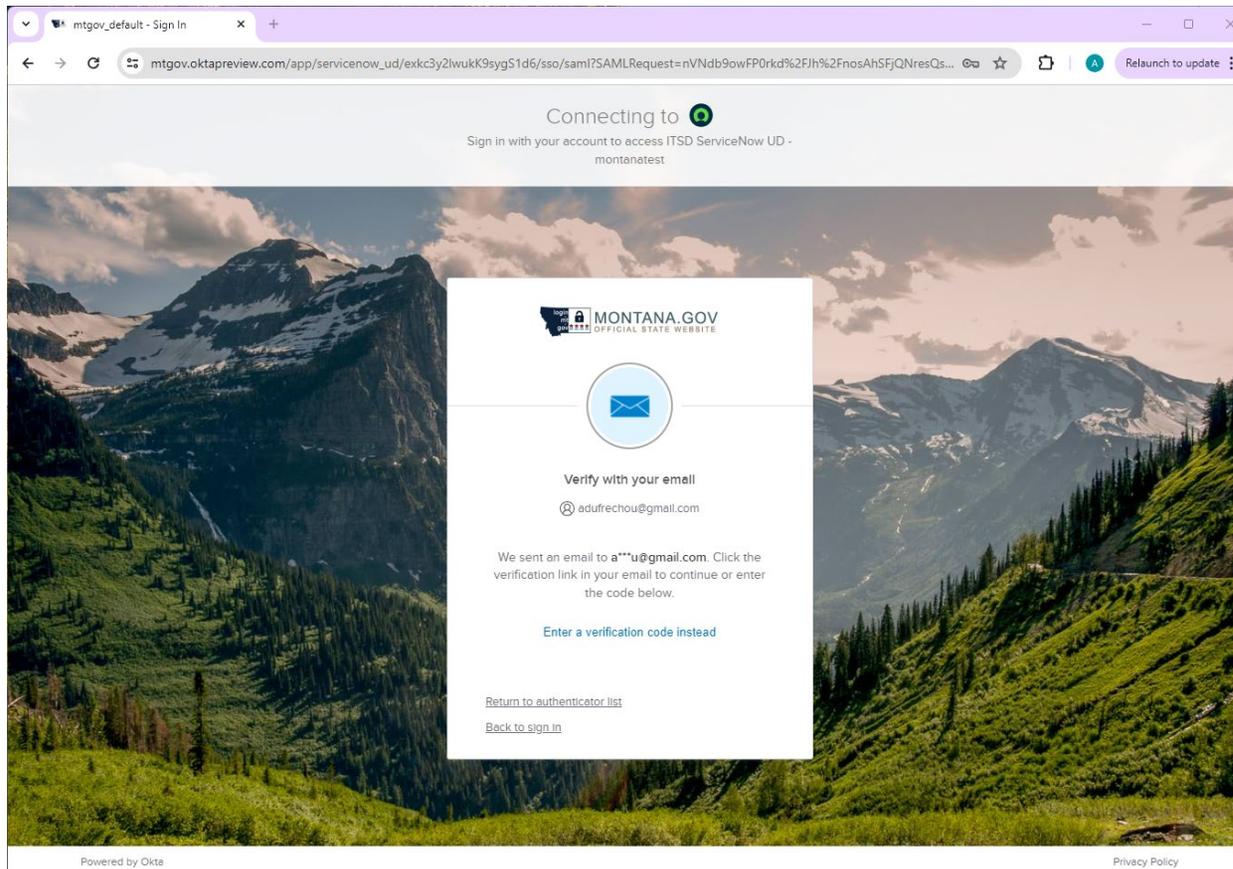
- Password requirements:
- At least 8 characters
  - A lowercase letter
  - An uppercase letter
  - A number
  - No parts of your username

[Sign Up](#)

