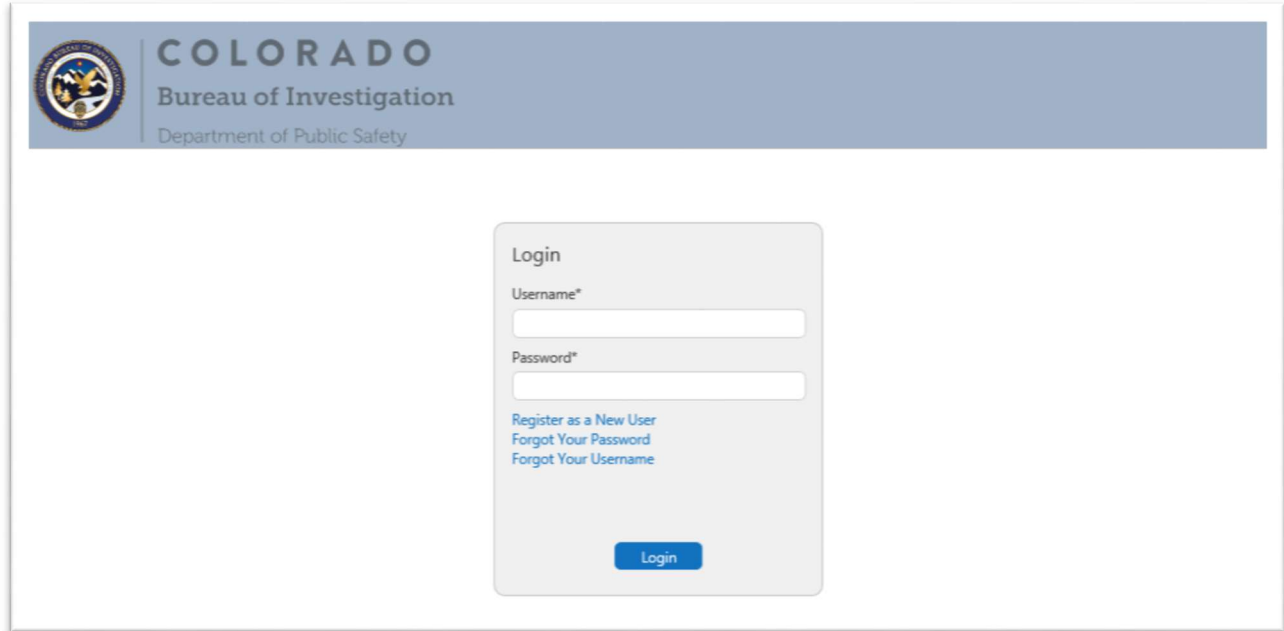


## CBI SIMPLEPAY – CUSTOMER USER GUIDE: LOGIN TO SIMPLEPAY

Step 1: To login to CBI SimplePay, navigate to <https://cbisimplepay.state.co.us>



The screenshot shows the login page for the Colorado Bureau of Investigation's SimplePay system. At the top left is the Colorado Department of Public Safety logo. To its right, the text reads "COLORADO Bureau of Investigation Department of Public Safety". The main content area features a "Login" form with two input fields: "Username\*" and "Password\*". Below the fields are three links: "Register as a New User", "Forgot Your Password", and "Forgot Your Username". A blue "Login" button is positioned at the bottom of the form.

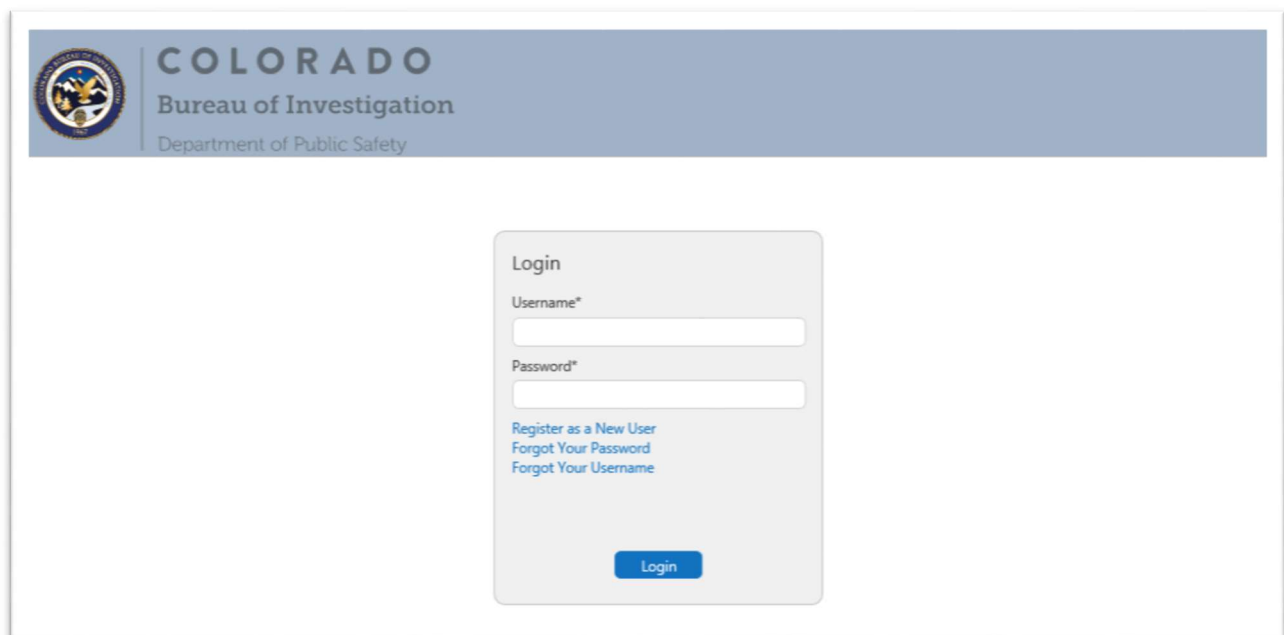
Step 2: Enter your username and password

