



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 OR if your security question was system generated you will not receive the email. If no email is received 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 likely needs to be activated or enabled. 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 address on your account can also be used as your User Name. If you have forgotten your user name please contact the office.

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

- a. Visit the board's website. Go to the BSD website <http://bsd.dli.mt.gov/>, hover over the Professional Licenses section, select Get Board information, and select the board you want to visit. On the forms tab of the board's website you will find an address change form. Fill out the address change form and submit; staff will update your address on file with the board.

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

- a. You can email dlibschehelp@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. Expect high call volume and significant wait time.
- 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, you will be given an option to print your license after paying for your renewal.