

# Welcome

Welcome Customer Administrator. This manual will show you how to add a user to your account with Colorado Interactive. This information is also available on our Registered Services site. All account management is done through our Customer Database. (CDB)

Access Registered Services Page:

<http://www.colorado.gov/registration/>

Log into Customer Data Base (CDB):

<https://cmbs-admin.soltn.cdc.nicusa.com/co/cust-admin/login.html>

## CUSTOMER SUPPORT

### Phone

303-534-3468

Toll free: 800-970-3468

(Available Monday – Friday, 8:00 am – 5:00 pm)

### Email

[support@www.colorado.gov](mailto:support@www.colorado.gov)

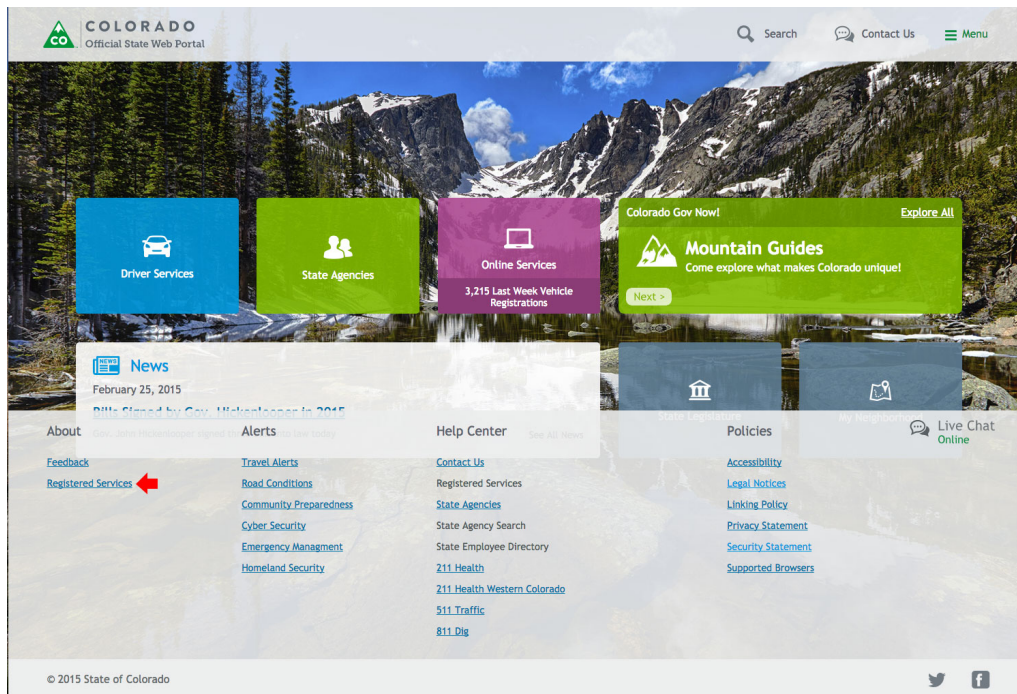
### Mail

Colorado Interactive  
600 17<sup>th</sup> Street, Suite 2150 South  
Denver, CO 80202