Step 3: Click on Login to enter the system

\*The system will lock your account after 5 unsuccessful login attempts. The account will remain locked for 15 minutes. If you need assistance please contact Financial Services at 303-239-4396

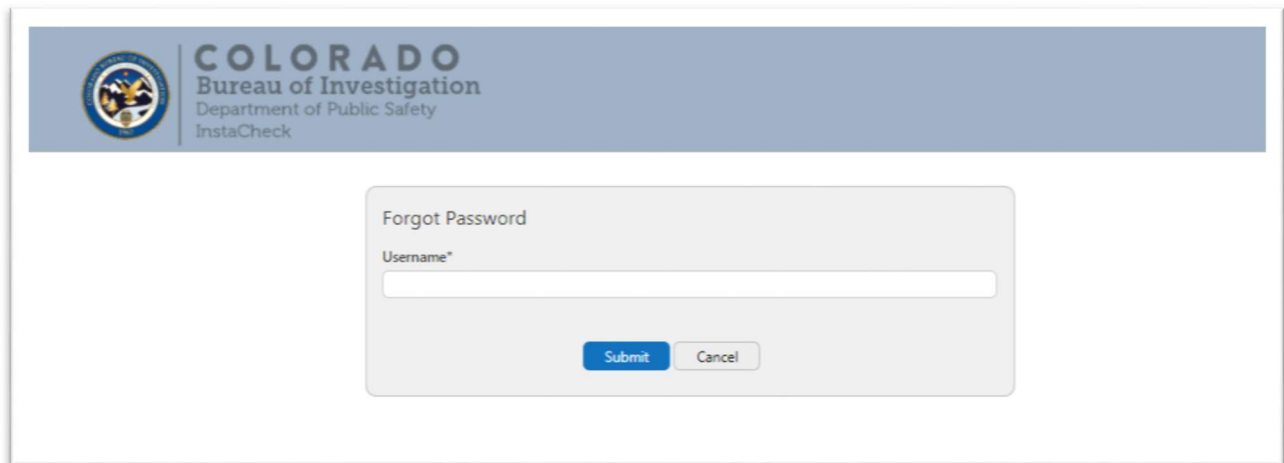
### **Forgot Password**


Step 1: Click on the Forgot Your Password link



This screenshot is identical to the one above, showing the login page for the Colorado Bureau of Investigation's SimplePay system. It includes the logo, the text "COLORADO Bureau of Investigation Department of Public Safety", the "Login" form with "Username\*" and "Password\*" fields, the links "Register as a New User", "Forgot Your Password", and "Forgot Your Username", and the "Login" button.

