MT ePART Helpful Troubleshooting and Tips

Disclaimer: The information contained in this document is provided for informational purposes only. The user assumes all responsibility for any consequences resulting from the use of the information provided. The information contained within this document may vary depending on the applications and versioning used.

- Click on the content item below to go to that section of the document.
- CTRL F will bring up a search function.
- Review the table of contents to find the information made available in this document.

Contents

EPART DEFINITION: 3

EPART LOGIN SCREEN: 3

ADOBE ACROBAT AND/OR ADOBE ACROBAT READER: 4

POP-UP BLOCKER – MICROSOFT EDGE: 5

POP-UP BLOCKER – GOOGLE CHROME: 5

MDT FORMS NOT DISPLAYING PROPERLY – PDF's? 7

WHEN USING MICROSOFT EDGE: 7

WHEN USING GOOGLE CHROME: 8

CLEAR BROWSING DATA FOR MICROSOFT EDGE: 9

CLEAR BROWSING DATA FOR GOOGLE CHROME: 12

CHECK YOUR "AUTOFILL" SETTINGS IN MICROSOFT EDGE: 14

CHECK YOUR "AUTOFILL" SETTINGS IN GOOGLE CHROME: 16

"FILE NOT FOUND" MESSAGE WHEN USING GOOGLE CHROME: 17

PRINT A PDF FROM ADOBE WHEN USING GOOGLE CHROME: 18

HOW TO SET YOUR DEFAULT ADOBE: 20

BLANK PAGE – PDF DOES NOT DISPLAY ON MICROSOFT EDGE 22

BLANK PAGE – PDF DOES NOT DISPLAY ON GOOGLE CHROME 23

FIND YOUR WINDOWS VERSION: 24

HOW TO SET YOUR DEFAULT BROWSER: 25

EMAILS FROM MT.GOV: 25

PASSWORD RESETS INFORMATION: 26

RETRACT / EXPAND WINDOW: 27

USER GUIDE – ?: 27

CUSTOMER DASHBOARD: 27

MENU FINDER: 27

PAYMENT DETAILS: 28

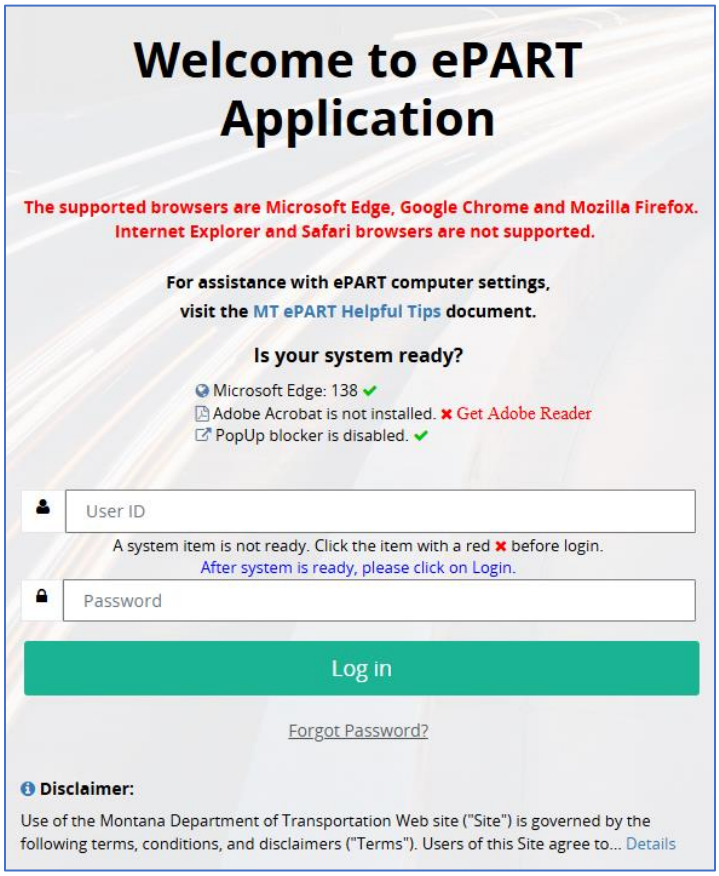
HOW TO PRINT A PAYMENT RECEIPT: 29

EPART DEFINITION:

ePART stands for Electronic Payment, Audit, Registration, and Tax. Note: Permits was removed from this application in December 2025.

A review of the table of contents above, gives a full picture of what is being answered in this document.

EPART LOGIN SCREEN:



The supported browsers are Microsoft Edge, Google Chrome and Mozilla Firefox. Internet Explorer and Safari browsers are not supported.

On the ePART login screen as shown above, the two of the three items above in the highlighted area need to show for this application to run properly.
This includes the version of browser being used and Pop-up blocker is disabled.

If this application is showing that Adobe Acrobat is not installed, x Get Adobe Reader, this is a warning message, not a hard stop. Logging into the application. Once logged in, print a document from your ePART account. If the document prints, no further action is required.

If your system still does not see Adobe Reader, go to the Managing Add-on's in this document to correct the issue.

ADOBE ACROBAT AND/OR ADOBE ACROBAT READER:

One of these versions of Acrobat must be loaded on your computer. If this is a new load, make sure you open the Adobe version application before entering ePART to ensure the application is loaded correctly.

If completing a new installation, make sure to restart the computer, not just a shutdown.

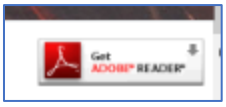
Make sure if you have just installed the Adobe software, that you go to the start icon,  as shown, on your computer and go to the Adobe software and open it. As a new application, it will need to be opened for this to be used.

The differences between Adobe Acrobat and Acrobat Reader are as follows:

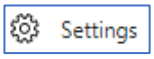
- Functionality: Adobe Reader is primarily for viewing, printing, and commenting on PDF documents, while Adobe Acrobat is a full PDF editor that allows users to create, edit, and convert PDF files.

- Cost: Adobe Reader is free, whereas Adobe Acrobat is a paid software with advanced features.

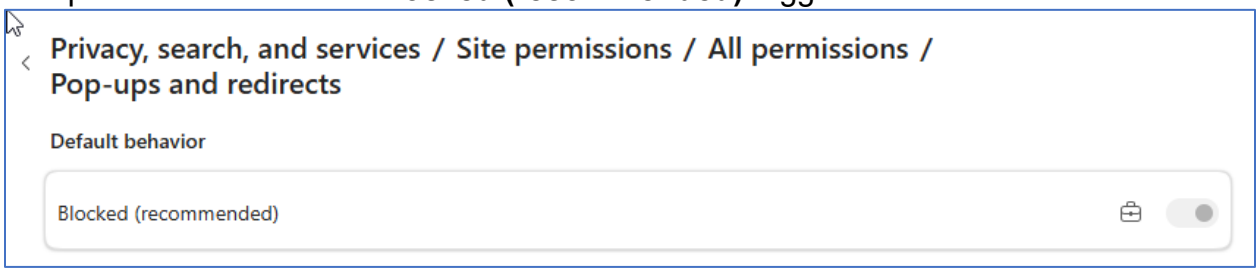
On the bottom right-hand side of the ePART Login page, is a link to download Adobe Reader, if you do not already have it as shown in the image below.



POP-UP BLOCKER – MICROSOFT EDGE:

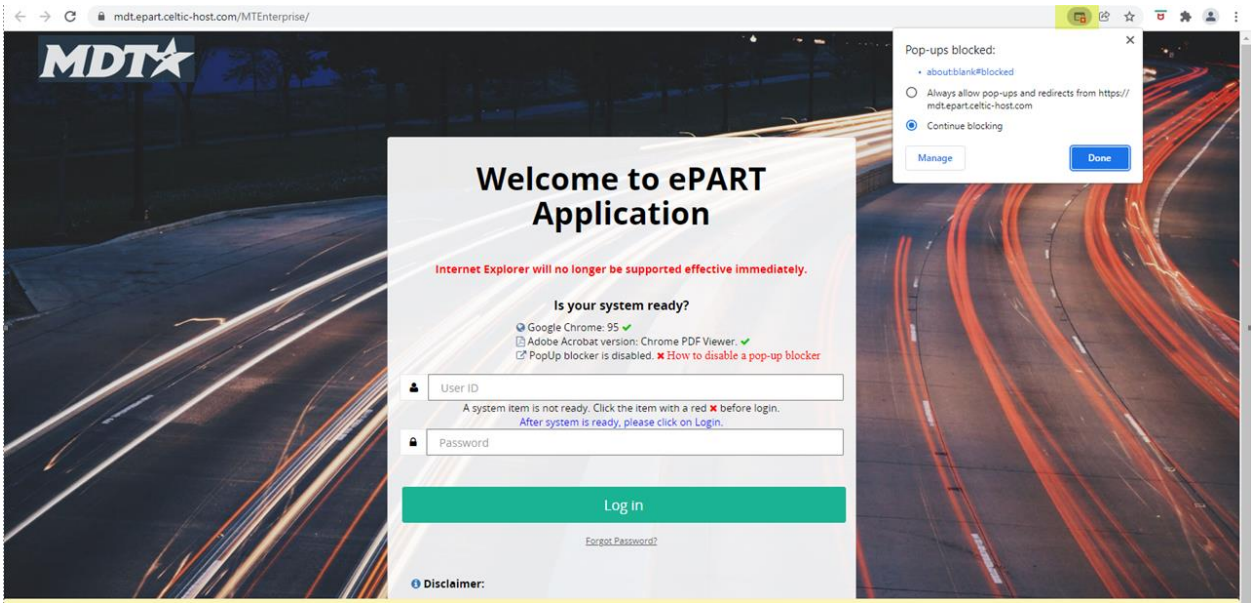
1. Startup the Microsoft Edge browser on your PC/Laptop.
2. Click on the **three-dot icon** at the top right-hand side of the browser. 
3. Click on the **Settings** option from the drop-down menu as shown. 

4. In the left-pane, select **Privacy, search, and services**.
5. Select **Site Permissions** and then **All Permissions**.
6. In the right-hand side pane, scroll down and click on the **Popups and Redirects** option and turn on the **Blocked (recommended)** toggle.