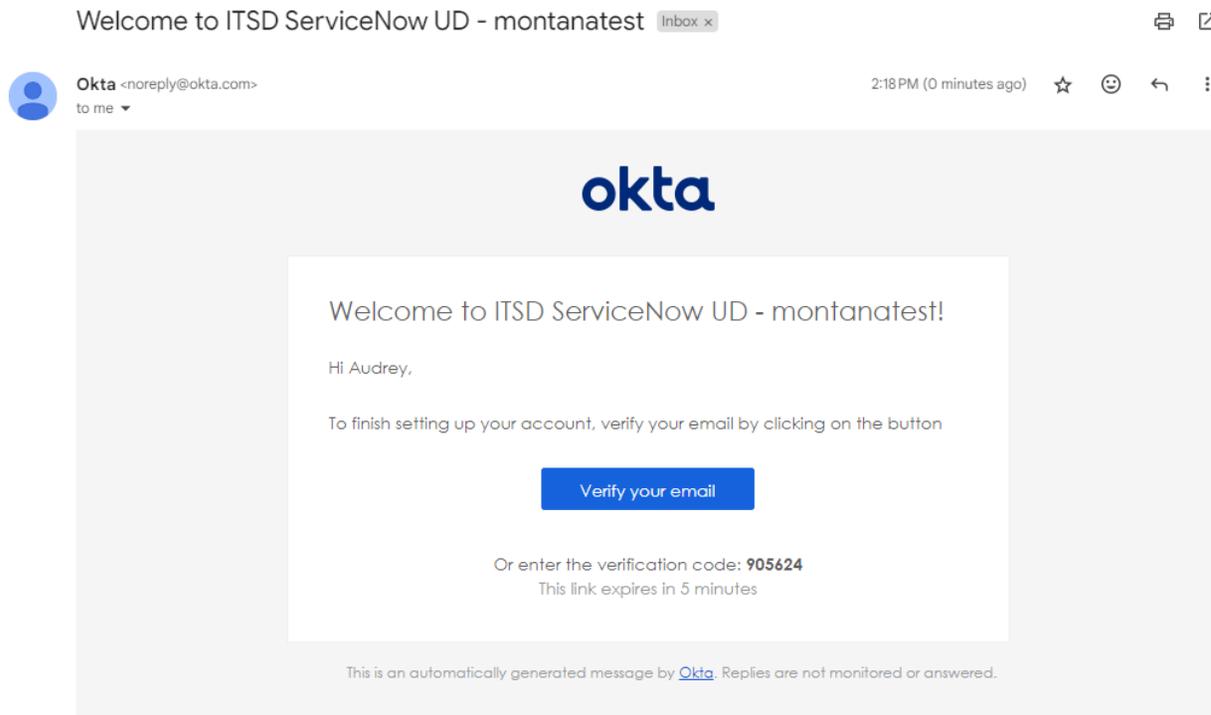
Next, set up and verify your email address.

The screenshot shows a web browser window with the URL `mtgov.oktapreview.com/app/servicenow_ud/exkc3y2lwukK9sygS1d6/sso/saml?SAMLRequest=nVNdb9owFP0rkd%2FJh%2FnosAhSFjQNresQs...`. The page title is "Sign in with your account to access ITSD ServiceNow UD - montanatest". The main content area features a white card with the Montana.gov logo and the heading "Set up security methods" for the email address `adufrechou@gmail.com`. Below this, a message states: "Security methods help protect your Okta account by ensuring only you have access." Under the heading "Set up required", two options are listed: "Email" (highlighted with a red box) and "Security Question". The "Email" option includes the text "Verify with a link or code sent to your email" and "Used for access or recovery", with a "Set up" button below it. The "Security Question" option includes the text "Choose a security question and answer that will be used for signing in" and "Used for recovery", with a "Set up" button below it. At the bottom of the card is a link for "Back to sign in". The footer of the page contains "Powered by Okta" on the left and "Privacy Policy" on the right.

After clicking Set up for email, you will see this screen, and an email will be sent to the email address you provided.



The email looks like this:



You can either use the blue button in the email to be taken to the account creation/security setup screen,

Or from the browser you already had open, click “Enter a verification code instead” and enter the code in the email.

Connecting to   
Sign in with your account to access ITSD ServiceNow UD - montanatest

 MONTANA.GOV  
OFFICIAL STATE WEBSITE



Verify with your email  
adufrechou@gmail.com

We sent an email to a\*\*\*u@gmail.com. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)

[Return to authenticator list](#)  
[Back to sign in](#)

Powered by Okta Privacy Policy

Once you have entered the code or clicked the button from the email, you will be prompted to set up a Security Question.