Step 2: Enter your Username

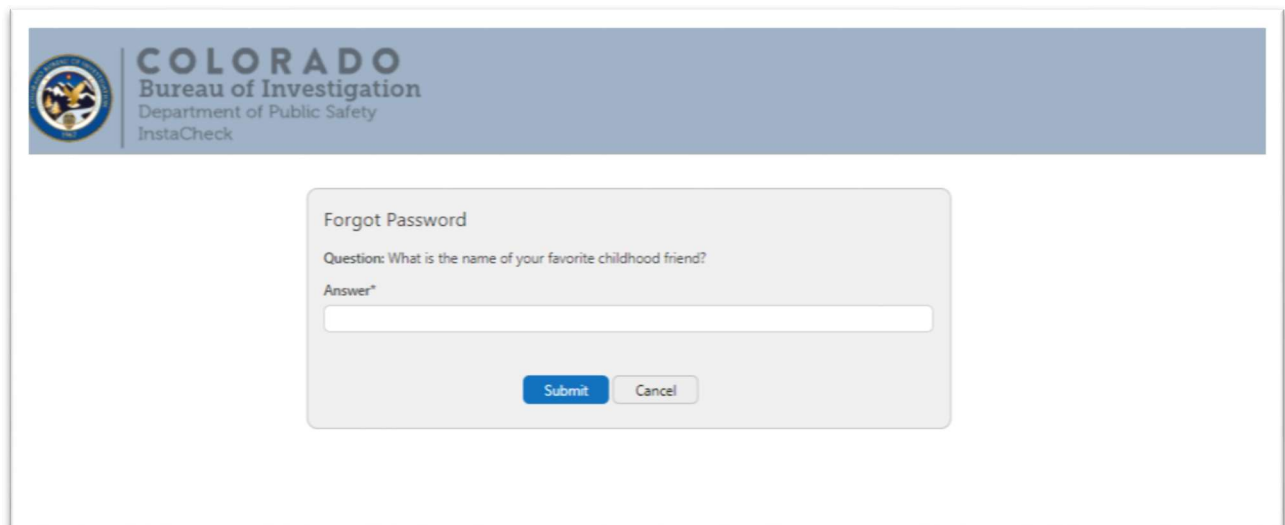



 **COLORADO**  
Bureau of Investigation  
Department of Public Safety  
InstaCheck

Forgot Password

Username\*

Step 3: Answer the security question. Once you correctly submit you will receive a Reset Password email.



 **COLORADO**  
Bureau of Investigation  
Department of Public Safety  
InstaCheck

Forgot Password

Question: What is the name of your favorite childhood friend?

Answer\*

Step 4: Click on the link provided in the Reset Password email

Dear Customer,

Please select the link below to change your password.

[Click here](#) and enter access code: **F8F309B3C5**

The link will expire after 30 minutes.

If you have any questions please contact Financial Services at [cdps\\_cbi\\_billing@state.co.us](mailto:cdps_cbi_billing@state.co.us) or at 303-813-5700, option 6.

Thank You,

Financial Services

InstaCheck Unit



**COLORADO**  
Bureau of Investigation  
Department of Public Safety

690 Kipling St, Suite 3000, Denver CO 80215

[cdps\\_cbi\\_billing@state.co.us](mailto:cdps_cbi_billing@state.co.us) | [www.colorado.gov/cbi](http://www.colorado.gov/cbi)

Step 5: Enter the Access Code. Access codes will expire after 30 minutes.

A screenshot of a web form for password reset. The header features the Colorado Bureau of Investigation logo and name. The form is titled "Reset Password" and contains a single input field labeled "Access Code\*" with a blue "Submit" button below it.


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Department of Public Safety

Reset Password

Access Code\*

Submit

Step 6: Create a new password. The previous 6 passwords may not be reused.



**COLORADO**  
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Department of Public Safety


Reset Password

Enter Password\*

Confirm Password\*


Submit

Step 7: Submit and receive a reset password successful message.