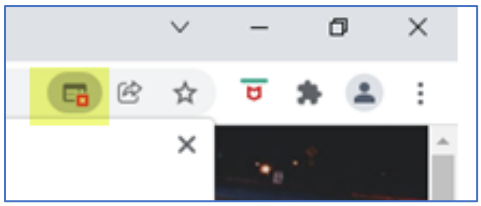
7. If you prefer, you can leave the pop-ups marked to off, and Add the site and enter it as https://mdt.epart.celtic-host.com/MTEnterprise/

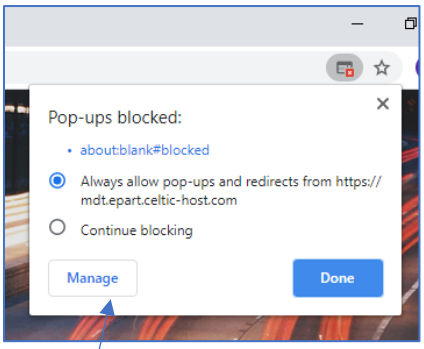
POP-UP BLOCKER – GOOGLE CHROME:



The Pops-up blocked message and icon will only appear on web sites when there are actually pop-ups blocked.

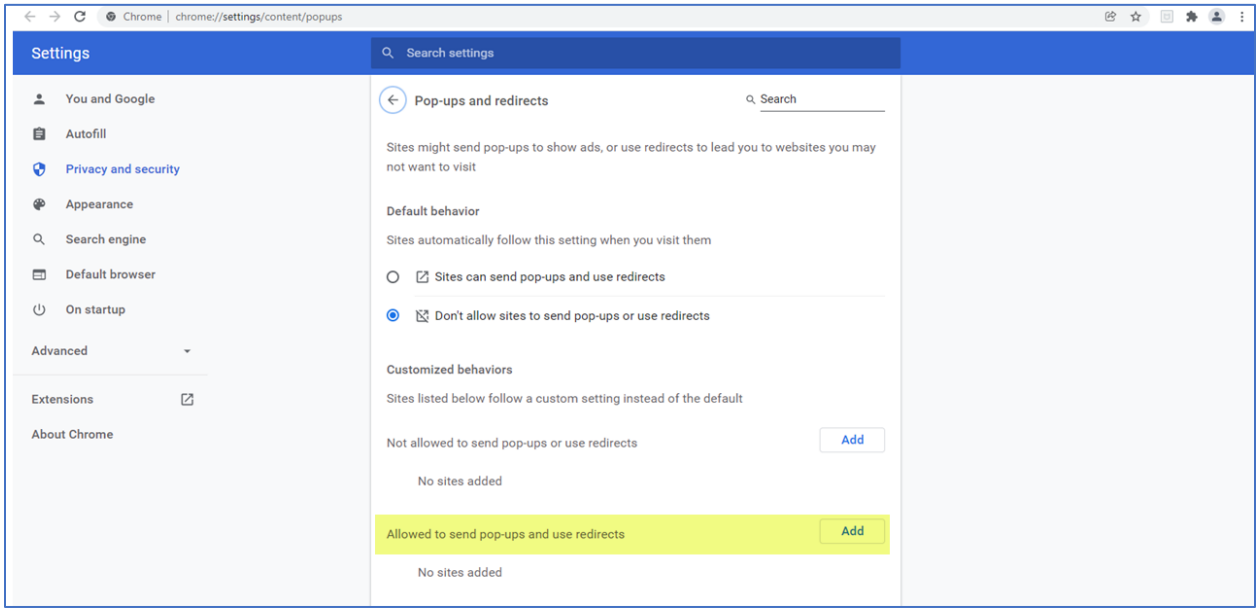
- "How to disable a pop-up blocker" that is stopping this application from loading.
    - On the top right of the screen highlighted in yellow, click and choose the top radio button "Always all pop-ups and redirects from https://mdt.epart.celtic-host.com". Then select "Done".





Or, if you want to Manage this, click on the Manage wording, as shown with the arrow above. The screen below may populate.

This may also be dependent on what your computer settings are allowed at your company. Going through the Manage button route may not work as well.



Click add. The site you will add for ePART is mdt.epart.celtic-host.com

On the screen above this is showing as being done in Google Chrome on the **Privacy and Security / Site settings / Pop-ups and Redirects**.

MDT FORMS NOT DISPLAYING PROPERLY – PDF's?

If you are using Google Chrome, Microsoft Edge, or Mozilla Firefox as your internet browser you may have to adjust your settings.

On the MDT Forms page https://www.mdt.mt.gov/publications/forms.aspx#com towards the top of the page, there is a section that goes into the "Having Trouble Opening MDT forms?". This is also covered below.

WHEN USING MICROSOFT EDGE:

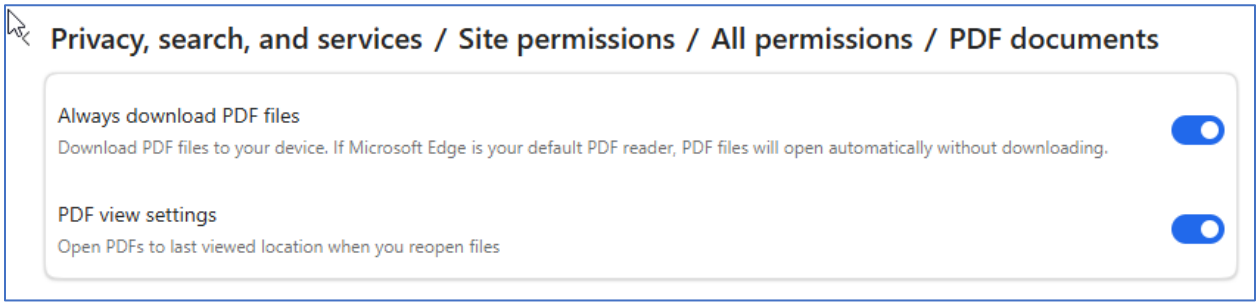
Copy and paste into the Edge address field: **edge://settings/content/pdfDocuments**

For the detailed instructions:

1. Click on the three dots, which is the "settings and more" in the upper right-hand corner of the screen as shown in the highlighted section on the screen view below.



2. Go to **settings**
3. **Privacy, search, and services / Site permissions / All permissions / PDF Documents**



4. Change the slider to the right so it shows it is turned on. This will download PDF files to your device. If Microsoft Edge is your default PDF reader, PDF files will open automatically without downloading.
5. Close the window

WHEN USING GOOGLE CHROME:

Copy and paste into the Chrome address field: **chrome://settings/content/pdfDocuments**

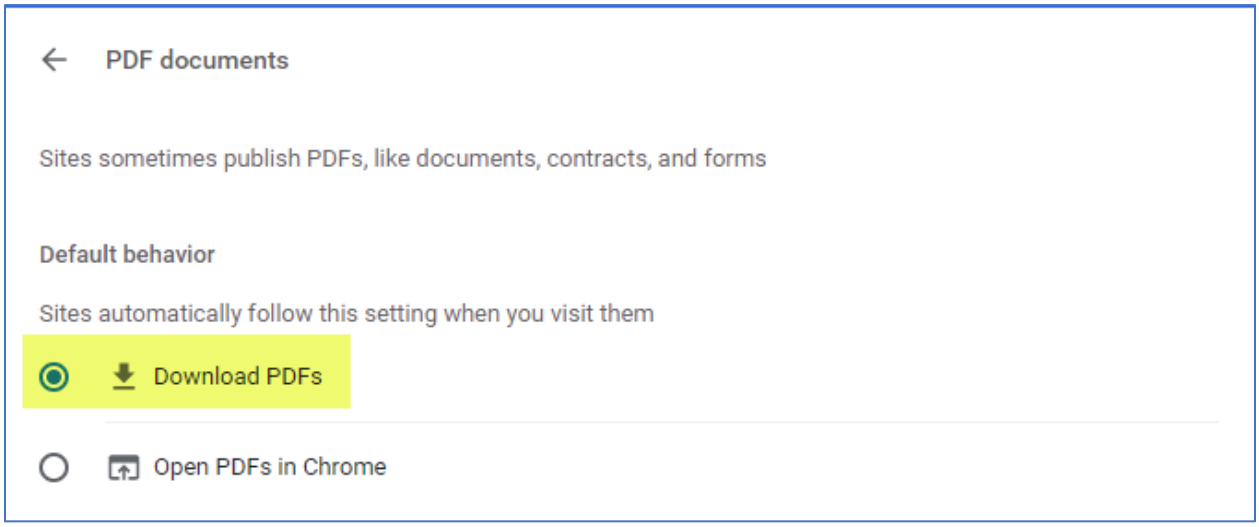
For the detailed instructions:

1. Click on the three dots, which is the “Customize and control Google Chrome” in the upper right-hand corner of the screen as shown in the highlighted section on the screen view below.



Go to **Settings / Privacy and Security / Site Settings / Additional Content Settings** section(click on the down arrow to expand this)

