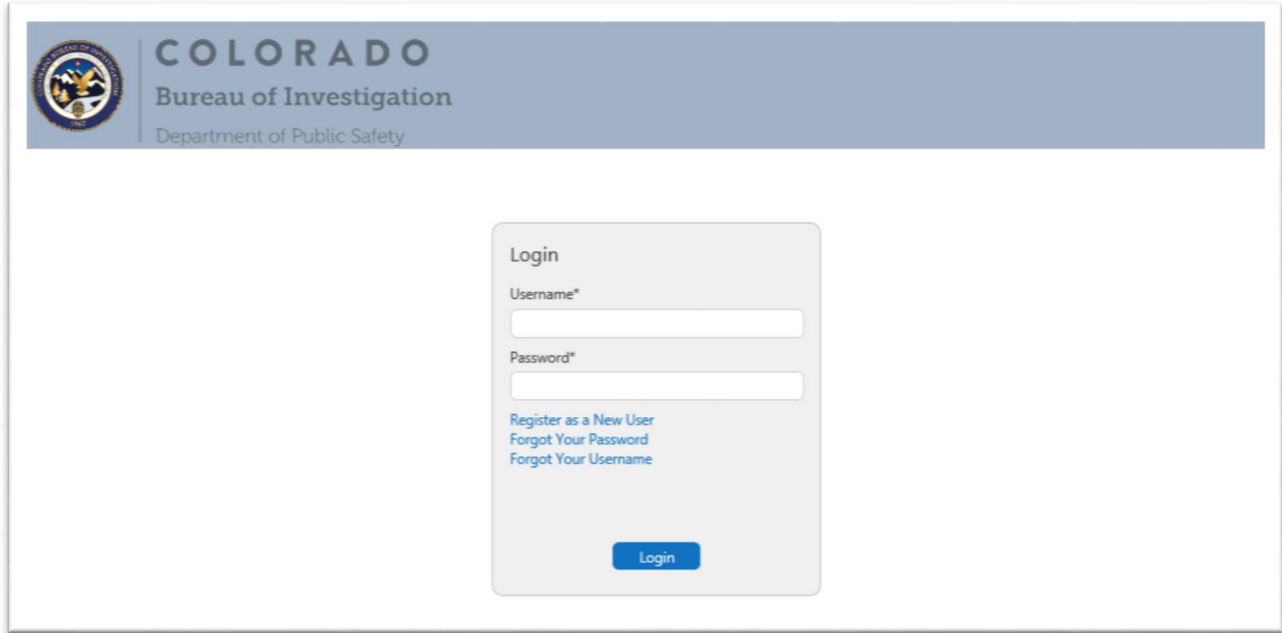


## CBI SIMPLEPAY – CUSTOMER USER GUIDE: LOGIN TO SIMPLEPAY

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



Colorado Bureau of Investigation  
Department of Public Safety

Login

Username\*

Password\*

[Register as a New User](#)  
[Forgot Your Password](#)  
[Forgot Your Username](#)

