

## FREQUENTLY ASKED QUESTIONS PROFESSIONAL LICENSING RENEWAL

### 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.
- b. Answer your security question. EBiz will send a new password to the email address in your renewal account.
- c. 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.
- d. If no email is received within 30 minutes, please contact the Business Standards Division at (406) 444-6880 or email us at [dlibsdfhelp@mt.gov](mailto:dlibsdfhelp@mt.gov).

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

- a. Likely your public user account is not linked to your license record.
- b. Please contact the Business Standards Division at (406) 444-6880 or email at [dlibsdfhelp@mt.gov](mailto:dlibsdfhelp@mt.gov) for assistance. Staff will link your account to your license record.
- c. Please allow up to 72 hours to receive a response from a member of our Professional Licensing staff.

### 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 Professional Licensing board staff. Please contact the Business Standards Division at (406) 444-6880 or email us at [dlibsdfhelp@mt.gov](mailto:dlibsdfhelp@mt.gov).

### 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.
- b. If you have forgotten your user name and/or email, please contact the Business Standards Division at (406) 444-6880 or email us at [dlibsdfhelp@mt.gov](mailto:dlibsdfhelp@mt.gov).

**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>
- b. Click on the “Account Management” link at the top of the page.
- c. Find the area labeled “Contact Information” and click on the “Actions” link listed under “Contact Information.”

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

- a. Please contact the Business Standards Division at (406) 444-6880 or email at [dlibsdlhelp@mt.gov](mailto:dlibsdlhelp@mt.gov).
- b. Please allow up to 72 hours to receive a response from a member of our Professional Licensing staff.
- c. Please note that during the last days of renewal high call volume could cause long wait times so we encourage early renewal.

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

- a. Yes, once you’ve renewed click on “Print, Update, or Renew your License” link at the top of the page.
- b. Click on your license number, wait a couple of seconds and you will see document(s) listed under “Attachments.”
- c. The first document listed is your license, click on the document name and your license should pop up on your screen for saving or printing.

**8. If you are receiving errors when trying to log-in, please verify you are using the correct website. Many users forget the pol at the end of the EBiz web address which will take the user to the wrong website. Make sure you are at: <http://ebiz.mt.gov/pol>**