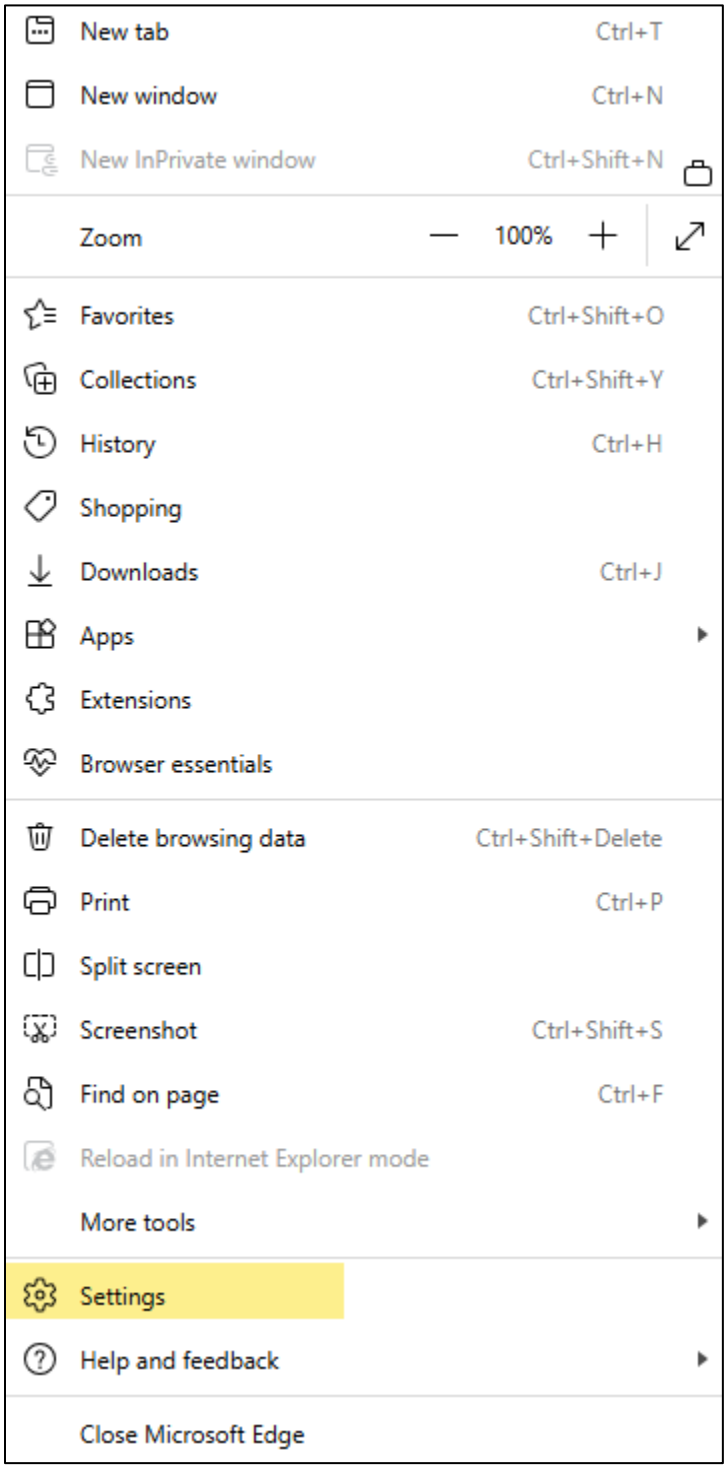
2. **PDF Documents**



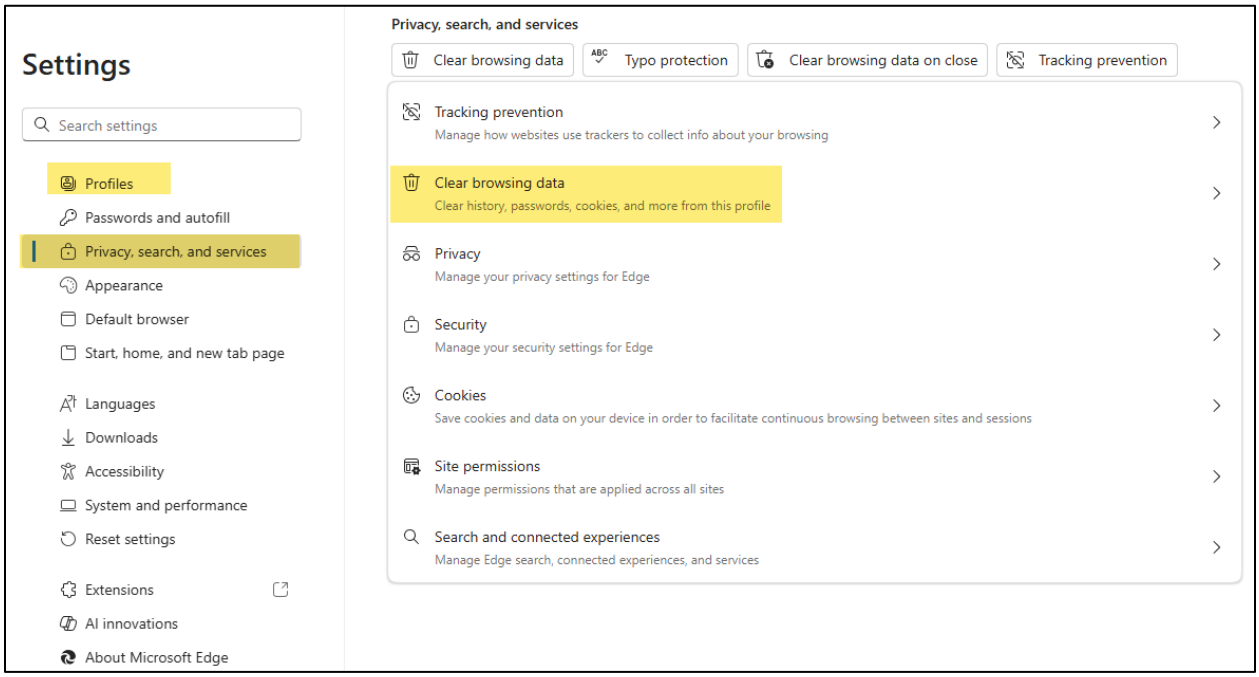
3. Click on the Radio Button in front of the “Download PDFs” as shown in the screen view above.
4. Close the window
5. PDF files will now open in the PDF reader

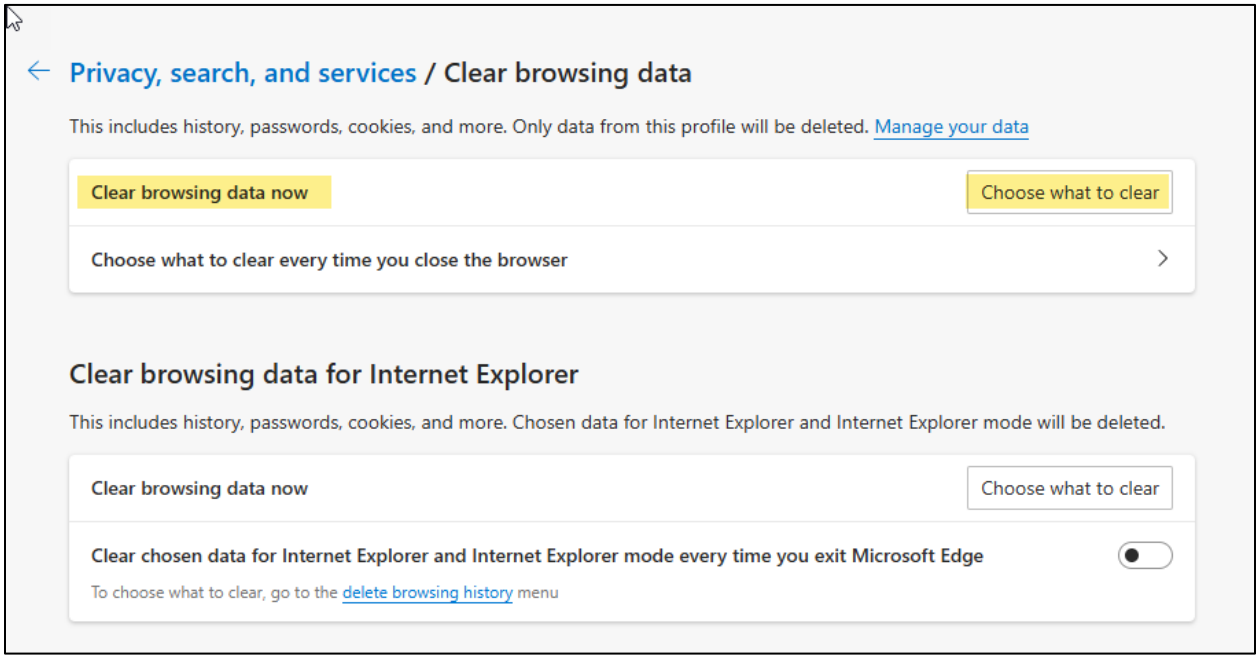
CLEAR BROWSING DATA FOR MICROSOFT EDGE:

Click on the three dots at the top of the page, and go to **Settings**

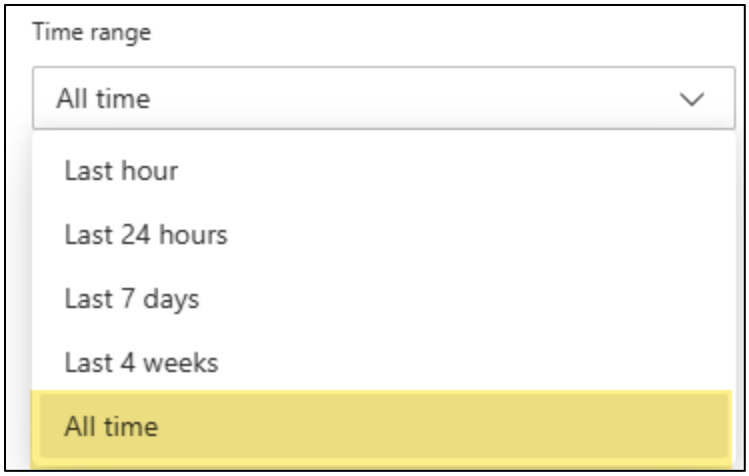


Go to **Privacy, search and services**, click on **Clear browsing data.** This can also be found under the Profiles tab.

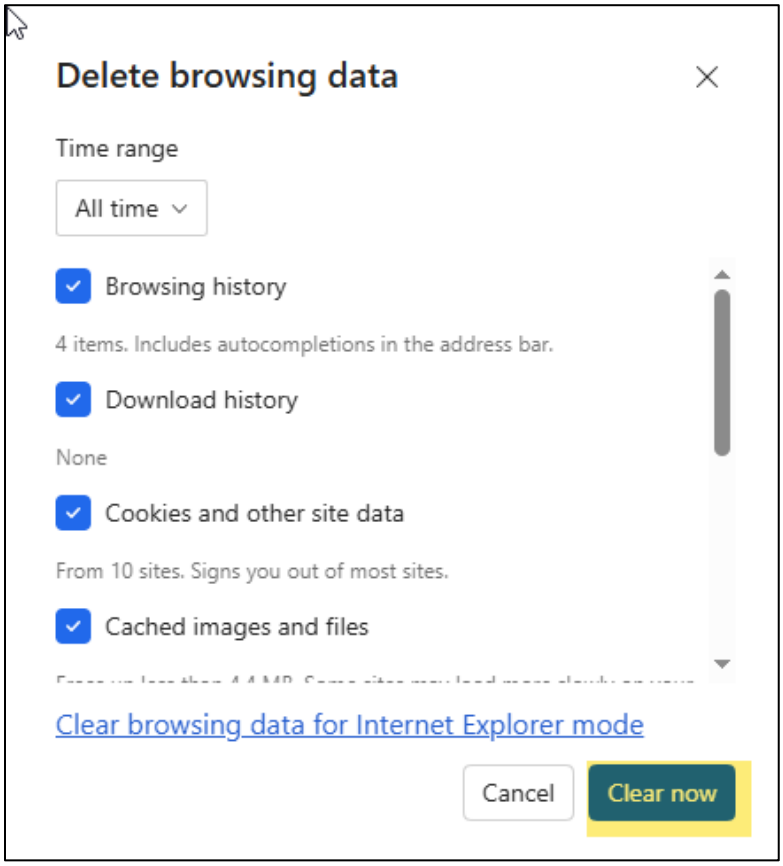




And then click on “Choose what to clear”



Above is shown the Time Ranges that a user is able to select from.

