# MT ePART Helpful Tips

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EPART LOG IN PAGE:

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

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.
PRINT A PDF FROM ADOBE:

When your PDF populates on your screen, when you see this appear, click on the Adobe Acrobat Toolbar (or Ctrl + H),

This will then populate the toolbar. Click on the Envelope Icon.

Click on Send Copy

This will put your PDF into an email. This may work differently on the email depending on what users are using for their email provider.
ADOBE:
If Adobe is needed, there is a link provided on the ePART Application page in the bottom right hand corner.

If you cannot get your adobe to show up in ePART, go into Internet, Tools, Internet Options, go to the Advanced Tab, and click on the reset button.

Right mouse click next to “help” and make sure your bars are turned on that you want on as these will reset with the reset of internet.
**POP UP BLOCKER:**
When asked for the Pop Up Blocker – go to Options for this site and chose “Always allow”.

Note: not all devices allow the pop-up’s to be blocked; such as tablets.

**MANAGE POP UP’S – IF OLDER THAN IE11**

With Internet Explorer still open, select from the menu: Tools / Internet Options / Advanced Tab

- Browsing section / uncheck the “Reuse Windows for Launching Shortcuts” (this does not show up as an option if you are running Internet Explorer 11)
- Click “Apply” and “Ok”

With Internet Explorer still open select Tools/ Internet Options / Privacy Tab:
- While on the Internet Options Privacy, tab, make sure that your privacy setting is at Medium.
INTERNET BROWSING HISTORY – DELETION

On your Menu Bar in the Internet.

Users can click on the Delete Browsing History on the top of the Tools Page; or by going into Internet Options (shown at the bottom of this screen shot)

This can also be found on the command bar on the internet

Click on Tools / Internet Options
User will click on Delete, which will bring up another popup window.
Make sure that “Preserve Favorites website data” is unchecked.

You will want to have at least Temporary Internet files and website files; Cookies and Website Data; and History checked for deletion.

The rest of the items you may either check or uncheck.

Click the Delete Button.
**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.

PASSWORD RESETS INFORMATION:

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.
  o 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.

To reset your password: Click on the Forgot Password link under the Log in section on the “Welcome to ePART Application” page.
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 in the search details section.

Note: you must have these items turned on in the wrench view to see this under your customer dashboard.

This area will show users if they have pending transactions and allow the user to continue from this area. Below is an example.
The Permits Summary shown below shows the Customers Insurance, Active Vehicles, and Active Permits. (Note, if you look at the active vehicles at the bottom of the section, this shows that there is 5 pages of active vehicles).

### Permits Summary

<table>
<thead>
<tr>
<th>Account No.</th>
<th>DBA Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Old Account No.: 0</td>
</tr>
</tbody>
</table>

Insurance Carriers: TEST INS
Expiration Date: 12/31/2018

### Active Vehicles

<table>
<thead>
<tr>
<th>VIN</th>
<th>Plate No.</th>
<th>Unit No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>123254786980</td>
<td>12457</td>
<td>1234</td>
</tr>
<tr>
<td>1234567890</td>
<td>1234</td>
<td>123456</td>
</tr>
<tr>
<td>1234567890</td>
<td>1234</td>
<td>123456</td>
</tr>
</tbody>
</table>

### Active Permits

<table>
<thead>
<tr>
<th>Permit No.</th>
<th>Permit Type</th>
<th>Plate No.</th>
<th>Issued Date</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>GV1800M286</td>
<td>GROSS VEHICLE WEIGHT PERMIT</td>
<td>MYDR123</td>
<td>01/01/2018</td>
<td>01/01/2018</td>
<td>01/01/2018</td>
</tr>
<tr>
<td>THF821734</td>
<td>TERM PERMIT</td>
<td>123456</td>
<td>01/01/2018</td>
<td>01/01/2018</td>
<td>01/01/2018</td>
</tr>
</tbody>
</table>
PAYMENT DETAILS:

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

For Credit Card and E-Check payments, the user needs to click on the **Electronic Payment button for entering the payment information.** Do **not** select from payment type drop down.

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.

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 & CONTINUE BUTTON**

When you finish paying, please select “Continue”. This will take you back to the ePart Payment screen. **Do Not** hit “Reload”. You will then hit the final “Proceed” and your payment receipt and permit will generate in a PDF.

*Your payment was successfully processed.*

**Transaction Summary**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>MDT ePart</td>
<td>$10.52</td>
</tr>
</tbody>
</table>

Note: the print button has been removed from this page.
HOW TO PRINT A PAYMENT RECEIPT:

Go to Operations / Finance / Reprint – Payment Receipt

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

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.

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

The list of permits will be displayed with the most current defaulting to the top of the list.

The user can click on Permit to see the view of the Printed Permit; or View, to see the screens of the permit.
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 ADD A VEHICLE IN PERMITS:**

**Permit Vehicles**

Add Vehicle

Update Vehicle

Vehicle Inquiry

While in permitting on your account, click on the Add Vehicle link
VIN: FOUND IN CVIEW

On the Vehicle Details screen, you will type in the VIN Number and click on the search button.

If the VIN is found in CVIEW it will pull all the data forward that it has found.

VIN: NOT FOUND IN CVIEW, BUT DECODED SUCCESSFULLY

If the VIN is not found in CVIEW, you will get the message above. The key here is that the VIN was decoded successfully.

The above data is filled in. You will be able to enter the Plate number, Unit No. if wanted, Jurisdiction and Vehicle type.
VIN: NOT FOUND IN CVIEW, AND NOT DECODED SUCCESSFULLY

When the VIN cannot be found and is not decoded, the message below is received. You will not be able to override this. You must call in for assistance to have your vehicle added to your account.

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.

Updating Insurance on a Permit Account by the Company:

Go into Services / Permits

Go to the Account Section / Update Account

Make sure that the account number is entered on the screen and proceed.

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

Currently the Combined Liability must be 1000000.00
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.
TIPS IN PERMITTING:

CONTACTS TAB:
When applying for a permit, in the Permits Account Details, please select “OTHER” in the Contacts tab. Please enter the contact name, phone number and an email address.

ROUTING DETAILS:
In Routing Details, please select the orange “Pre-Defined Route”, and select your route. If you don’t find the correct route, you may manually enter the route into the Routing Details fields. If you enter the route manually, the application will come into the permit queue for a Motor Carrier Services Technician to verify\approve. Once we approve the application, you will receive an email and will need to proceed to Resume Application to pay and print the permit.