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Overview

1.1 WELCOME

Welcome Customer Administrator. This manual will show you how to manage your account with Colorado Interactive including changing account information, billing information and managing your users. 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

1.2 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
2 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.

2.1.1 Colorado.gov Homepage - Access the Registered Services page

2.1.2 Registered Services Page - Access Account Management page
2.1.3 **Registered Services Page** - Access Customer Data Base (CDB)
2.1.4 Log into CDB (Customer Data Base)- Enter username and password

![Login to Your CDB Account](image)

2.1.5 Select Customer

![Select Customer](image)
2.1.6 Select Users

**CUSTOMER SUMMARY**

Home > Customers > Customer Summary

**Customer Information**

- **Customer Name:** ABC Company
- **Customer Number:** 100361
- **Contact Name:** Smith, John
- **Contact Email:** johnsmith@abccompany.com
- **Status Code:** Active
- **Date Activated:** 08/27/2009
- **NIC Customer:** 123 Main
- **Customer Address:** Denver, CO
- **USA
- **Status Changed:** 02/27/2009
- **Primary NAICS Code:**
- **Secondary NAICS Code:**

**Aging Information**

<table>
<thead>
<tr>
<th>Balance</th>
<th>0-30 Days</th>
<th>31-60 Days</th>
<th>61-90 Days</th>
</tr>
</thead>
</table>

**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:**

2.1.7 Select Add User

**SELECT**

Home > Customers > Customer Summary > (User)

**Customer Name:** ABC Company

**Customer Number:** 1E6E1

<table>
<thead>
<tr>
<th>Total records: 2</th>
<th>Add User</th>
<th>Add/Multiple</th>
</tr>
</thead>
</table>

**Users**

- **John Smith**
- **Customer Admin**: johnsmith@abccompany.com

**Selected Users**

- **Add User**
- **Add/Multiple**
2.1.8 User Details

Please fill in user information and choose Submit.
3  Deactivate User

This function allows the Customer Admin to deactivate any user at any time.

3.1.1  Colorado.gov Homepage-Access Registered Services page

3.1.2  Registered Services Page-Access Account Management Page
3.1.3 Log into CDB (Customer Data Base) – Enter your username and password

3.1.4 Select Customer

3.1.5 Select Users
3.1.6 User Deactivation

Find the user you wish to deactivate in user list and click on their ‘Active’ link once as shown below.

The page will automatically refresh and display the user as ‘Inactive’.
4 Change Password

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

4.1.1 Colorado.gov Homepage - Access Registered Services page

4.1.2 Registered Services Page - Access Account Management Page
4.1.3 Log into CDB (Customer Data Base) – Enter your username and password

4.1.4 Select Customer

4.1.5 Select Users
4.1.6 Changing Users Password
Locate the user from the list that you wish to reset the password for and click their 'New Password' link.

4.1.7 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.
5 Change General Information

This function allows the Customer Admin to change the general information for the company such as contact information.

5.1.1 Colorado.gov Homepage - Access Registered Services page

5.1.2 Registered Services Page - Access Account Management Page
5.1.3 Log into CDB (Customer Data Base) – Enter your username and password

5.1.4 Select Customer

5.1.5 Choose Modify Customer
The screen changes (as shown below) to allow user to make any desired changes. Once all changes have been made, please select the 'Submit' button at the bottom.
6 Change Billing Information

This function allows the Customer Admin to change the billing information for the account.

6.1.1 Colorado.gov Homepage - Access Registered Services page

6.1.2 Registered Services Page - Access Account Management Page
6.1.3 Log into CDB (Customer Data Base) – Enter your username and password

6.1.4 Select Customer

6.1.5 Select Billing Information
6.1.6  Select Modify Billing

Choose desired billing option and fill in the required information, once complete select the ‘Submit’ button.
7 Security Best Practices

7.1 SYSTEM MAINTENANCE
Maintain your systems with the most current security patches (aka Service Packs) from your system's vendor. This will close most of the known security holes. Limit the amount of services and applications you are running simultaneously. The more services running, the greater the risk of exposing the system to exploitation. Finally, remove any programs or applications not being used and defragment your hard drive on a regular basis to help your system's overall performance.

7.2 PASSWORD SECURITY
Never store password as plain text or write down on paper. Use encryption utilities if you have to store the password in a file for some reason. Do not share your password with your coworkers.