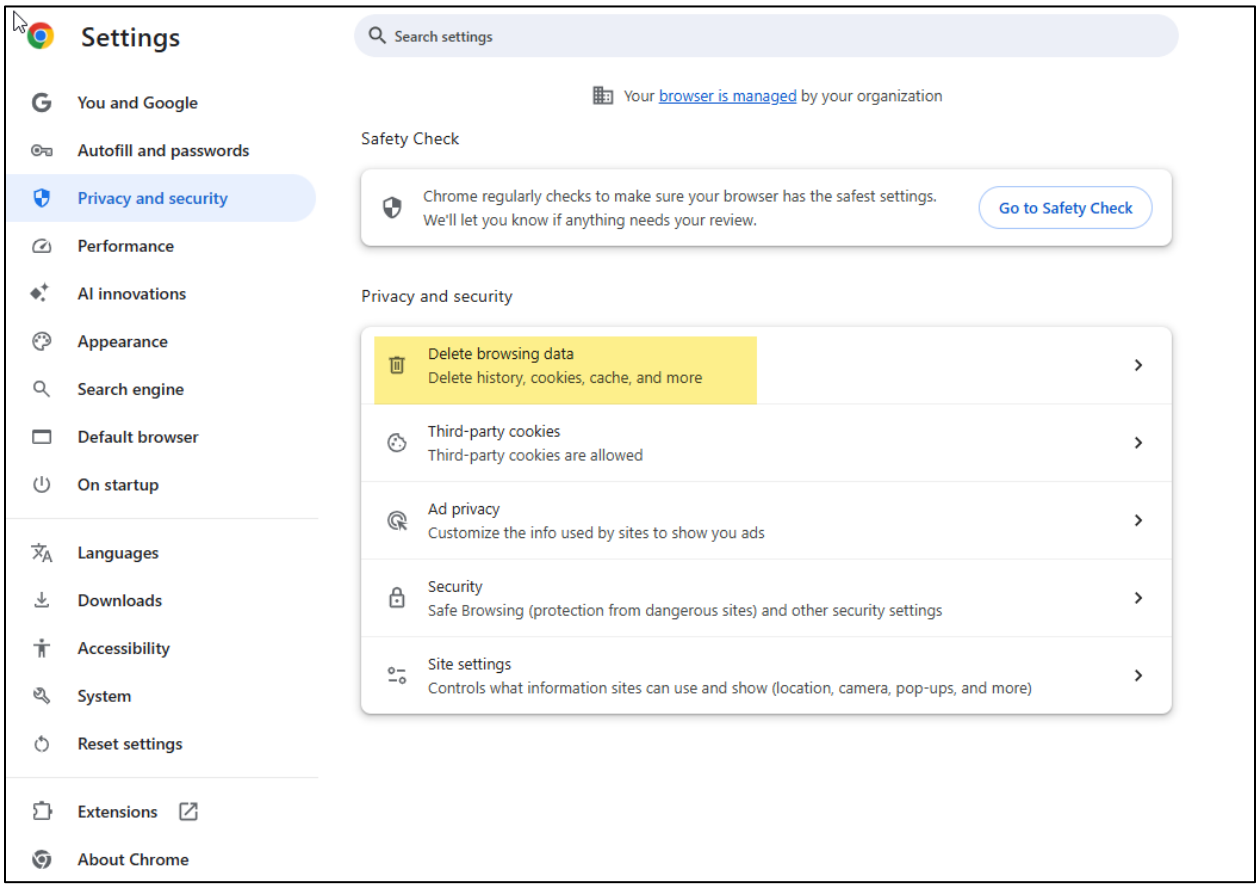


Select your Time Range and check / uncheck the type of information to be deleted, click on the Clear Now button.

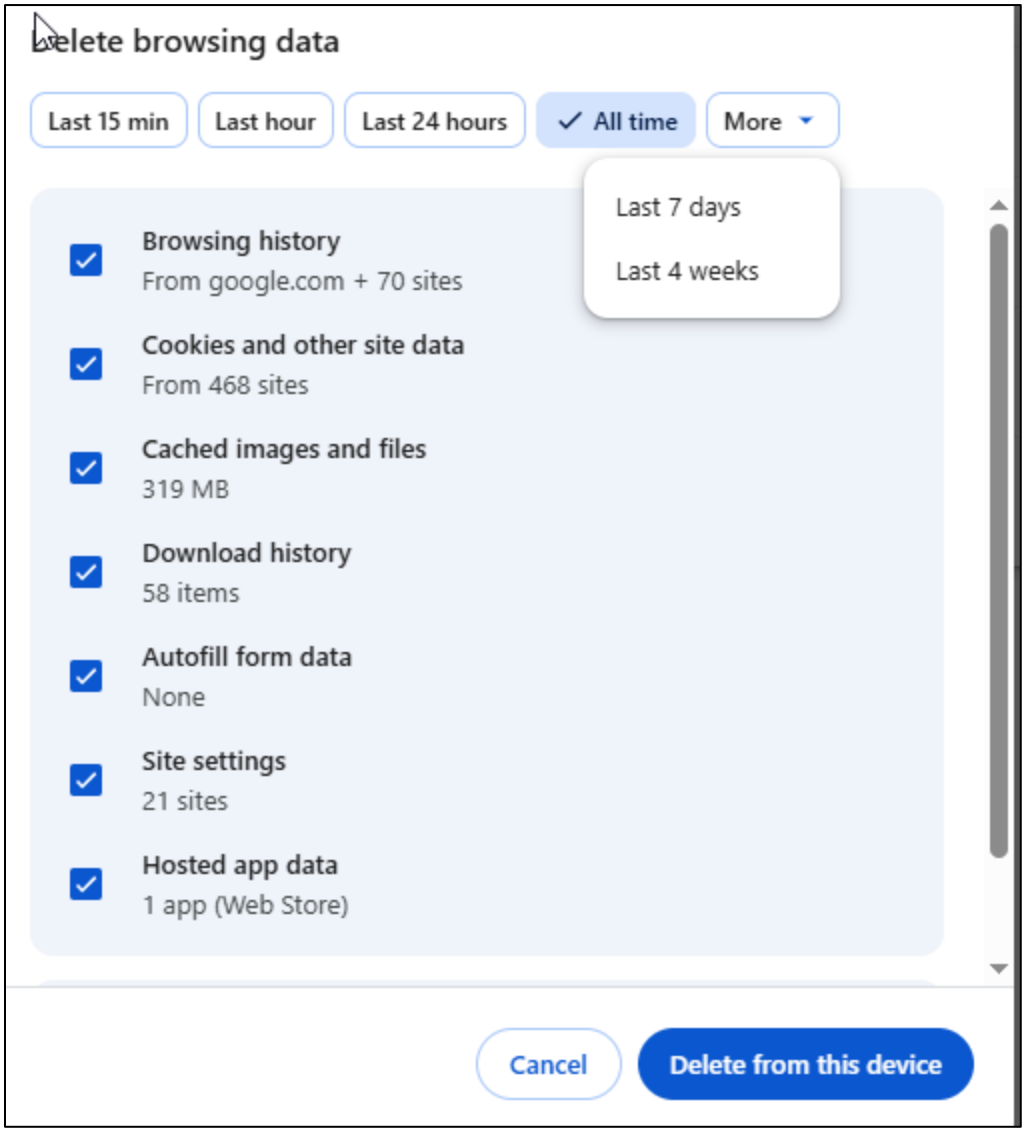
CLEAR BROWSING DATA FOR GOOGLE CHROME:

Click on the three dots in the top corner and click on **Settings**:

Click on **Privacy and security** and then click on **Delete browsing data.**



Select your Time Range:



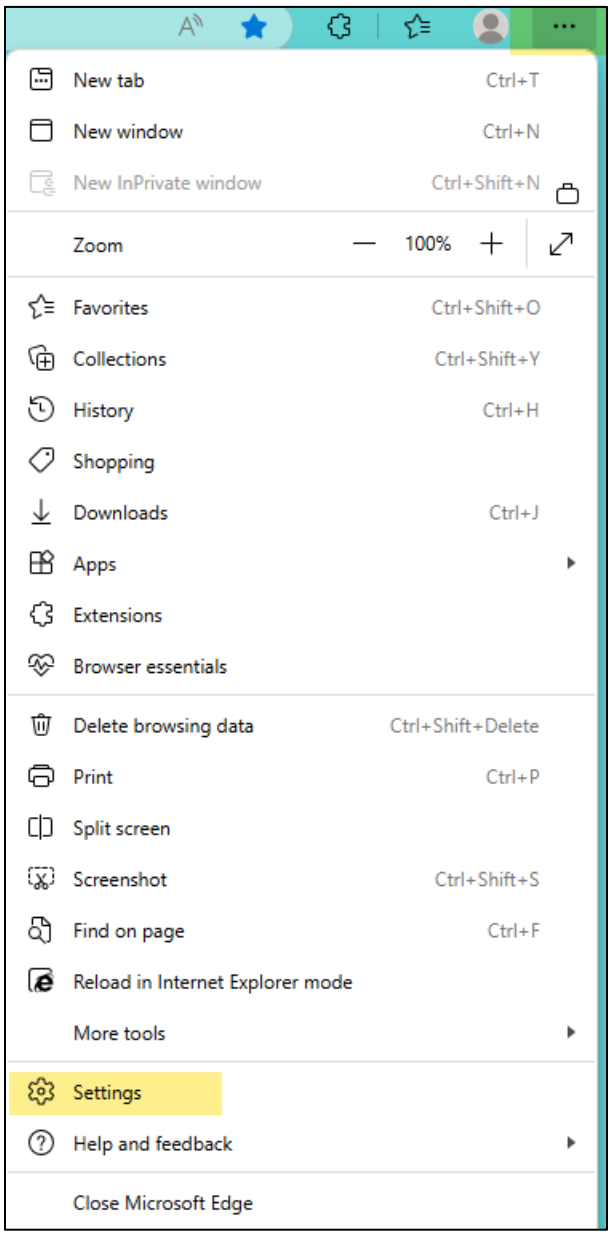
You may need to scroll down on this site to see what other type of browsing data are shown.

Click on **Delete from this device**.

