

Welcome

Welcome Customer Administrator. This manual will show you how to change passwords of users associated within your account with Colorado. 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

Mail

Colorado Interactive

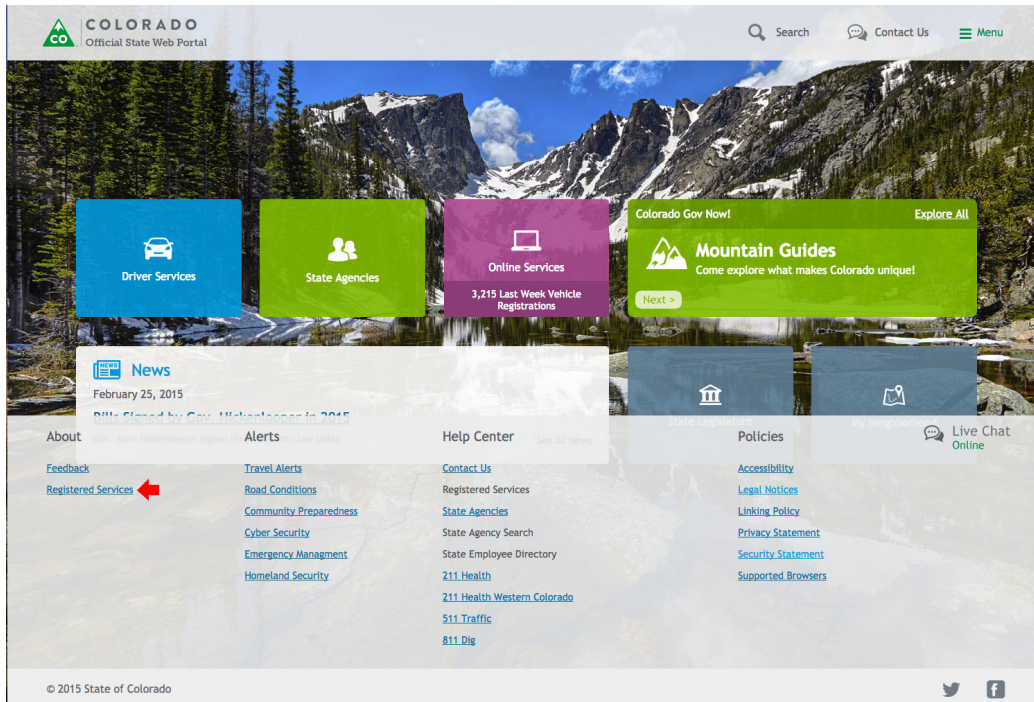
600 17th Street, Suite 2150 South

Denver, CO 80202

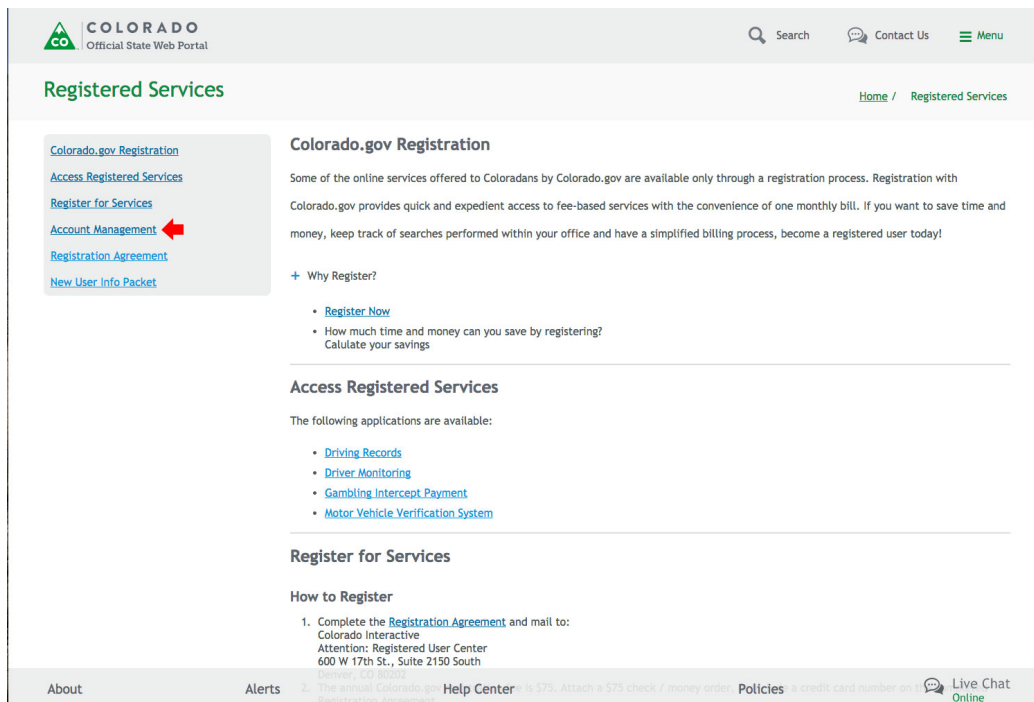
1 Change Password