Login

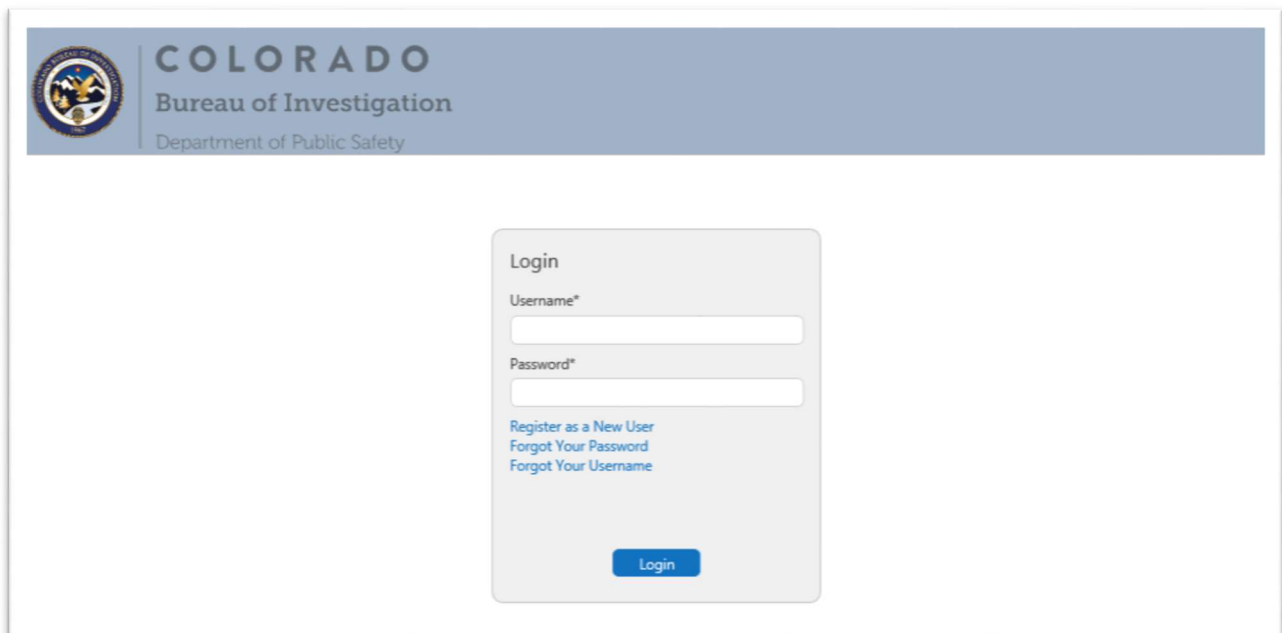
Step 2: Enter your username and password

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



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Department of Public Safety

Login

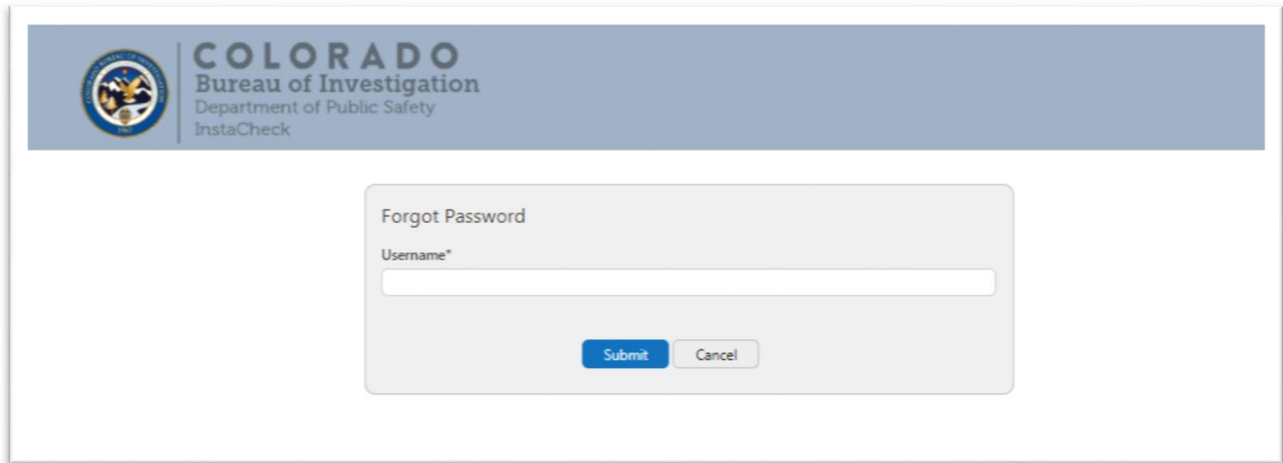
Username\*


Password\*

[Register as a New User](#)  
[Forgot Your Password](#)  
[Forgot Your Username](#)