CHECK YOUR "AUTOFILL" SETTINGS IN MICROSOFT EDGE:

Click on the ··· three dots in the upper right-hand corner of the screen. Click Settings; then Profiles:

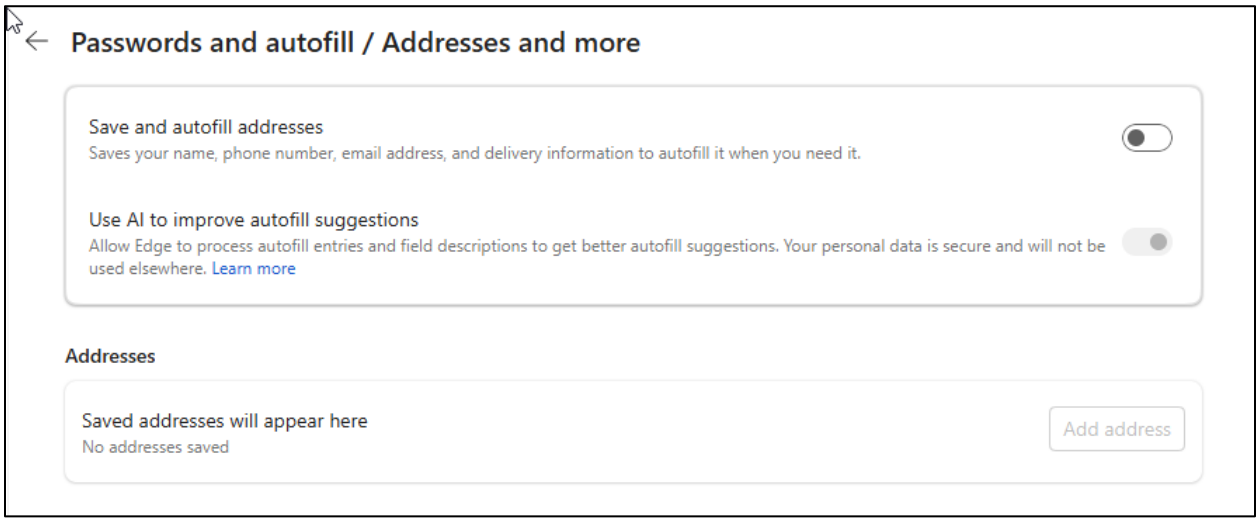
Note: If you are having issues with your phone numbers populating correctly in ePART, turn the autofill setting off in Passwords and autofill / Addresses and more.



Go to the **Passwords and autofill**



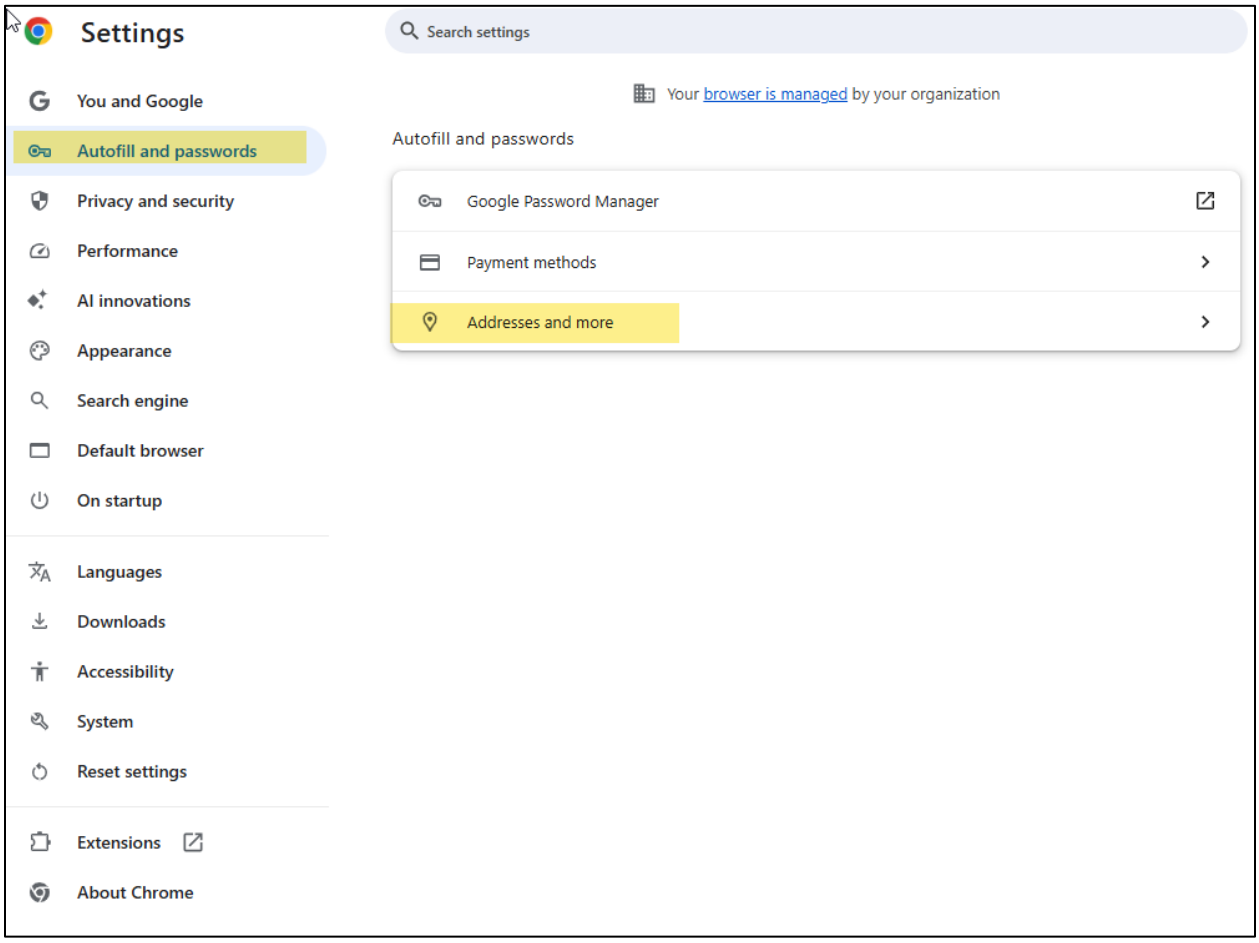
Addresses and more



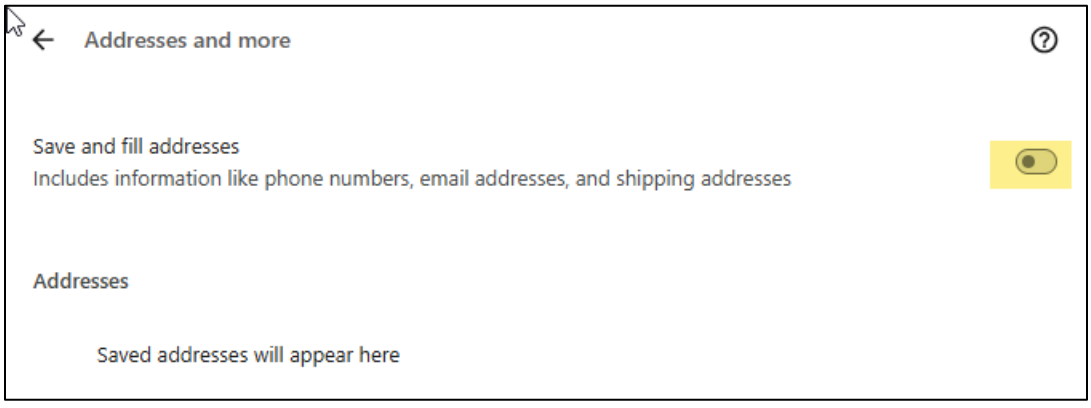
In the **Save and autofill addresses** move the toggle switch so this is to the left, turning this option off.

CHECK YOUR "AUTOFILL" SETTINGS IN GOOGLE CHROME:

Click on the ⋮ three dots in the upper right-hand corner of the screen. Click Settings; then Autofill and passwords. This will be used if you are having issues with your phone numbers populating correctly in ePART, turn the autofill setting off.



Go into the addresses and more area and move the toggle switch so this is to the left, turning this option off for the Save and fill addresses.

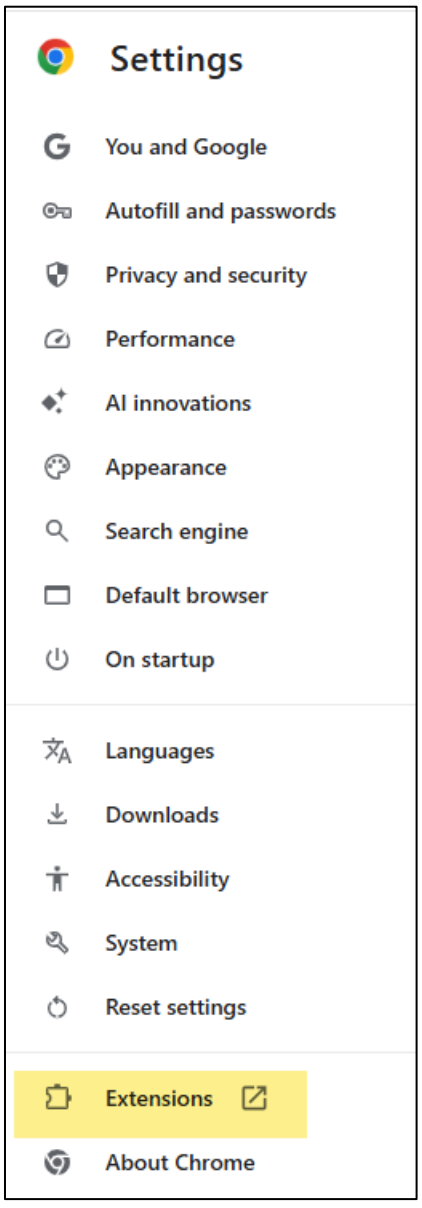


“FILE NOT FOUND” MESSAGE WHEN USING GOOGLE CHROME:

You have to disable an extension in Google Chrome

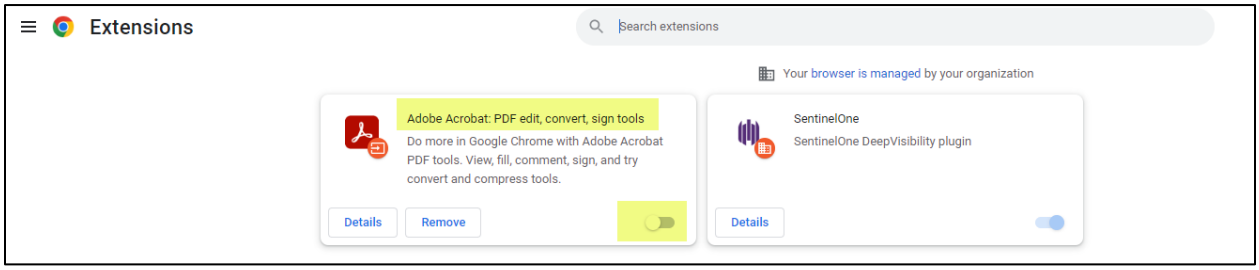
1. Open Chrome.
2. Click on the three dots in the upper right corner



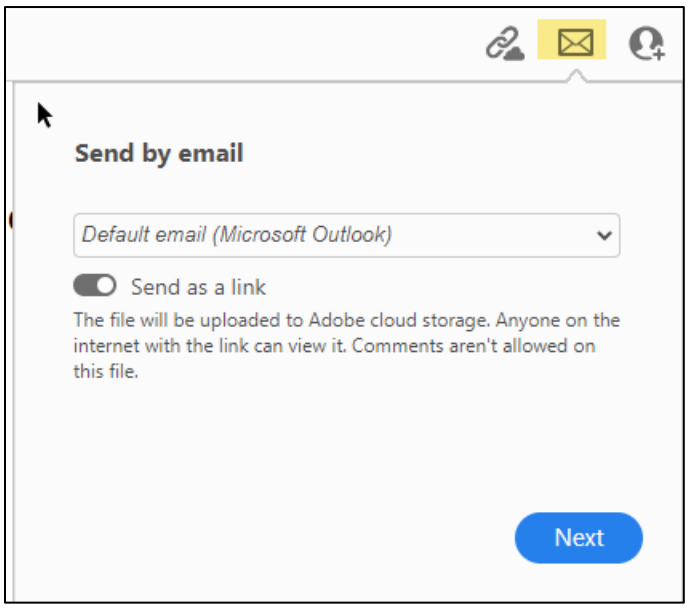


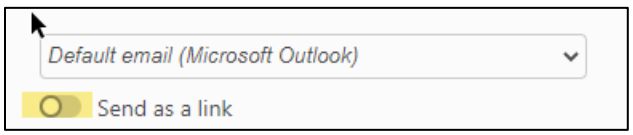
2. Select Extensions as shown above.