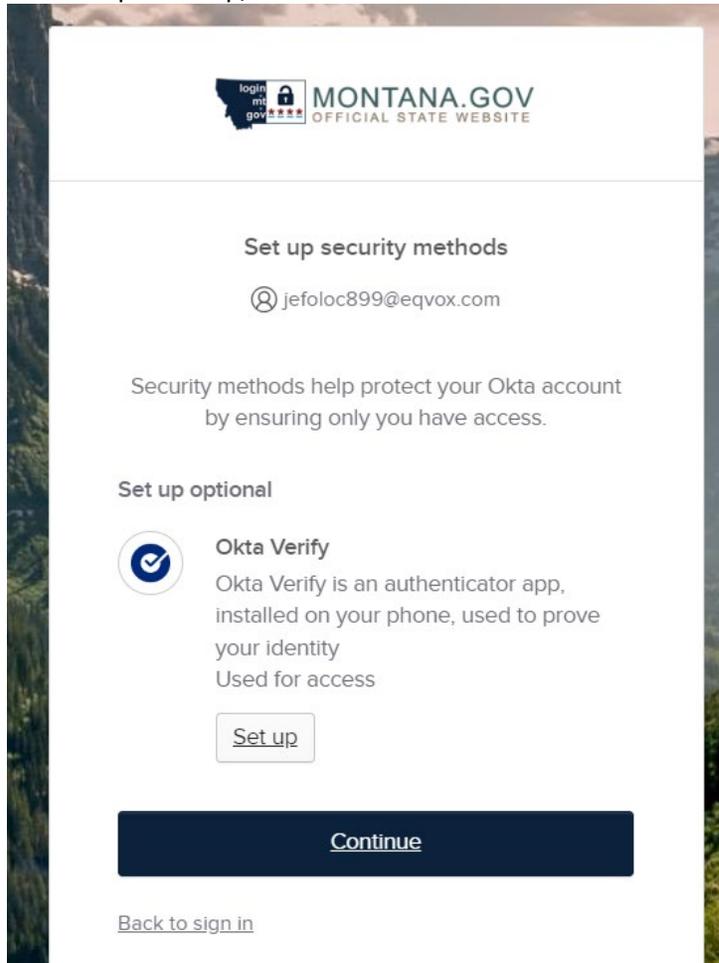
The screenshot shows a web browser window with the URL `mtgov.oktapreview.com/email/verify/0oac3y2lxUJSreNHd1d6?token=ftWBUE4_GuA03Kt495o565XeDRW6B40ibl`. The page header indicates the user is connecting to `montanatest` and signing in with their account to access ITSD ServiceNow UD. The main content area features a scenic mountain landscape background. A white dialog box is centered on the screen, titled "MONTANA.GOV OFFICIAL STATE WEBSITE". Below the title, it says "Set up security methods" and lists the email address `adufrechou@gmail.com`. A message states: "Security methods help protect your Okta account by ensuring only you have access." Underneath, it says "Set up required" and lists "Security Question" as the selected option. The text for "Security Question" reads: "Choose a security question and answer that will be used for signing in. Used for recovery." A "Set up" button is located below this text. At the bottom of the dialog box, there is a link that says "Back to sign in". The footer of the page includes "Powered by Okta" on the left and "Privacy Policy" on the right.

Select a question, or create your own, then enter an answer and click Verify.

The screenshot shows a web browser window with the URL `mtgov.oktapreview.com/email/verify/0oac3y2lxUJSreNHd1d6?token=ftWBUE4_GuA03Kt495oS6SxDRW6840tbl`. The page features a background image of a mountain landscape. In the center, there is a white card with the Montana.gov logo and the text "OFFICIAL STATE WEBSITE". Below the logo is a blue shield icon with a question mark. The heading "Set up security question" is followed by the email address `@adufrechou@gmail.com`. There are two radio button options: "Choose a security question" (which is selected) and "Create my own security question". A dropdown menu is open, showing the question "What is the name of your first stuffed animal?". Below this is an "Answer" field with five dots and a toggle icon. A dark blue "Verify" button is at the bottom of the card. At the very bottom of the page, there are links for "Return to authenticator list" and "Back to sign in".

Powered by Okta Privacy Policy

If you would like to set up multi-factor authentication with an app on your phone, click on Okta Verify and follow the instructions. If you would like to skip this step, click “Continue.”