Login

Step 2: Enter your Username

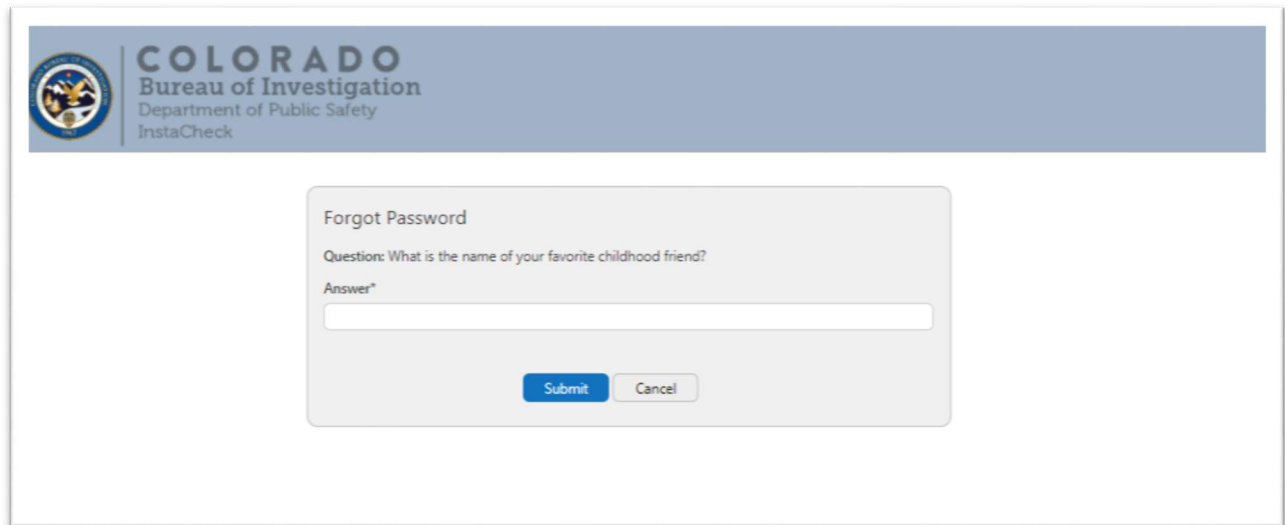



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InstaCheck

Forgot Password

Username\*

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



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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 titled "Reset Password". The form is set against a light blue header with the Colorado Bureau of Investigation logo and name. The form itself is a light gray box containing a label "Access Code\*" above a white text input field. Below the input field is a blue "Submit" button.


