

Thank you for your interest in Colorado.gov, the official Web portal for the state of Colorado. Please take a moment to look over the *New User Information Packet* included below. This packet includes an overview of our account policies, billing information and account information for your convenience. To access these resources online, please visit [www.Colorado.gov/registration](http://www.Colorado.gov/registration).

If you have any questions, please do not hesitate to contact customer service at 303.534.3468/ 800.970.3468 or by emailing [support@www.Colorado.gov](mailto:support@www.Colorado.gov).

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## New User Information Packet

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### 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](mailto: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 3/31/06: We must receive a written notification of cancellation by no later than 3/01/07.

### 2. Billing Information

- We offer Account Management capabilities through the Customer Utilities interface. This utility enables you to:
  - Reset passwords (If a password is lost or forgotten, the Account Administrator must contact Colorado Interactive).
  - 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 Account Administrator can make changes or contact Colorado Interactive in regards to any issue or concern on the account. Only one person is allowed to have this security privilege.
- The Billing Administrator can access all billing information for the account. More than one person can have this privilege.

- **Contact Information:**

Colorado Interactive / Colorado.gov  
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