The screenshot shows the 'Set up security methods' page on the Montana.gov official state website. At the top left is the 'login mt gov' logo with a lock icon, followed by 'MONTANA.GOV OFFICIAL STATE WEBSITE'. The main heading is 'Set up security methods' with the email 'jefoloc899@eqvox.com' below it. A paragraph explains that security methods help protect the Okta account. Under 'Set up optional', 'Okta Verify' is listed with a checkmark icon and a description: 'Okta Verify is an authenticator app, installed on your phone, used to prove your identity. Used for access.' Below this is a 'Set up' button. At the bottom is a large dark blue 'Continue' button and a 'Back to sign in' link.

Once the account creation is complete, you will be directed to complete your ServiceNow Services registration.

## ServiceNow Services Registration

Once you login with your Okta account, or after creating your Okta account, you will be prompted to complete registration of your Okta account for ServiceNow Services.

Select that you are not representing a business:

Visitation Application - Citizen

montanatest.servicenowservices.com/citizen?tid=sc\_cat\_item&sys\_id=df33287e97f94ad0aa47b12ef053afb4

Relaunch to update

MONTANA

My Cases My Cases Help Community Audrey McCue

Home > Visitation

Complete your registration

Please fill out the following information to complete your registration

Once the form is complete and the Save button appears you will be logged out and we will require you to relogin

Please select an option that describes your purpose here

- I am not representing a business
- I am representing a business
- I am a Sole Proprietor
- I am a Proxy for the State

DEPARTMENT OF CORRECTIONS

Criminal background checks are conducted on each applicant.

Requirements and restrictions exist for visitation at all DOC facilities. Please closely review the Offender Visiting policies. Failure to adhere to these policies may result in revocation of visitation privileges.

For questions about filling out the visitation application for Montana State Prison, Crossroads Correctional Center, Dawson County Correctional Center, Saguaro Correctional Center, or Riverside Special Needs Unit contact 406-415-6313. For questions about filling out the visitation application for the Montana Women's Prison, contact 406-247-5118. For questions about filling out the visitation application for Pine Hills Correctional Facility, contact 406-232-1377.

If using the 'Save' button, your answers will be saved; however, attachments will not. When you return to complete your application, you will need to attach the required documents again.