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Reset Password

Access Code\*

Submit

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



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Reset Password

Enter Password\*

Confirm Password\*


Submit

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



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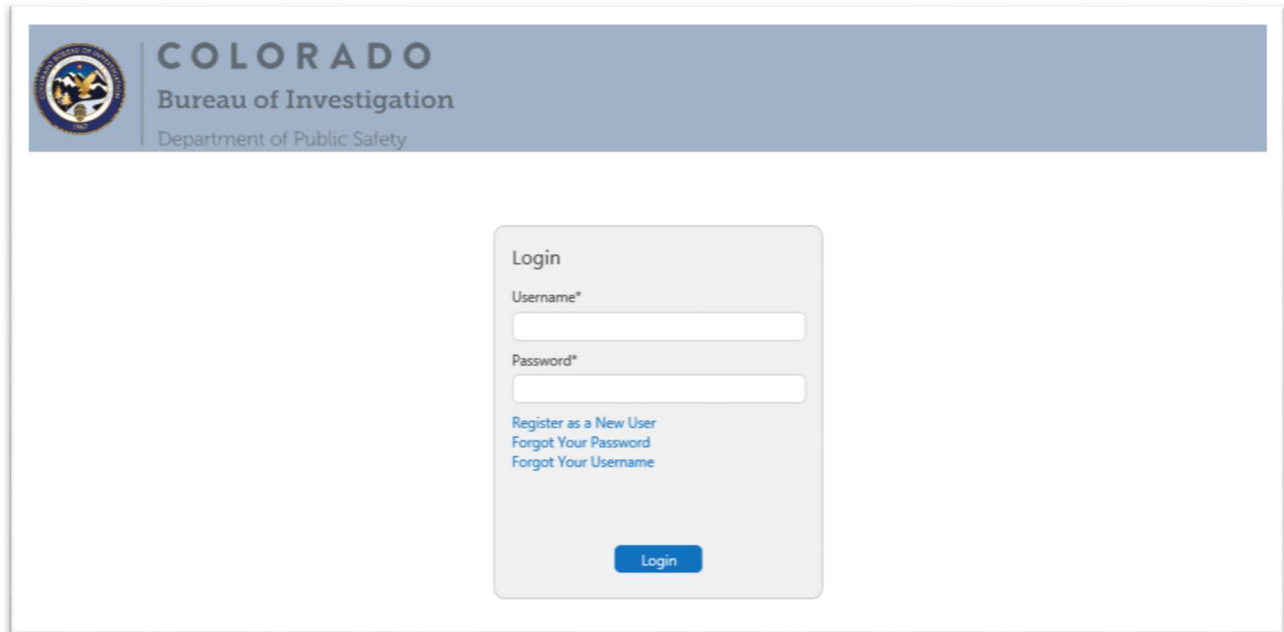
Reset Password

 Your password has been change successfully.

Close

## Forgot Username

Step 1: Click on the Forgot Your Username link



Colorado Bureau of Investigation Department of Public Safety

Login

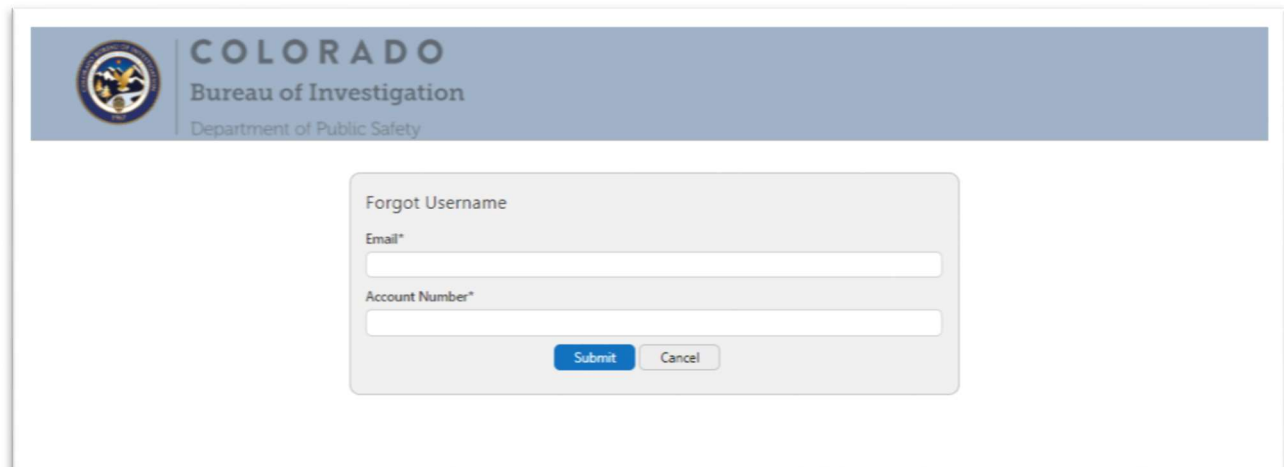
Username\*

Password\*

[Register as a New User](#)  
[Forgot Your Password](#)  
[Forgot Your Username](#)

Login

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.



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Forgot Username

Email\*

Account Number\*

Submit Cancel

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



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