3. Turn off the extension you want to disable. Which in this case is the Adobe.



PRINT A PDF FROM ADOBE WHEN USING GOOGLE CHROME:



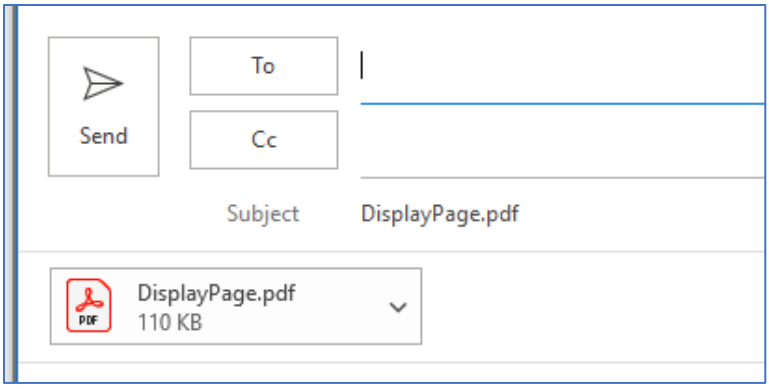


1. When a PDF Is on the screen in the upper right-hand corner, click on the envelope. See page 8 for the reminder on how to set this up. **Enable All Features.**

2. If you do not see the envelope, click on the **F8 key** while in the open PDF document.

3. Send by email populates on the screen, turn the toggle switch to the left so the document is not sent as a link and click on **Next**.

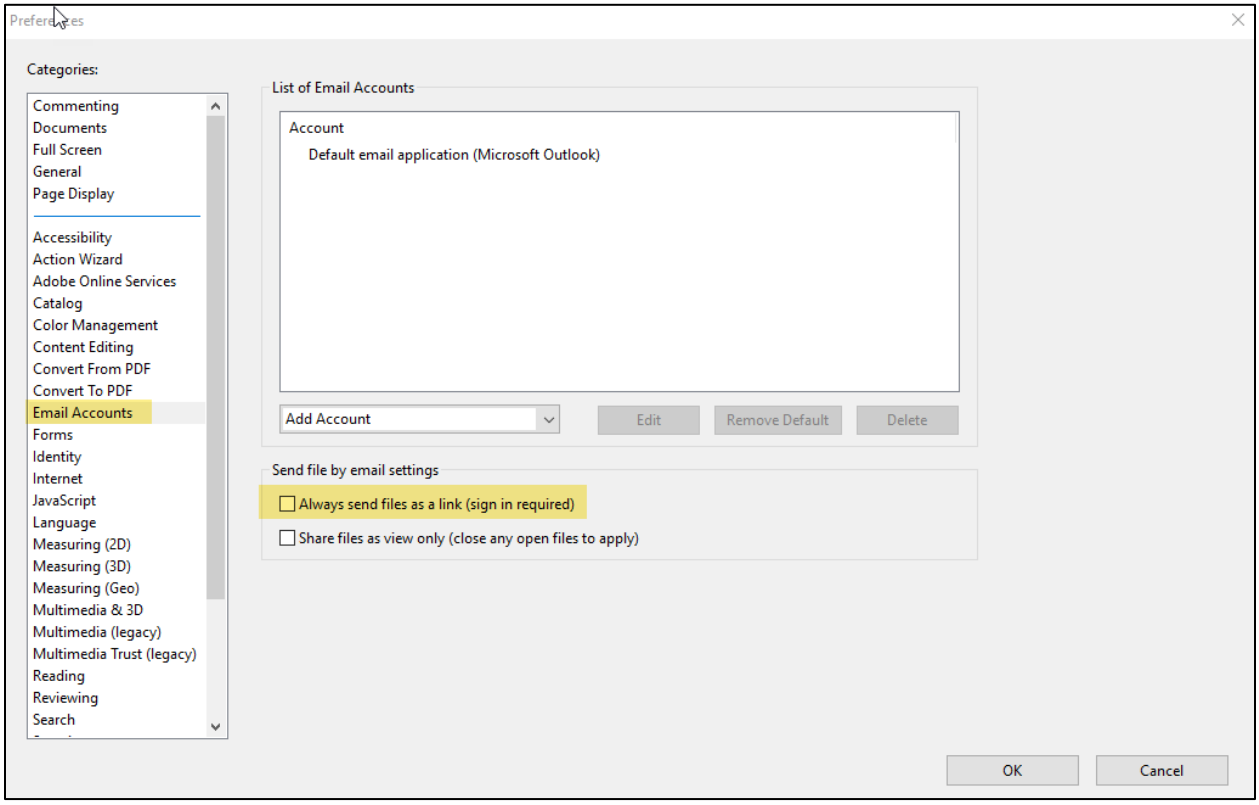
4. The PDF populates in the email.



5. The permanent fix for disabling the “attach a link” when sending PDF’s through email.

   Open Adobe Acrobat from your start menu.

   Go to Edit / Preferences / Email Accounts and uncheck the “Always send files as a link (sign in required). Click Ok.

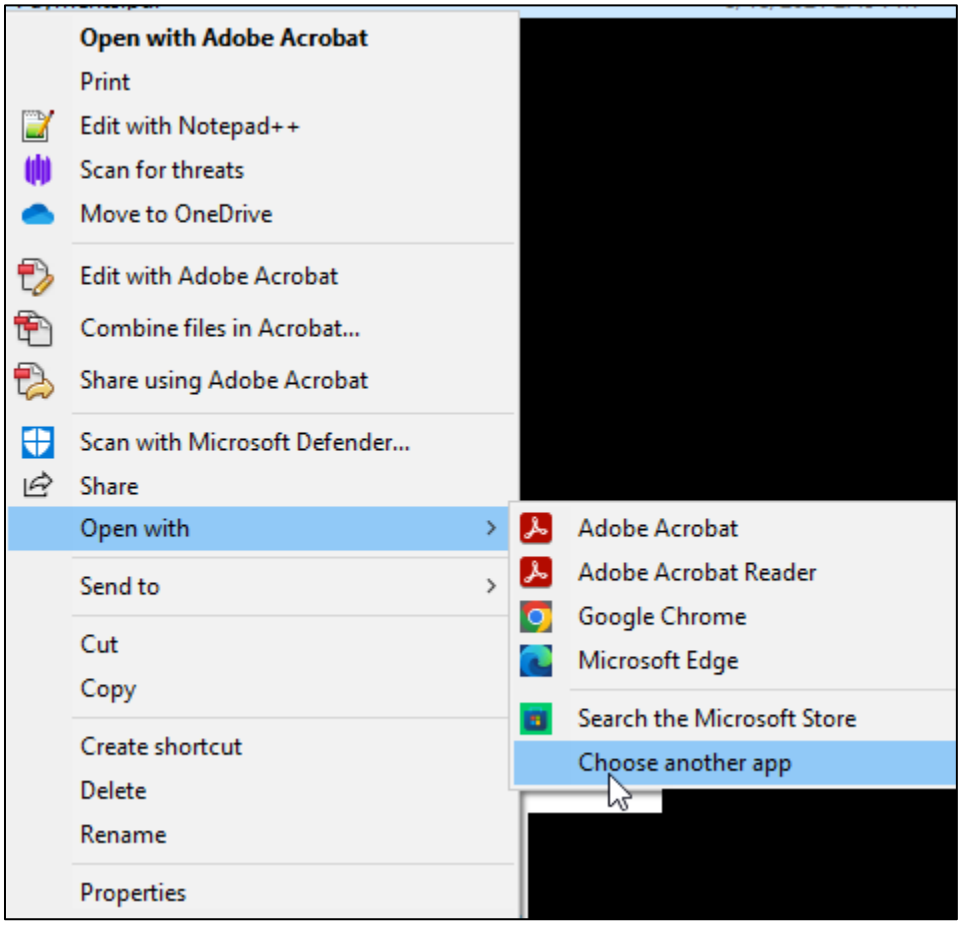


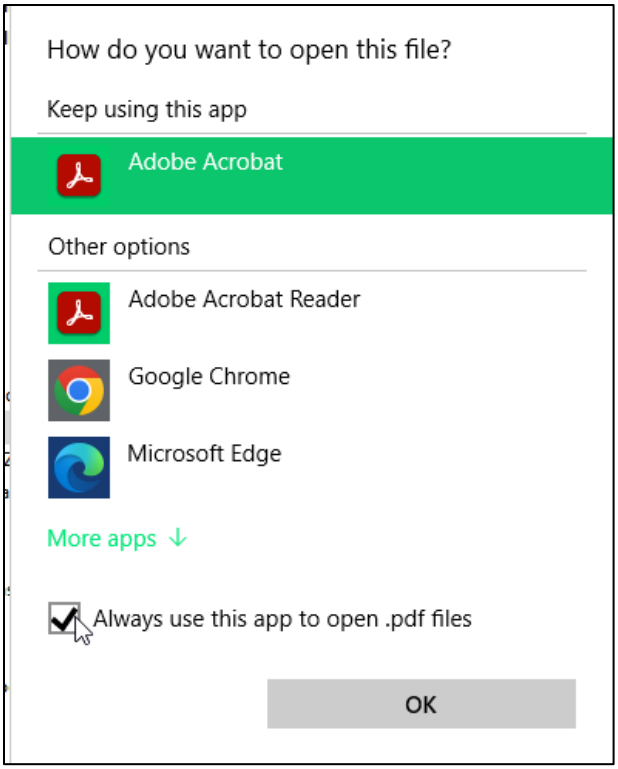
HOW TO SET YOUR DEFAULT ADOBE:

Find a PDF Document on your desktop or in Windows / File Explorer. Do not open the document, right-mouse click on the document.