\* Indicates required

\* Application Type

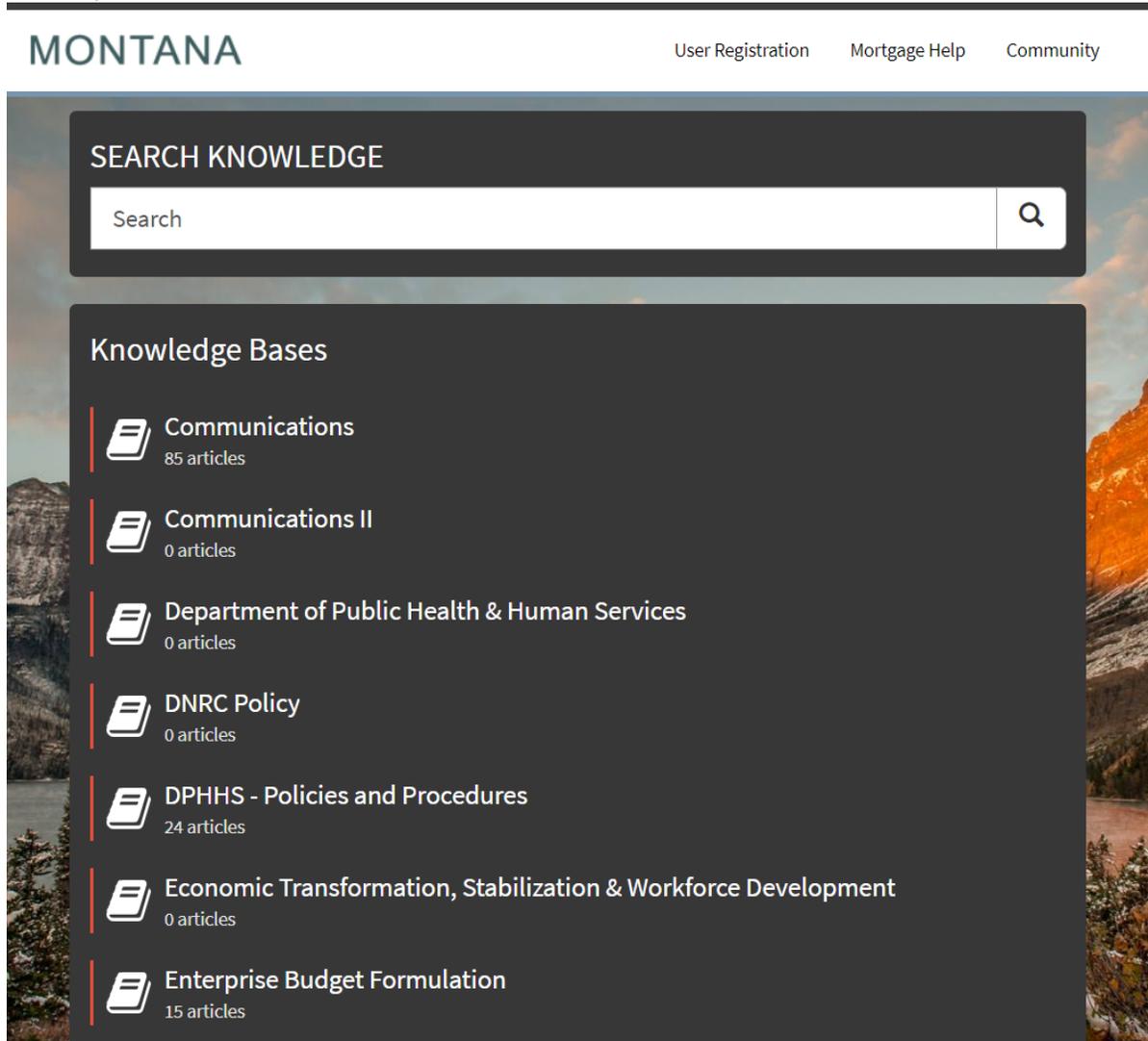
One form must be completed and submitted for each adult visitor.

You must have proof of legal authority over the minor child or attach permission from a person with legal authority over the minor child in order to submit an application for a minor to visit an inmate/resident.

Once you complete registration, you will be logged out.

Upon logout, you may see one of the following screens, or something different.

You may see a screen like this:



