**Effective January 29, 2025,** changes are coming to Optum Government ID (GovID) process. There is a new design of the pages, and new methods of authentication (i.e., phone number validation) will be required. This document is intended to provide instruction for users on the new log in steps, account creation, and forgot password and forgot GovID processes.

Sign In Instructions for Existing Users

1. Navigate to the Montana Provider Portal website.

2. Select Provider.
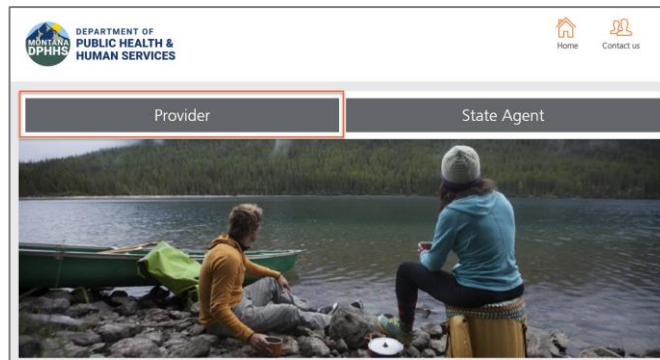
3. Click Login and Registration.
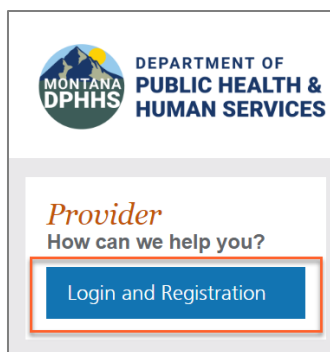
4. On the GovID Sign In page, enter your Optum GovID or email address and password.

5. Click Continue.

6. On the Secure Sign In Methods window, next to Phone, click Setup.

   Note: The screen gives you the option to Skip & Continue this additional setup step until the deadline, until which time it will be enforced.
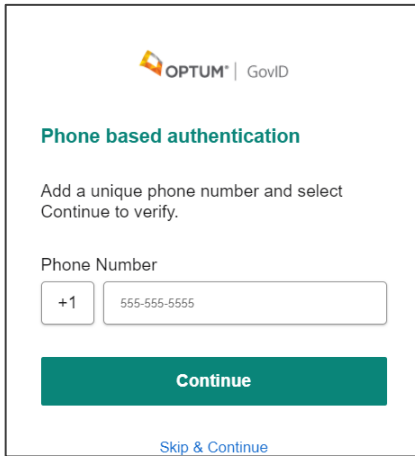
7. Enter the 10-digit phone number. This must be a valid number that receives calls or text messages.
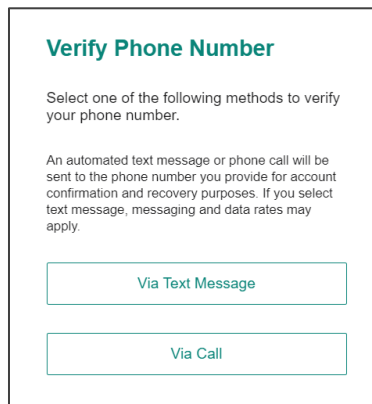
8. Choose to verify this phone number via Text Message or Call.

   a. Text Message– Check your text messages for a message from Optum containing a 10-digit verification code.

   b. Call – Write down the verification code read over the phone.

9. Enter the verification code. Click Verify.

10. The Phone Number Verified message appears. Click Continue.

11. On the Secure Sign In Methods window, click Skip & Continue. **Note:** Additional authentication methods can also be added at this time, or managed later under the Manage My GovID option.

12. From the Recovery Code window, download and/or copy and save your recovery code. This code can be used for validation for self-service recovery for a forgotten password.

13. Click the recovery code attestation checkbox. Click Continue. User will be logged into the portal.