If you would like to change your default .pdf viewer, please follow these steps:

1. Open Windows Explorer
2. Browse to a .pdf document
3. Right click and select Open With >
4. Click Choose another app



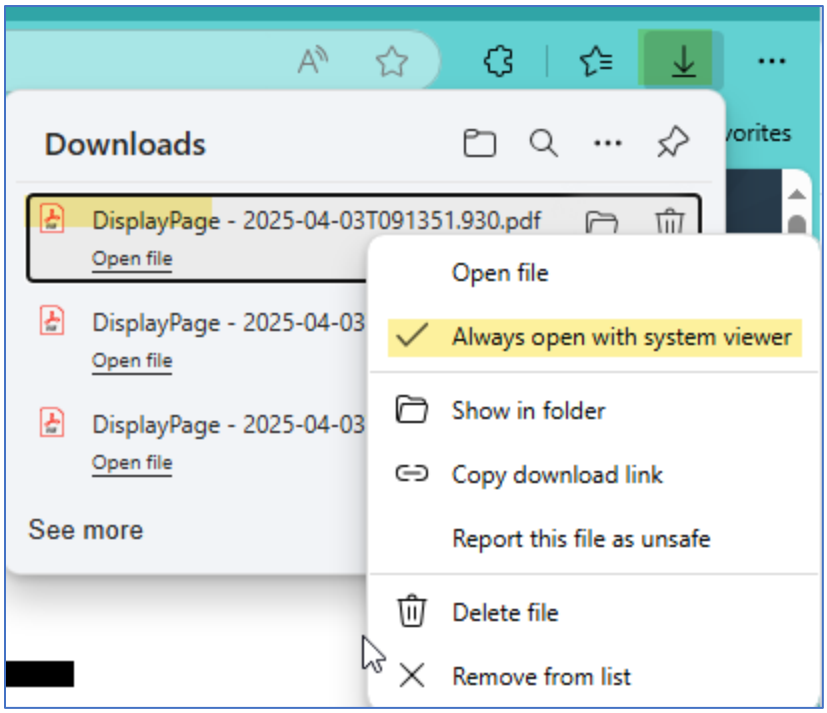


1. Make sure you click on Adobe Acrobat.
2. Check the box at the bottom that states “Always use this app to open .pdf files.”

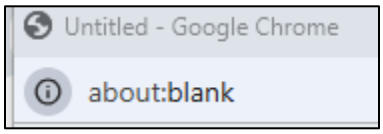
BLANK PAGE – PDF DOES NOT DISPLAY ON MICROSOFT EDGE

Click on the downloads icon in the top right of the screen. 

Once the files populate that can be downloaded, right mouse click on the file and click on Always open with system viewer as shown below in the screen view.



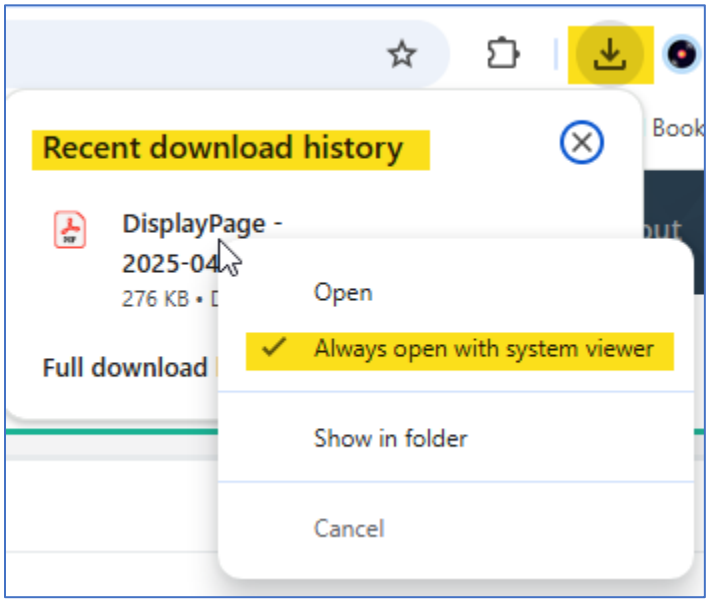
BLANK PAGE – PDF DOES NOT DISPLAY ON GOOGLE CHROME



If the above is seen and the PDF does not automatically populate,

Click on the downloads icon in the top right of the screen.

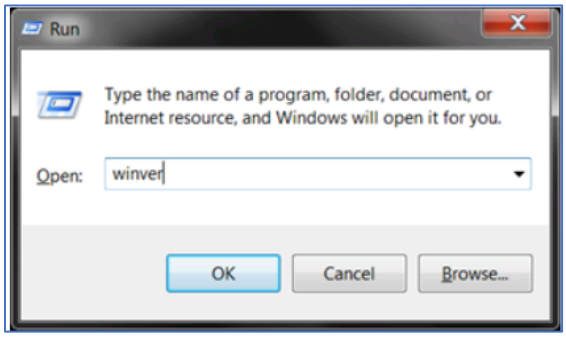
Left click on the downloads icon . Once the file populates that can be downloaded, right mouse click on the file and click on Always open with system viewer.



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 the Windows Key + **R** on your keyboard (at the same time)
2. Type **winver** into the *Run* box (see below) then click **OK**.



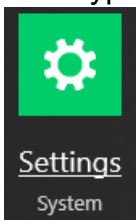
You will now see a box that tells you your Windows version. Some examples are shown below where the arrow indicates the Windows version. This is usually sufficient as a Windows version number.

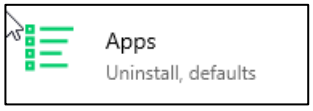


HOW TO SET YOUR DEFAULT BROWSER:

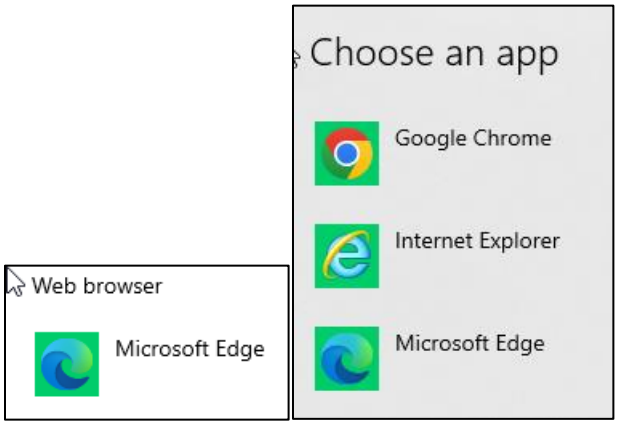
1. On your screen, bottom left corner, click on the start icon. 

2. Start typing in the word – settings/ go to settings, and the setting apps will appear.



3. Open this up. Click on Apps (Uninstall, defaults) 

4. Go to Web browser. Click on the browser – and choose the one you would like to have defaulted.



5. Then X out in the upper right corner of your screen.

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.

Also make sure that you can accept emails from mt.gov

PASSWORD RESETS INFORMATION:

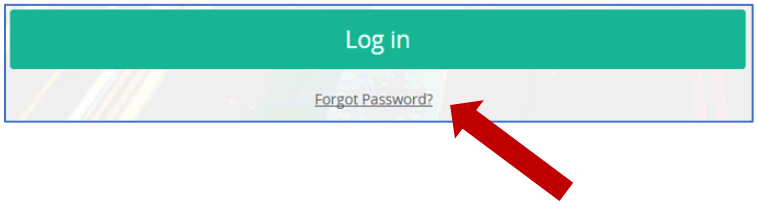
Your new password must adhere to the following rules:

- Password must be at least 12 characters long.
- Password must begin with an alphabetic character.
- Password must also contain at least one character from three of the following four-character groups: (1) Lowercase Letters[a-z] (2) Uppercase Letters[A-Z] (3) Numbers[0-9] (4) Special Characters[$#_].
- Password cannot contain your account number.
- Password cannot be reused within 60 days or 6 password changes.

In the ePART system the following applies regarding 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.
  - 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.



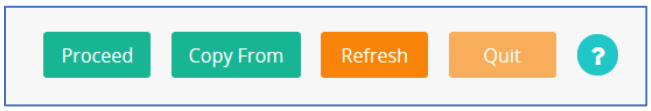
RETRACT / EXPAND WINDOW:

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.



Or, it just may be a helpful tip. For the best results, click under the period on the question mark.

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.

MENU FINDER:



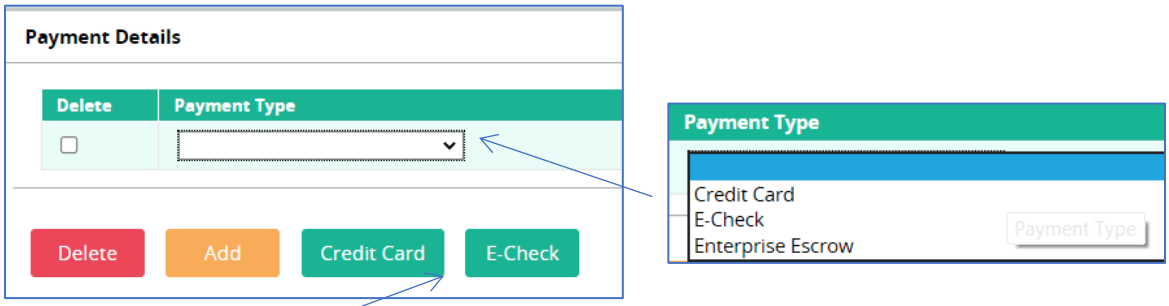
At the top of the screen is the Menu Finder (more detail below)

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 is that only one payment would be made for the transactions done at that time.

Logout – to logout of the ePART Application.