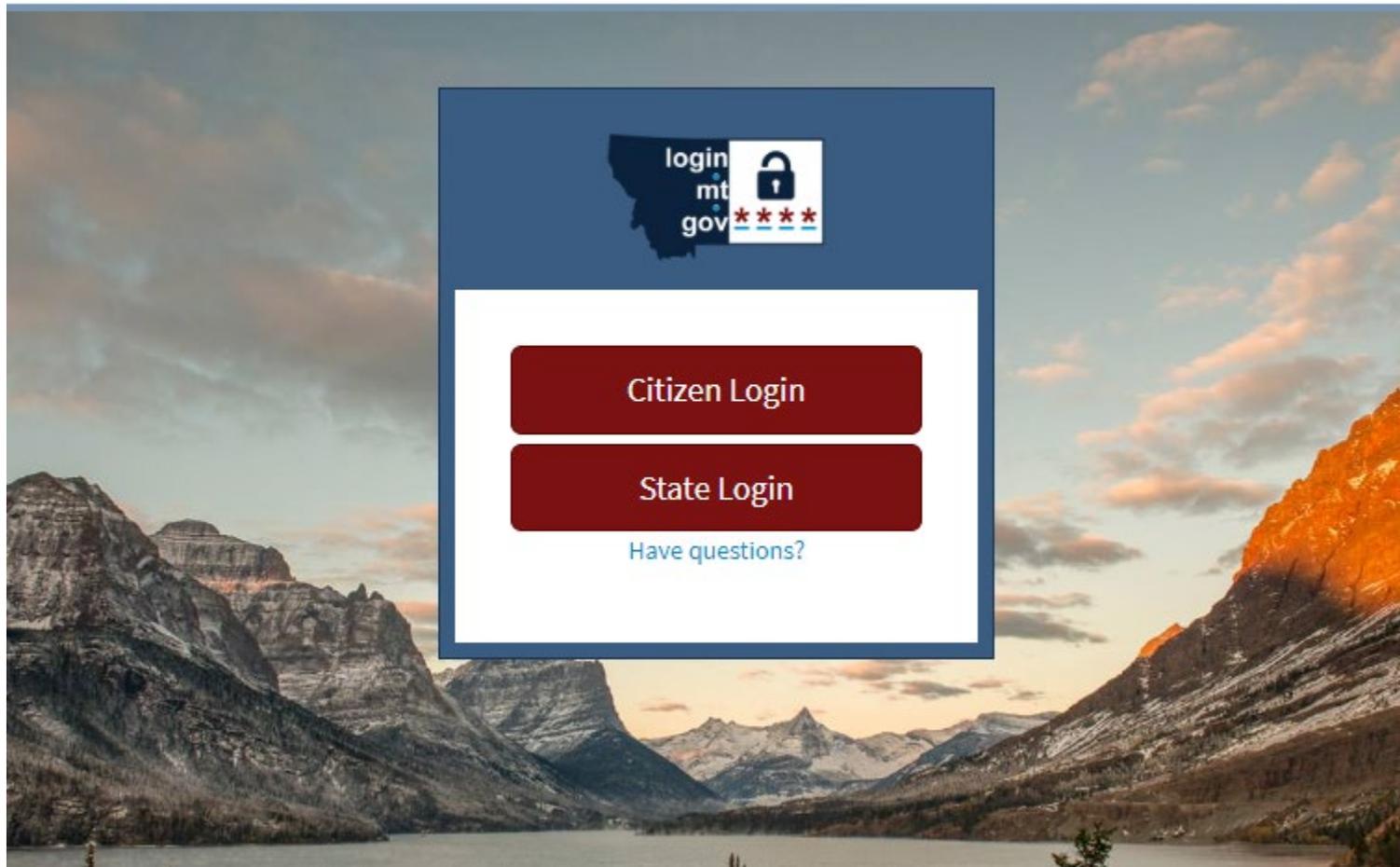
Or this:

# MONTANA

User Registration

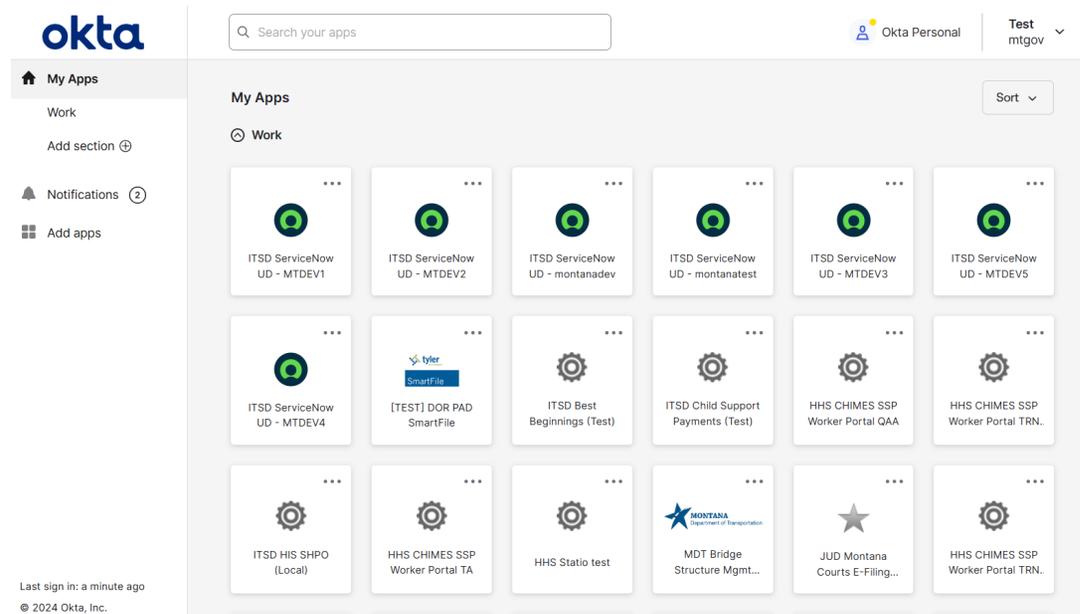
Mortgage Help

Community



Or a different logout screen.