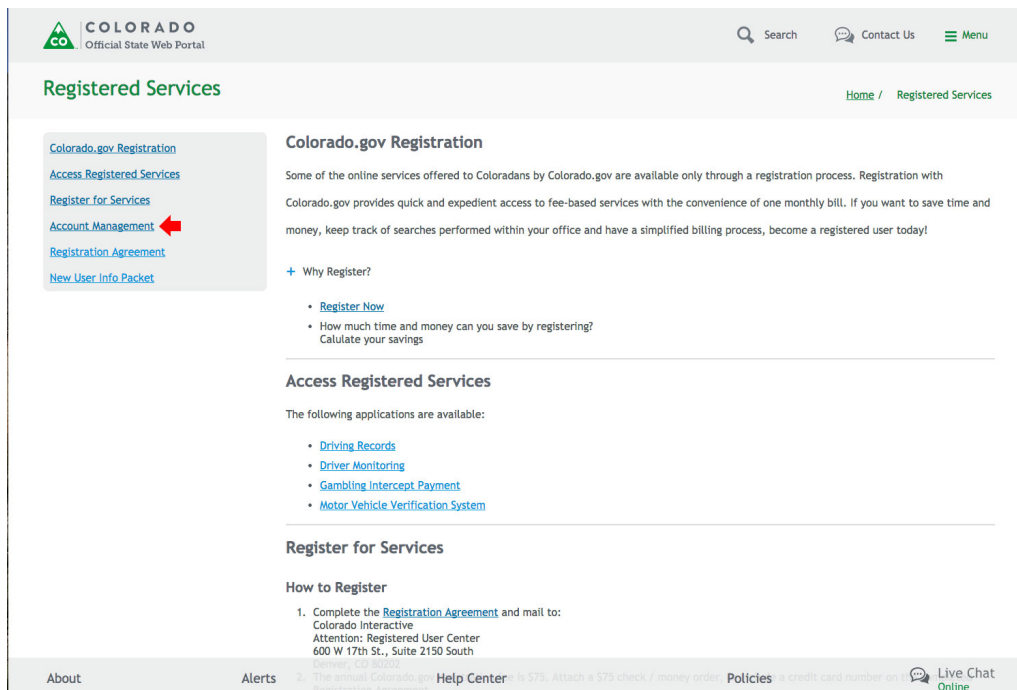
## Adding a User

This function allows the Customer Administrator to add a new user at anytime. The Customer Admin will issue a username and password to the new user. At that point the Customer Administrator will fax the activation form Colorado Interactive to activate that user.


### 1.1.1 Colorado.gov Homepage-Access the Registered Services page



### 1.1.2 Registered Services Page-Access Account Management section



### 1.1.3 Registered Services Page-Access Customer Data Base (CDB)


SearchContact UsMenu

#### Account Management

To manage your Colorado.gov registration account, refer to the following resources:


##### Billing Options

Accounts are billed monthly for usage and annually for registration renewal.

- + Credit Card Billing
- + Auto Check Option
- + Manual Billing Invoice
  - [Customer Data Base \(CDB\) - Login required](#) 
  - [Customer Administration User Guide](#)
  - [Add a User](#)
  - [Account Terms and Conditions](#)
  - [Change a User Password](#)
  - [User Activation Notice](#)
  - [Deactivate a User](#)
  - [Gambling Intercept User Activation Form](#)
  - [Change General Information](#)
  - [Change Billing Information](#)
  - [Notification Distribution Lists](#)

\* If a Customer Administrator's password is lost or forgotten, they must contact Colorado Interactive.

AboutAlertsHelp CenterPoliciesLive Chat Online

**1.1.4 Log into CDB (Customer Data Base)-Enter username and password**

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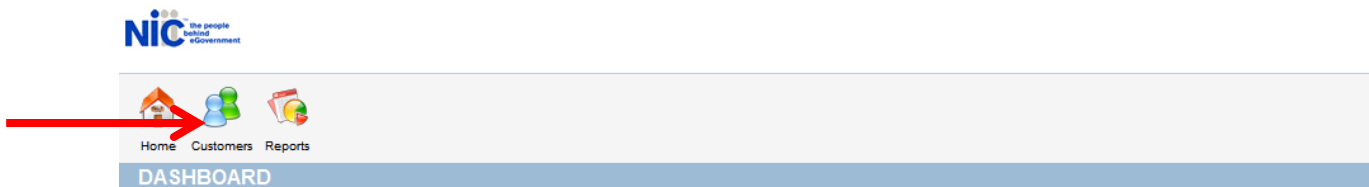
Login to Your CDB Account

Login:

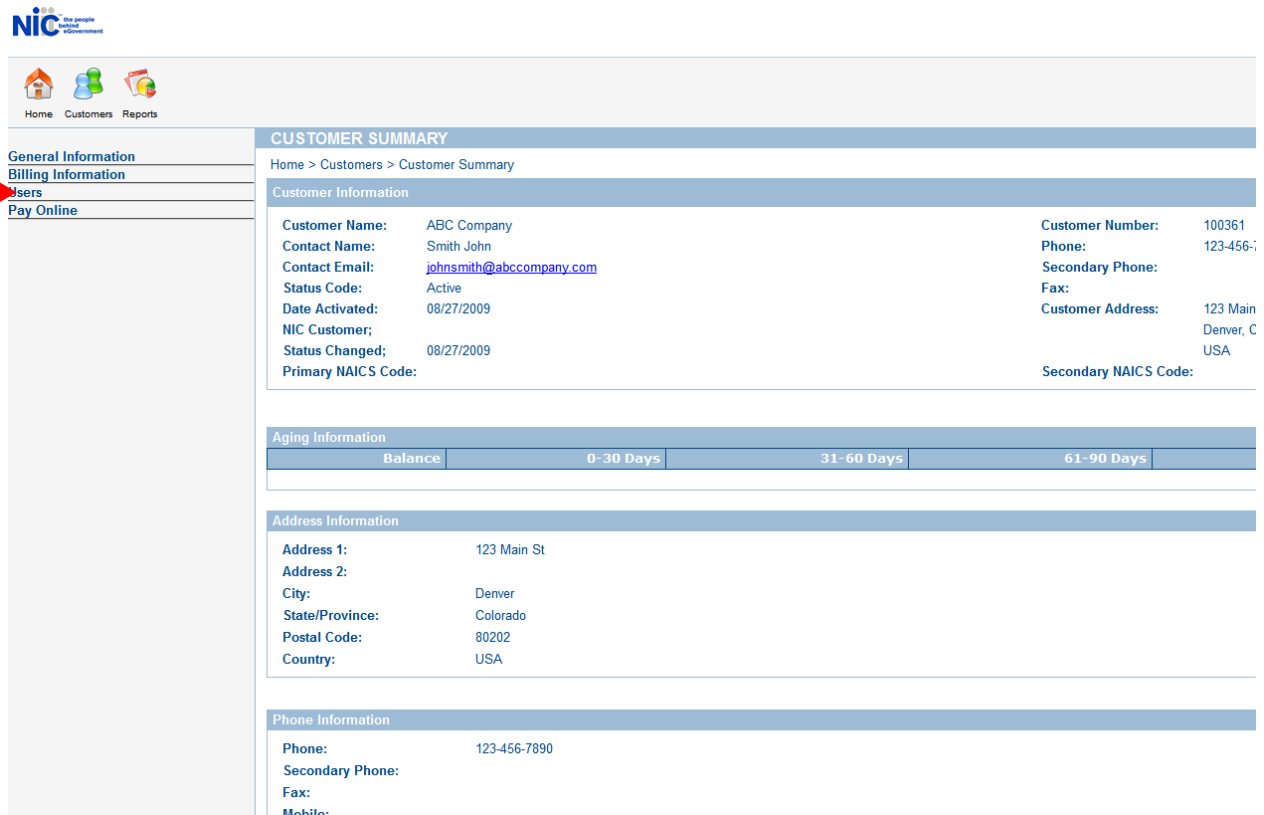
Password:

[Forgot my password](#)

Login

**1.1.5 Select Customer**

## 1.1.6 Select Users



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Home Customers Reports

**CUSTOMER SUMMARY**  
Home > Customers > Customer Summary

**Customer Information**

Customer Name:	ABC Company	Customer Number:	100361
Contact Name:	Smith John	Phone:	123-456-7890
Contact Email:	<a href="mailto:johnsmith@abccompany.com">johnsmith@abccompany.com</a>	Secondary Phone:	
Status Code:	Active	Fax:	
Date Activated:	08/27/2009	Customer Address:	123 Main Denver, CO USA
NIC Customer;		Secondary NAICS Code:	
Status Changed;	08/27/2009		
Primary NAICS Code:			

