
New User Information Packet

1. Account Policies

- **Username Account Fee Policy**
 - One username and password is provided per person.
 - Each \$75.00 registration fee will allow for up to 10 additional users. More users may be added by purchasing another registration packet.
- **Adding New Services**
 - If you want to access the latest registered user services, please email support@www.Colorado.gov to request access.
- **Changing Administrators**
 - To change an Administrator, please contact customer service.
- **Renewal or Cancellation Policy**
 - Your account automatically renews on its yearly anniversary month. Some accounts may have an annual renewal that is not based on anniversary date, and those accounts will automatically renew on a predetermined calendar period (i.e. January of every year). The appropriate annual fee will be applied in the billing for that month.
 - If you want to cancel your Colorado.gov registration, you must notify us in writing 30 days prior to the renewal date, or your account will be billed. For example, your anniversary date is 3/31/07: We must receive a written notification of cancellation by no later than 3/01/08.

2. Billing Information

- We offer Account Management capabilities through the Customer Utilities interface. This utility enables you to:
 - Reset passwords.
 - Look up billing details through the Online Billing Summary by entering the account number and performing a search. This feature is available to Billing Administrators only.
- For accounts set up to bill to a credit card or direct debit, Colorado Interactive bills the account within the first 7 business days of the month for the previous month's activity.
- Invoice terms are net 20 days from date of invoice. Accounts owing after net term are past due and incur a 1.5% finance charge.
- Accounts past due for 60 days are in default and are suspended; a monthly 1.5 % finance charge is applied to the entire account until full payment of receipt.
- If you are mailing payments, please send remittance to our Lock Box Address:
 - Attn: Colorado Interactive
 - PO Box 974581
 - Dallas, TX 75397-4581

3. Account Information

- **Client ID Field**

- The Client ID field is an optional field created to assist registered users with tracking their account usage. The user determines what is inserted into the field, such as a customer name, account number or department name. Billing summaries for Client IDs can be viewed anytime online, but will not appear on monthly statements. The Client ID field will have no effect on any registered user service.

- **Administrators**

- When the account is set up, you determine an Account Administrator and a Billing Administrator.
- The Customer Administrator is able to add users, deactivate users, reset passwords, update contact information, contact Colorado Interactive to activate users and contact Colorado Interactive for any issues or concerns on the account.
- The Billing Administrator can access all billing information for the account. More than one person can have this privilege.

- **Contact Information:**

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