If you see this screen, you can search for or scroll to find the Visitation Application and click on it to access the application.



Regardless of which screen you see at this step; you need to use the link to the service you are requesting.

Click here to access the [Visitation Application](#) or here to access the [Information Change](#).

Accessing a ServiceNow Service with your montana.gov Okta/ServiceNow Services registered account

Click here to access the [Visitation Application](#) or here to access the [Information Change](#).

Click on the citizen login.

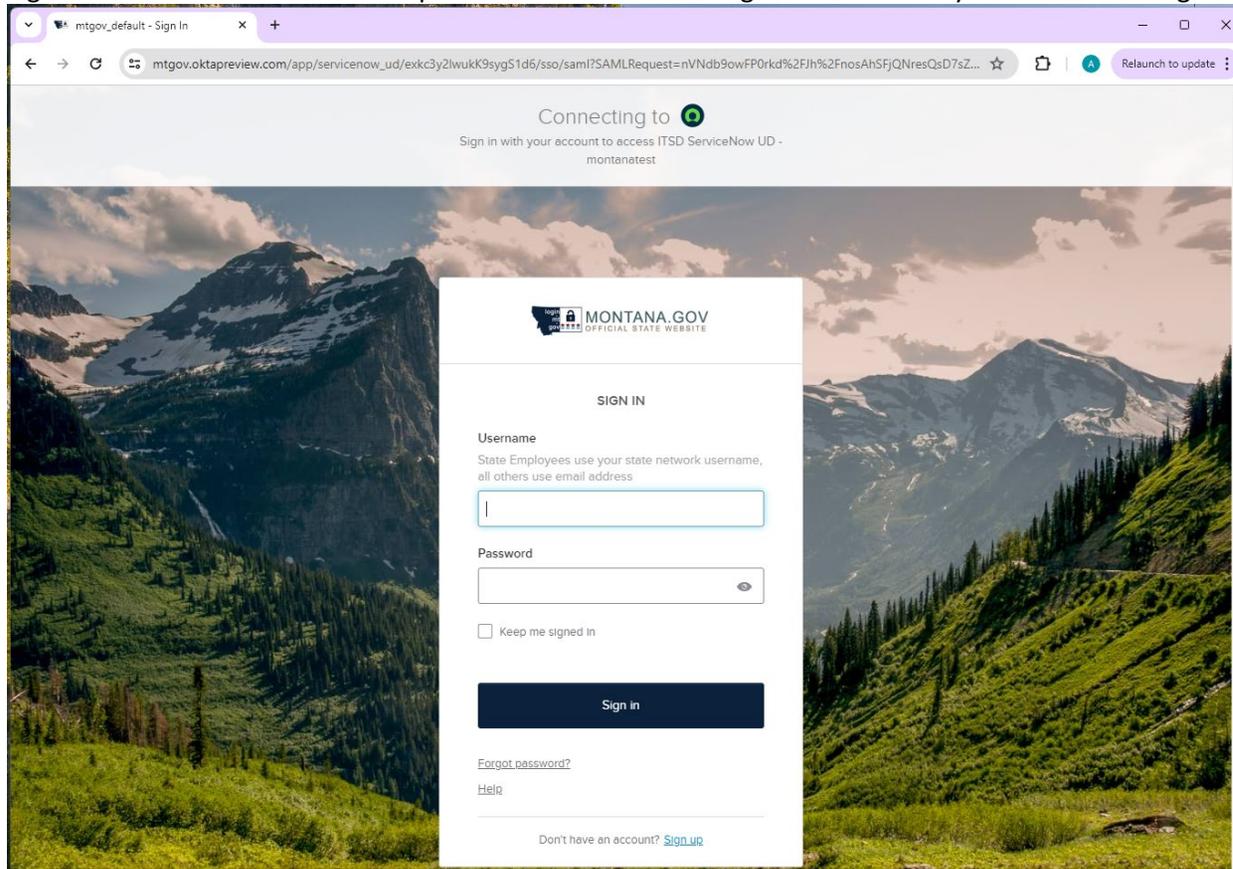


Citizen Login

State Login

[Have questions?](#)

Sign in with the email address and password for the montana.gov Okta account you created and registered for ServiceNow Services.



You will then be directed to the State of Montana ServiceNow Service you requested.