I forgot my ePass login information or cannot access CERS with my new ePass account.

How do I regain access to my CERS profile?

First, it's important to know that ePass is a State of Montana application that is not unique to the COPP but is used as a portal to access a variety of statewide resources. While users must use ePass to log into their CERS profile, the two systems are different. Whereas CERS is administered directly by the COPP, ePass is not.

If you have trouble accessing your ePass account, or do not remember your account's username or password, you can reset the username or password through ePass itself. *The COPP cannot assist you with resetting an ePass account username or password or retrieving an existing username or password you have forgotten.*

To reset an ePass username or password, navigate to the ePass page, select **Login**, and then select the **Forgot your username or password?** prompt. The next screen gives you the option to reset both your username and your password or retrieve the existing username or password hint for your profile. If you need further assistance, call the State of Montana's Online Services at (406) 449-3468. If the username or password is changed for the ePass account you used to create the CERS profile, that account should still provide access to CERS.

If you or someone connected to your campaign creates a new ePass profile, with a unique username and password, this new ePass account will **_NOT_** provide instant access to your previous CERS profile. This account access can be connected to a new ePass account by typing in the **Access ID** in the **Access ID** tab.

The **Access ID** is a unique code generated by the CERS system (and emailed) after a candidate or committee files in CERS. The **Access ID** links the CERS profile with the ePass account. Entering the **Access ID** will prompt you to re-file the Statement of Candidate/Committee, successful filing of which will tie your CERS profile to the ePass account you used to log into the system, and ensures that any data or information you have entered in CERS (registration, financial reports, etc.) is available each time you log in using that specific ePass account. Please note that **a maximum of two (2) unique ePass accounts** may be tied to a CERS profile at any time.

If you do not have the **Access ID** for a CERS profile, or you are trying to access CERS via an ePass account beyond the two already tied to the CERS profile, the COPP may be able to assist you. To do this, contact the COPP by emailing cpphelp@mt.gov or cppcompliance@mt.gov, ask for your **Access ID,** and briefly explain the nature of your relationship with the campaign/committee whose CERS profile you wish to access. Upon verification, the COPP will work with you to update your **Access ID.**

Once you receive an updated **Access ID**, log into CERS via ePass and enter that **Access ID** as described above. *Once the Access ID for a certain CERS profile is reset by the COPP, any ePass accounts that previously had access to that profile no longer will have access. Keep that in mind before a request to reset the Access ID is made, as other individuals who had access to the CERS profile before would no longer have access without using your newly created ePass account or entering the new **Access ID** themselves.*

Please note that the COPP reserves the right to deny an Access ID reset request depending on the circumstances, timing, or nature of the request.