**COLORADO**  
Bureau of Investigation  
Department of Public Safety

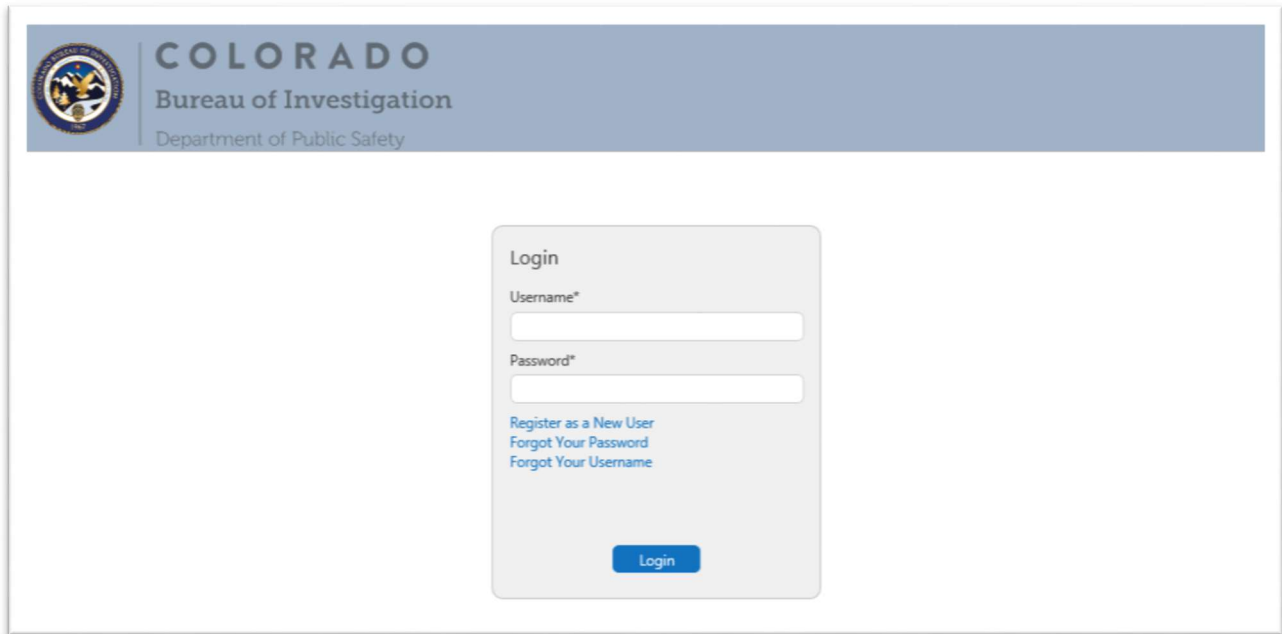
Reset Password

 Your password has been change successfully.

Close

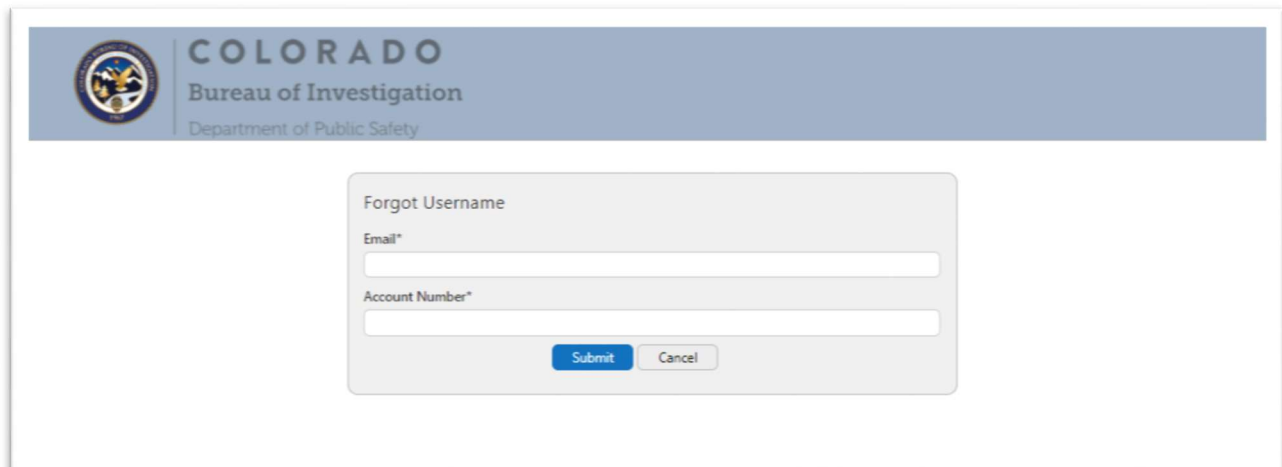
## Forgot Username

Step 1: Click on the Forgot Your Username link



The screenshot shows the login page for the Colorado Bureau of Investigation. The header includes the Colorado Department of Public Safety logo and the text "COLORADO Bureau of Investigation Department of Public Safety". The main content area features a "Login" form with two input fields: "Username\*" and "Password\*". Below the fields are three links: "Register as a New User", "Forgot Your Password", and "Forgot Your Username". A blue "Login" button is positioned at the bottom of the form.

Step 2: Enter the email address associated with the account along with the Account Number. If you are unable to remember which email address is associated with the account, please contact Financial Services at 303-239-4396 for assistance.



The screenshot shows the "Forgot Username" form on the Colorado Bureau of Investigation website. The header is identical to the previous screenshot. The form is titled "Forgot Username" and contains two input fields: "Email\*" and "Account Number\*". At the bottom of the form are two buttons: a blue "Submit" button and a grey "Cancel" button.

Step 3: After entering the information above, you will receive an email notifying you of your username. Click on the link to return to the login screen.

Dear Customer,

The username associated with this email is 99999. Click the link below to log into your account

[Click here](#)

If you have any questions please contact Financial Services at [cdps\\_cbi\\_billing@state.co.us](mailto:cdps_cbi_billing@state.co.us) or at 303-813-5700, option 6.

Thank You,

Financial Services

InstaCheck Unit



**COLORADO**  
Bureau of Investigation  
Department of Public Safety

690 Kipling St, Suite 3000, Denver CO 80215

[cdps\\_cbi\\_billing@state.co.us](mailto:cdps_cbi_billing@state.co.us) | [www.colorado.gov/cbi](http://www.colorado.gov/cbi)