**Aging Information**

Balance	0-30 Days	31-60 Days	61-90 Days

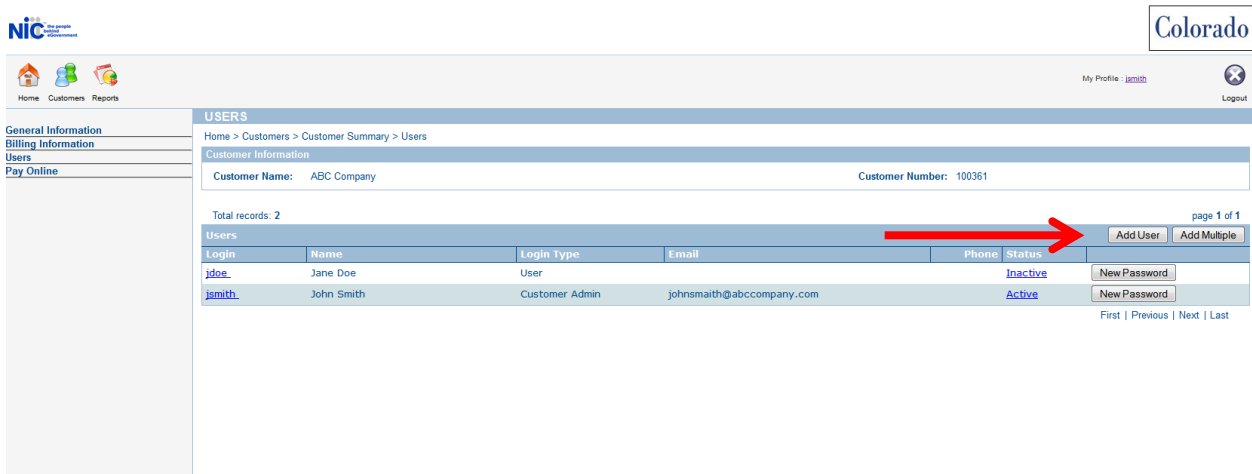
**Address Information**

Address 1:	123 Main St
Address 2:	
City:	Denver
State/Province:	Colorado
Postal Code:	80202
Country:	USA

**Phone Information**

Phone:	123-456-7890
Secondary Phone:	
Fax:	
Mobile:	

## 1.1.7 Select Add User



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Home Customers Reports

My Profile: [j.smith](#) Logout

**USERS**  
Home > Customers > Customer Summary > Users

**Customer Information**

Customer Name:	ABC Company	Customer Number:	100361
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Total records: 2 page 1 of 1

Login	Name	Login Type	Email	Phone	Status	
<a href="#">j.doe</a>	Jane Doe	User			Inactive	<a href="#">New Password</a>
<a href="#">j.smith</a>	John Smith	Customer Admin	<a href="mailto:johnsmith@abccompany.com">johnsmith@abccompany.com</a>		Active	<a href="#">New Password</a>

First | Previous | Next | Last

### 1.1.8 User Details

Please fill in user information and choose Submit.

**ADD USER**  
Home > Customers > Customer Summary > Users > Add User

**Customer Information**  
Customer Name: ABC Company Customer Number: 100361

**Add User**  
ID:   
Login: \*  (Login should be at least 4 alphanumeric characters. )  
Password: \*    
First Name:   
Last Name:   
Email:   
Status: \*

The following section is optional, but if data is entered into this section the fields with an \* are required.

**Address Information**  
Address 1: \*   
Address 2:   
City: \*   
State/Province: \*   
Postal Code: \*   
Country:

The following section is optional, but if data is entered into this section the fields with an \* are required.

**Phone Information**  
Main: \*   
Secondary Phone:   
Fax:   
Mobile:   
Pager:   
Alternate Number 1:  Description:   
Alternate Number 2:  Description: