

Montana Vital Records VERS Access Request Instructions

Please read the following instructions VERY CAREFULLY for non-DPHHS employees to request access to VERS. Each step has tips to get past the most common issues people experience with this process.

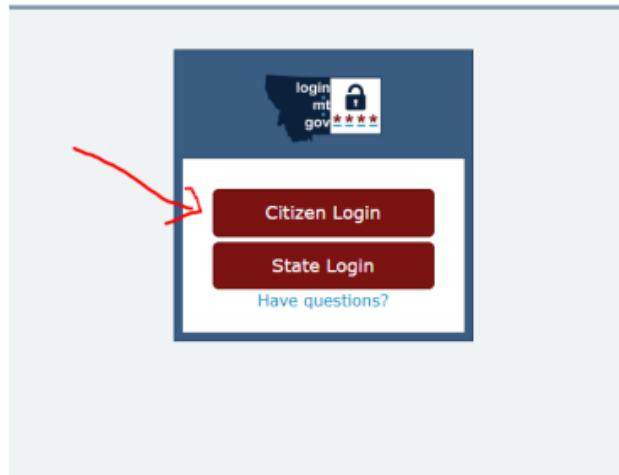
1st Step: Click the link below for the Non-DPHHS Access Request form, this will take you to OKTA, select "Citizen Login". If you have an OKTA account, sign in and skip to step 3. If you don't know, or don't have an OKTA account, select "Don't Have an account, Sign Up" at the bottom.

State workers:

https://montana.servicenowservices.com/sp?id=sc_cat_item&sys_id=404773da97d12ed0e650f64ef053af44

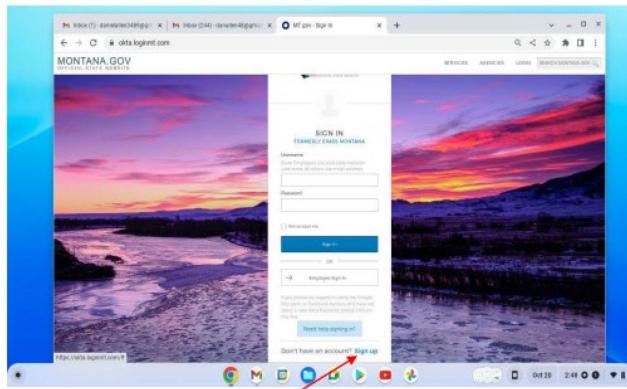
Citizen workers:

https://montana.servicenowservices.com/citizen?id=sc_cat_item&sys_id=404773da97d12ed0e650f64ef053af44

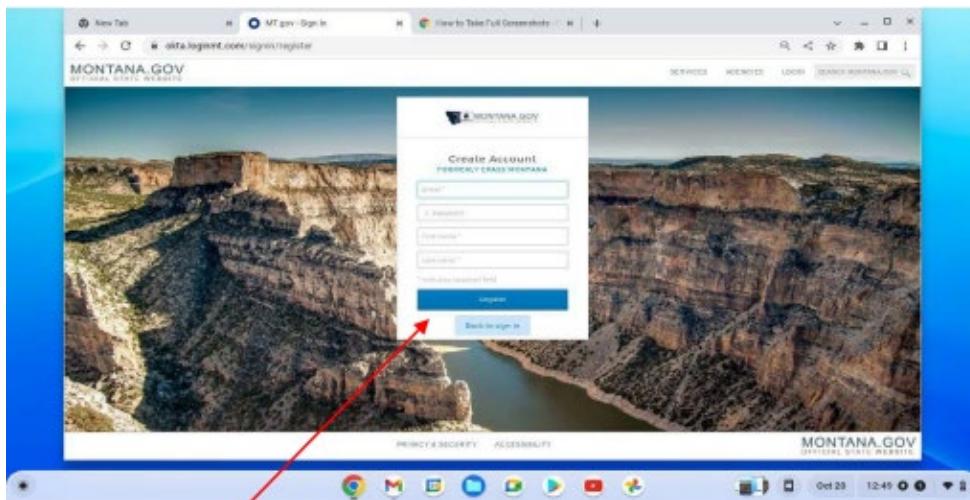


2nd Step: Create your account using your WORK email and information. Follow the instructions below:

a.) Click “Sign up” at the very bottom.



b.) Enter the required information in the fields shown.

