



Colorado Private Investigator licenses* expire on February 28, 2014 and it is now time to renew your license to keep it in its current status until February 28, 2015.

To renew your license in its current status online, please follow the **step-by-step instructions**:

1. **Be Prepared**—Gather needed documents or information, and set aside relaxed and uninterrupted time to focus on your renewal. After reading all the steps detailed below, go to www.dora.colorado.gov/professions/onlineservices. Or go to the bottom of the renewal webpage to “READY TO RENEW YOUR LICENSE? PRINT RENEWAL INSTRUCTIONS and CLICK HERE TO GO TO ONLINE SERVICES.”

It is a good idea to print these renewal instructions for reference while you are renewing your license.

2. **Online Services**—Our new Online Services system was implemented July 1, 2012 and all users must register a new account. From this account, you can update your contact information, obtain information about your license and renew your license. If you have not registered your account in our new system, follow the steps below. Otherwise go to www.colorado.gov/dora/licensing/Default.aspx and click on ‘Login’ then enter your information and skip to step 4.
 - Click "Register" at www.colorado.gov/dora/licensing/Default.aspx to create your new online account.
 - Click “Next” to register as an INDIVIDUAL. You will then be asked to enter your social security number and last name. Then click “Finish.” If you get an error message stating “No Match Found”, please contact the Division at dora_dpo_onlinelicenses@state.co.us or call 303-894-2421 **DO NOT set up a new account.**
 - The User ID field will be populated with the User ID that is assigned to you. Please write down this User ID for use in the future. You can change this User ID at this time if you wish. To do so, delete the existing User ID that the system created and enter the User ID you would like and write it down for future use.
 - Next, create a password, answer security questions and click "Create Account." Please write down this password. You may select from the optional questions provided in the dropdown that will best suit your memory. These questions are used in the event that you forget your password in the future.
3. **Verify Email Address**—To complete the registration of your account, you will have to verify your email address.
 - Once you have registered, an email will be sent to your address. Click on the link inside the email to validate your account. You may have to check your SPAM folder if you do not see it in your inbox. The email will come from **no-reply@www.colorado.gov**.
 - When you click the link you will be returned to Online Services.
4. **Update Contact Information**—After your email is validated, you can update your address of record if needed. You should check to make sure we have accurate information as this is where we will mail your renewed license.
 - On the left side click on "Update Your Contact Information," click "Continue" or “Start.” Then enter your new address, click “Next” and when done click on "Finish."
5. **Renew Your License**—When you have finished all of the steps above, you will then click the link on the left side titled "Complete License Renewal."
 - On the left side, click on "Complete License Renewal." (If you have not completed all of the steps above, you will receive an error message. If you receive an error message, please follow the prompts to complete any outstanding steps and then return to "Complete License Renewal.")
 - Click on "Start" or "Continue" by the appropriate license type.

6. **Affidavit of Eligibility**—Fill out the Affidavit of Eligibility by answering each question.
7. **Review** – A review screen will display when you have completed all renewal steps.
 - You can go back and update the information you have entered, or click on "Proceed to Payment" at the bottom of the screen.
8. **Pay Invoice**—After you have completed the renewal steps for all license types (if applicable) and added each license type to be renewed to the invoice (if applicable), you will be able to pay for your renewal. At this point, two red buttons "Pay Invoice" and "Print Invoice" will appear on the upper right side of the screen. Your Invoice Summary will also be displayed. (If you want a copy of your invoice, click on "Print Invoice" before you click proceed to pay.)

Click on the "Pay Invoice" button in the upper right corner.
9. **Payment** - You will pay for your renewal using our **secure payment system**. You must pay by Credit Card (Visa, Master Card, Discover, American Express), by Debit Card (as long as it bears the Visa or Master Card logo) or by Electronic Check (eCheck) by using your bank routing number and checking account number.
 - After entering your credit card/eCheck information and clicking "Continue" you will enter the appropriate billing information. Make sure to complete all required fields and click "Continue." Note: The required fields are designated by a red star.
 - You will then be able to review/verify your payment information on the following screen. If you need to make any changes/updates you can click the "Edit" button in the corresponding section. If all information is correct, click the "Agree/Continue" button at the bottom of the page to complete the transaction.
 - While the payment is being processed, you will see a blue progress bar. Please do not click on anything until this screen closes automatically.
10. **Payment Confirmation** - Once complete, you will receive a confirmation page indicating your payment has been approved.
11. **License Printing** – We will print your renewed wallet license and you will receive it by mail within approximately 7-10 days. You can verify your license on-line at our Online Services Verification Site by clicking here or by selecting 'Lookup a Colorado License' on the left within your account.

For technical questions regarding our Online Services or if you experience problems with access to the system, please click this link: [Online Services Help](#). Or you may contact our helpdesk at: dora_dpo_onlinelicenses@state.co.us or **303-894-2984** to request a manual renewal packet. If you have questions about a pending application, changing license status or other licensing issues, please contact the Office of Support Services at 303-894-7800.

**The term "license" is used as a general term. While most of the professions and occupations are licensed, others may be registered, certified, authority or listed.*

DORA is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado. **Consumer protection is our mission.**