PAYMENT DETAILS:

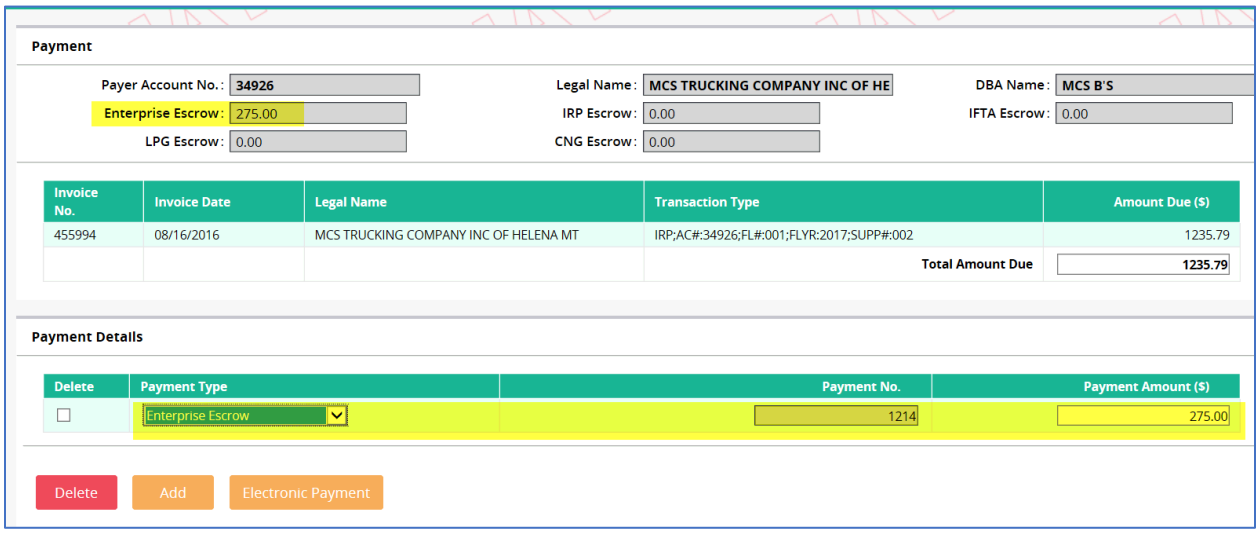
For our External users, the system shows the following as payment types accepted.



For Credit Card and E-Check payments, the user needs to click on the **appropriate Credit Card or E-Check box.** Do not select from payment type drop down. This field is filled in when payment has been completed.

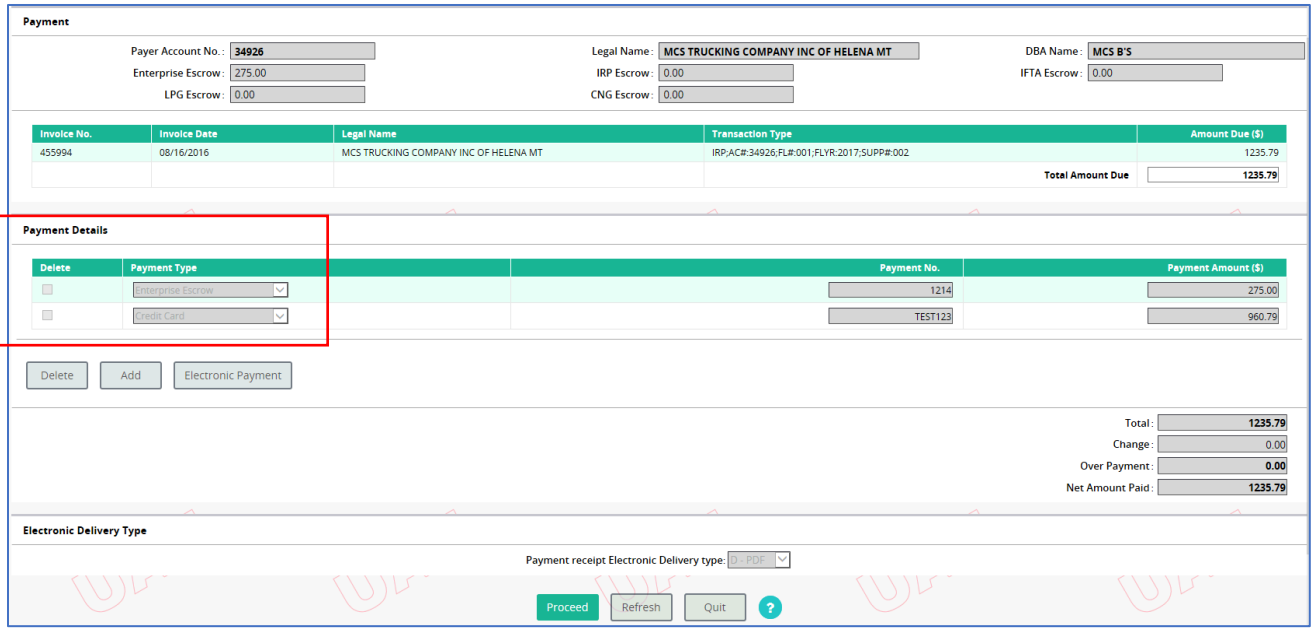
If there is Escrow on your account, this will be seen at the top of your payment screen. This is the item you would click on under the payment type section. Escrow must be the first payment type used.

The escrow will auto populate with the payment number and the amount as shown below when it is selected as a payment type.



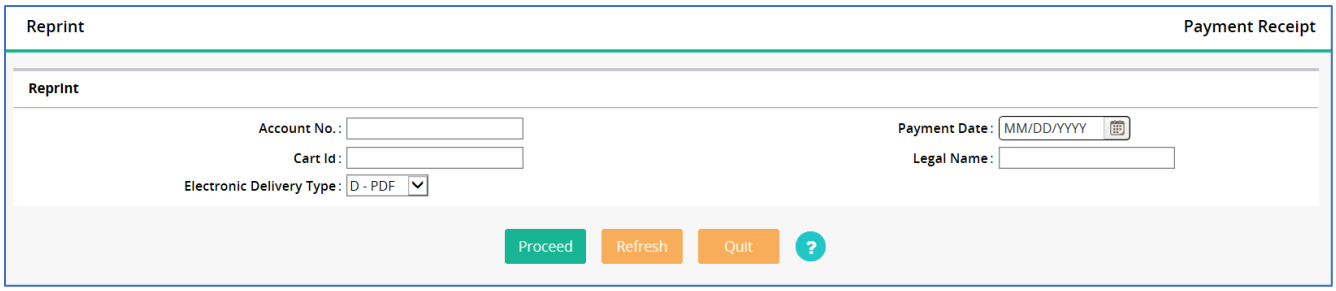
If taking an Electronic Payment type (credit card or electronic check), this will add in another row automatically upon continuation from the payment processor page.

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.

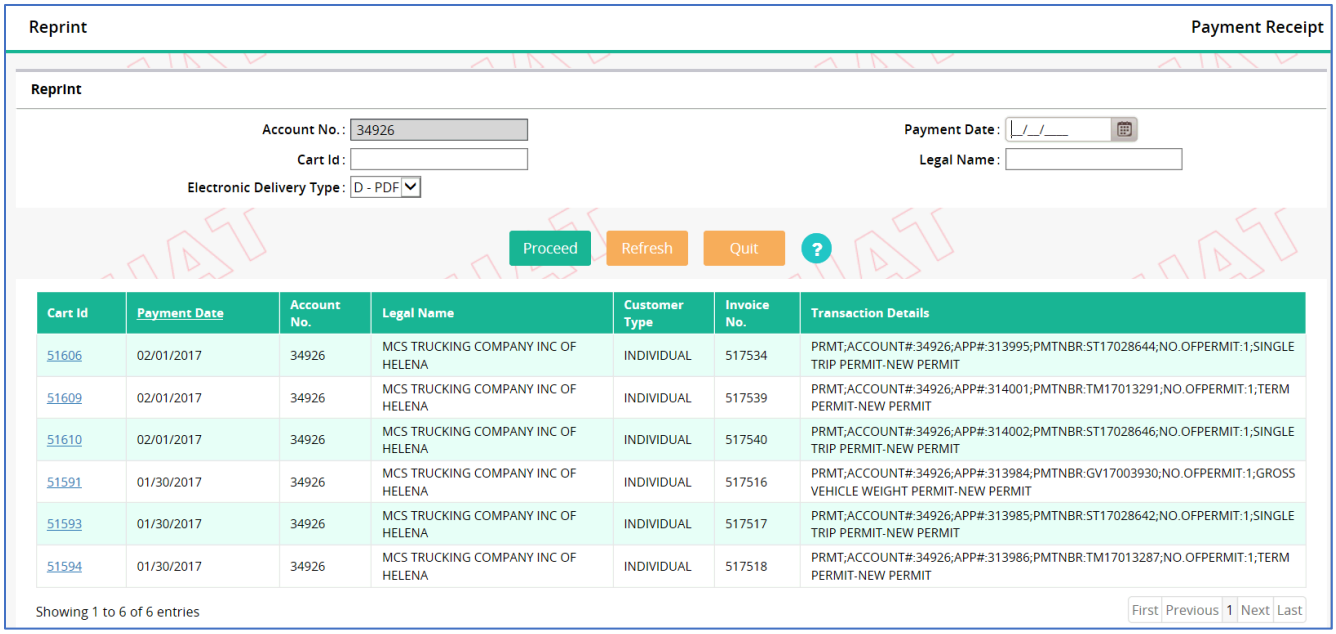


HOW TO PRINT A PAYMENT RECEIPT:

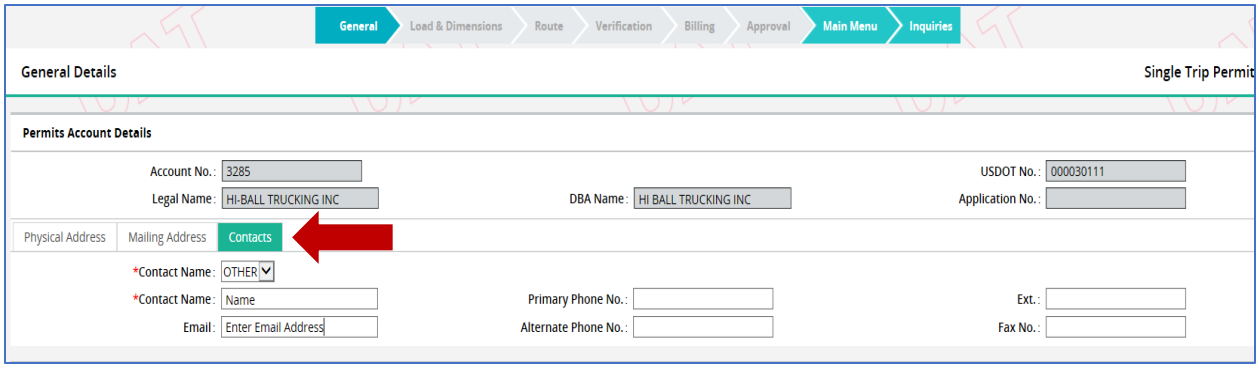
Go to Operations / Finance / Reprint – Payment Receipt



Type in one of the fields as shown 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.



To request an alternative accessible format of this document, please contact MDT's ADA Coordinator at 406-444-5416, Montana Relay Service at 711, or by email at mdtaccessibilityrequest@mt.gov.