## Trouble Logging In?

| Problem: It doesn’t recognize my username. | Suggestion: Usernames are the email address on your State Bar profile. If the address is not current or none exists, you will receive an error. Contact the State Bar – [membership@montanabar.org](mailto:membership@montanabar.org) – to verify. |
| I didn’t receive the password reset email. | Suggestion: *Check your spam/junk folder  
*Verify the email you’re using matches the address on your profile  
*Check with your IT staff to ensure that emails from membership@montanabar.org are added to your email whitelist  
*Refresh your inbox |
| My username is correct, and I’ve updated the password but I’m still having trouble. | Suggestion: *Open the site in a private or incognito browser  
*Clear your browser history, cache, and cookies – An overloaded browser can cause problems with loading or formatting issues on a website  
*Make sure you are using the latest version of your browser  
*Try a different browser  
*Turn off ad blockers and disable browser extensions  
*Reset your browser zoom settings – If you’re zoomed in or out it could affect the way the site displays. Use CTRL + 0 (PC) or ? + 0 (Mac)  
*Make sure your number lock key is on  
*Check your firewall settings (be sure montanabar.org is listed as a trusted site) |

If you still have trouble after exhausting the previous solutions, contact the State Bar for further assistance – [membership@montanabar.org](mailto:membership@montanabar.org).