



Montana Department of  
**LABOR & INDUSTRY**  
Business Standards Division

**RENEWAL FREQUENTLY ASKED QUESTIONS**

**1. I have forgotten my password; how do I reset it?**

- a. Select the; [I've forgotten my password](#) link on the homepage of the renewal website. The system will ask you to answer a security question and then will send a new password to the email address in your renewal account. If you do not have a valid email address on your account, do not have access to the email on your account, or do not know the answer to your security question you will not receive the email. If no email is received within 30 minutes please contact the office for assistance.

**2. I can't see my license or application when I log in, why is that?**

- a. Make sure you clicked on the right RENEW/PRINT license link/tab from the home page. Professional & Occupational Licensing includes non-health care professions (electrician, engineer, accountant, etc.); Health Care Licensing includes health care professions (physician, nurse, veterinarian, funeral service, etc.)
- b. If you are on the correct tab/link and still do not see your license your public user account may need to be connected to your records. Please contact the office for assistance.

**3. I am getting an error that my account is not Active or is not Enabled, what do I do?**

- a. Your account needs to be activated or enabled by board staff. Please contact the office for assistance.

**4. I have forgotten my user name; what should I do?**

- a. Your user name would be the same user name used last time you renewed online OR the user name you selected when you applied on line. The email on your account can also be used as your user name. If you have forgotten your user name and email please contact the office.

**5. I need to update my address; how do I submit an address change?**

- a. Log into your ebiz account at <http://ebiz.mt.gov/pol>, click on the Account Management link at the top of the page OR the My Account link located at the dashboard. Find the area labeled Contact Information, click on the Actions link that is listed under Contact Information, Select View, and a screen should pop up allowing you to change your

address, phone number(s), and email address. Changing your information here will update your license record with your new contact information

## **6. How do I contact the office for help with renewal?**

- a. You can email [dlibsdhel@mt.gov](mailto:dlibsdhel@mt.gov) with your question or request.
- b. You can call the Division Receptionist at 406-841-2300 OR the renewal unit at 406-444-6880. During the last days of renewal high call volume could cause long wait times so we encourage early renewal.
- c. You should receive a response within 72 hours.

## **7. Can I print my license at the same time that I renew my license?**

- a. Yes, once renewed click on the My Records link then click on the triangle next to Health Care Licensing OR Professional & Occupational licensing link that you see after clicking My Records. You will see your license(s) listed, click on the license number (in blue); you will then click on the Print Your License button and your license will display on your screen to be printed.