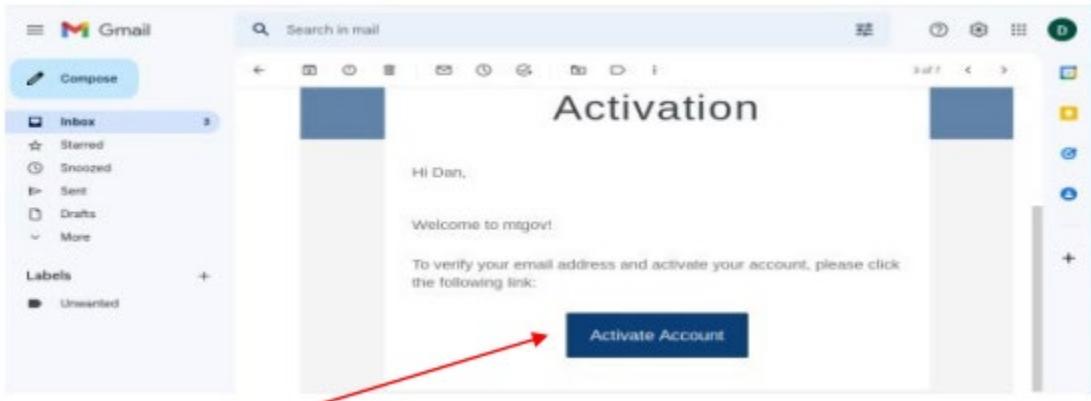


c.) Then click register.

d.) This will send an email to you so you can verify your account. The email will come from noreply@okta.com with the subject line of “Activate Account”. It could be in your Spam or Junk folder if you don’t see it in your inbox.

a. If you don’t receive the OKTA activation email, please call the DPHHS Help Desk at 444-9500 and they will be able to assist you with receiving an OKTA activation email.

e.) Once you receive the OTKA activation email, it should look like this:
OKTA



f.) Click on the Activate Account button in your email.

g.) This will take you to the Okta Dashboard, which you can ignore as the forms are not there.

3rd Step: Now that you are logged into OKTA, go BACK to your email and click on the link for the Non-DPHHS Employee/File Access Request form, or you can click here: For state workers: [Non-DPHHS Employee System & File Access Request - Montana](#)

For citizen workers: [Non-DPHHS Employee System & File Access Request - Montana - Citizen](#)

4th Step: This will take you to user access request. Select “I AM NOT REPRESENTING A BUSINESS”.

5th Step: In the User Access Request, please fill out all of the information, using your WORK email, phone, and information if this is related to your job. Make sure the phone number is typed EXACTLY with the following format (406) 123-4567 (AREA CODE IN PARENTHESIS, SPACE AFTER PARENTHESIS, AND A DASH. Ensure you list VERS in the ‘Please list the requested System & File Accesses section. For the last part, SELECT "NO AUTHORIZING OFFICIAL"

2th Step: Once you submit this form, you will get an email with an REQ Number, copy the full REQ Number (Including “REQ”).

3th Step: Click the Confidentiality Agreement link in your email or you can click here: [Non-DPHHS Employee Confidentiality Agreement - Montana](#).

Paste the REQ number that you have copied down, as it is the first thing it asks for. Fill out the Confidentiality Agreement. We understand some questions are repeated from the first form. This is a separate form required to access state systems.

4th Step: Once you submit the confidentiality agreement, you will receive two emails stating that access has been granted, one from DPHHS Network Security and one from the VERS data owner.

Please wait for an email from the data owner that says you have been granted access as that is the one that will allow you access to log in. Please allow for an up to 10 days of processing time for access requests to be approved.