This function allows the Customer Admin to change any user's password at anytime.

1.1.1 Colorado.gov Homepage-Access Registered Services page



1.1.2 Registered Services Page-Access Account Management Section



1.1.3 Log into CDB (Customer Data Base) –Enter your username and password

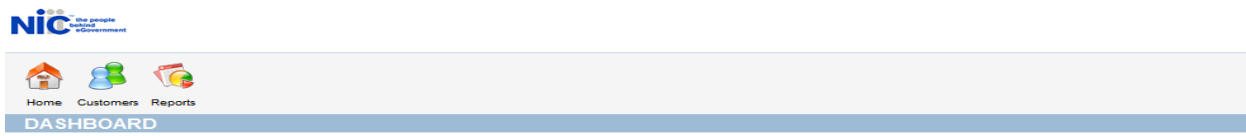
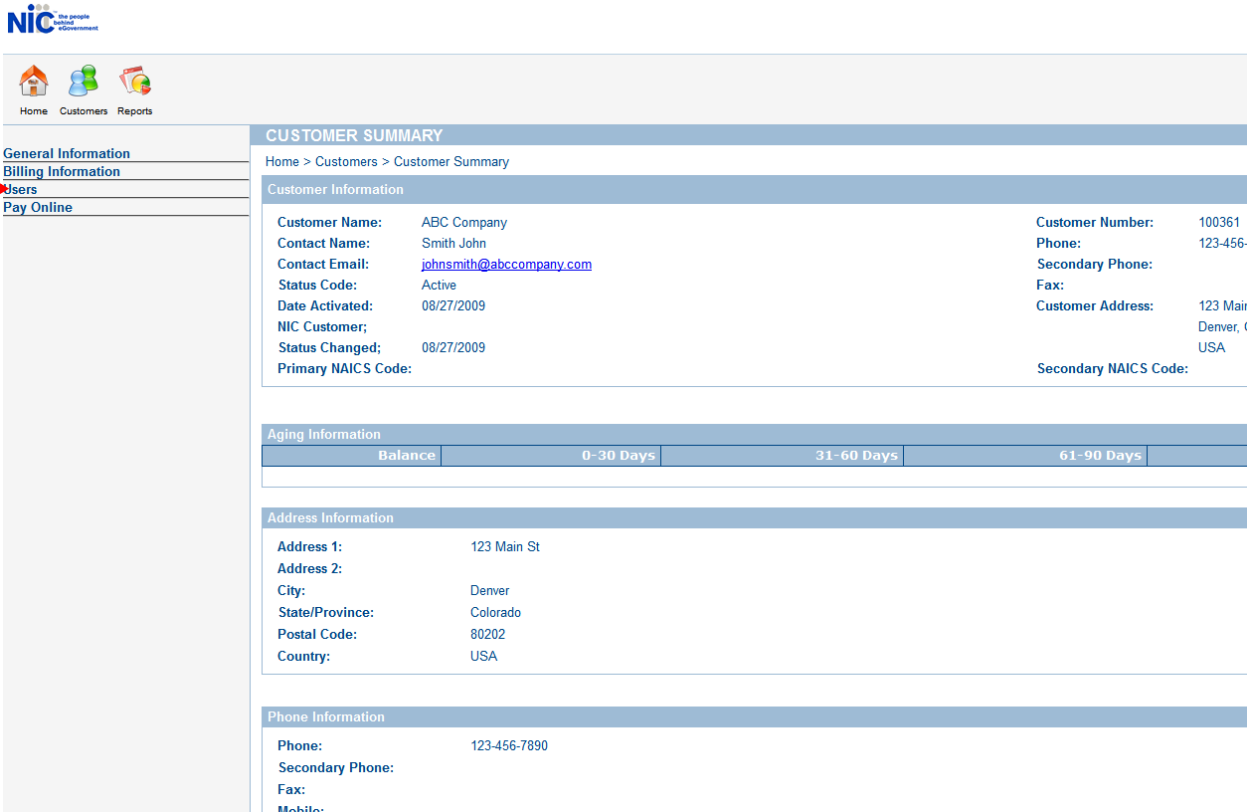

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Login to Your CDB Account

Login:

Password:

[Forgot my password](#)

1.1.4 Select Customer**1.1.5 Select Users**


The screenshot shows the NIC dashboard with the 'Users' menu item highlighted by a red arrow. The dashboard includes the NIC logo, navigation links (Home, Customers, Reports), and a sidebar menu with the following items: General Information, Billing Information, Users (highlighted), and Pay Online. The main content area displays the 'CUSTOMER SUMMARY' for a customer named ABC Company.

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:	johnsmith@abccompany.com	Secondary Phone:	
Status Code:	Active	Fax:	
Date Activated:	08/27/2009	Customer Address:	123 Main Denver, C 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:	

1.1.6 Changing Users Password

Locate the user from the list that you wish to reset the password for and click their 'New Password' link

The screenshot shows the 'USERS' section of the Colorado.gov Customer Administrator Account Management interface. The breadcrumb trail is 'Home > Customers > Customer Summary > Users'. The customer information shows 'Customer Name: ABC Company' and 'Customer Number: 100361'. There are 2 total records. The user list table has columns: Login, Name, Login Type, Email, Phone, Status, and a 'New Password' link. The user 'jamith' (John Smith, Customer Admin, johnsmith@abccompany.com) is highlighted, and a red arrow points to the 'New Password' link next to it.

Login	Name	Login Type	Email	Phone	Status	
jdoe	Jane Doe	User			Active	New Password
jamith	John Smith	Customer Admin	johnsmith@abccompany.com		Active	New Password

1.1.7 Reset Password Confirmation

A window will open with a new password, note the password and close the window. Be advised that once you close that window you will no longer be able to see the password and will have to reset it again.

The screenshot shows the 'USERS' section of the Colorado.gov Customer Administrator Account Management interface. The breadcrumb trail is 'Home > Customers > Customer Summary > Users'. The customer information shows 'Customer Name: ABC Company' and 'Customer Number: 100361'. There are 2 total records. The user list table has columns: Login, Name, Login Type, Email, Phone, Status, and a 'New Password' link. The user 'jdoe' (Jane Doe, User) is highlighted, and a red arrow points to the 'New Password' link next to it. A 'New Login Password' dialog box is open, showing 'Login Name: jdoe' and a password field with a red arrow pointing to it.

Login	Name	Login Type	Email	Phone	Status	
jdoe	Jane Doe	User			Active	New Password
jamith	John Smith	Customer Admin	johnsmith@abccompany.com		Active	New Password