



MyBizColorado

Start your **new** business

Frequently Asked Questions

What is MyBizColorado?

MyBizColorado was specifically created to help new businesses get up and running and become part of the Colorado economy. It creates a single system for new businesses to interact with multiple state agencies responsible for new businesses, including the Secretary of State's Office, Department of Revenue, Department of Labor and Employment, Department of Regulatory Agencies and Office of Economic Development and International Trade. MyBizColorado is user friendly, intuitive and a more expedient way to register a business and obtain the necessary licenses and permits. It will be especially helpful to emerging small businesses.

Why is it so important to serve small business?

Small businesses (defined as employing fewer than 500 people) are the economic engine that powers Colorado's economy.

- Small businesses in Colorado employ one million people, nearly half of the private workforce.
- Small businesses make up 97% of all businesses in the state.
- While we often hear about large corporations coming to Colorado, the fact is that small businesses create 30,000 to 40,000 new jobs every year in our state. (Source: Small Business Administration)

How will MyBizColorado help these entrepreneurs?

Colorado already has a reputation for being a business-friendly state. MyBizColorado makes it even more so using state of the art technology, user-experience focused design and streamlined procedures to help new small businesses get up and running successfully.

Don't we already have an integrated online application for new businesses?

The Secretary of State offers an online, highly efficient business and trade name filing system. And since 2007, the state has offered the Colorado Business Express, a decade old system using technology that does not meet the evolving needs or the expansion of small businesses. The antiquated system is complex, hard to use and not mobile. The new system will work on your computer, your tablet, your phone. MyBizColorado is user-centric, mobile-friendly and streamlined – tailored to the needs of the user, not state agencies.

What are the services available through the MyBizColorado system?

You can register for a sales-tax license and register your employees for wage withholding and unemployment insurance. You will find avenues to context-appropriate resource libraries to

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help you fully develop your business potential and get up to speed on government business requirements. It provides a coordinated approach to meeting a number of requirements across multiple agencies. The site will still require filers to register businesses and trade names with the Secretary of State's Office before using MyBizColorado.

What state agencies are involved in MyBizColorado?

The leadership for the project comes from the offices of the Governor and the Secretary of State. Participants include the Colorado Department of Labor and Employment, Colorado Department of Revenue, Department of Regulatory Agencies, Governor's Office of Economic Development and International Trade, Governor's Office of Information Technology, the Statewide Internet Portal Authority, and Colorado Interactive, LLC.

Why did the Governor's Office and Secretary of State's Office collaborate on this product?

The Governor and the Secretary of State share a common goal for Colorado to offer the best possible service for the business community. It is this both-sides-of-the-aisle approach that gives Colorado its well-deserved "business friendly" reputation and encourages so many new businesses to become part of our state.

What systems have been in use to help Coloradans start up their businesses?

Most new business filers start at the Secretary of State's Office, where they register the business and trade name. Many also work directly with other agencies such as the Department of Revenue and Department of Regulatory Agencies to obtain tax and professional licenses. Colorado Business Express was initiated in 2007 as a way to reduce the number of steps required to start a new business. While this process has been helpful in the past, advances in technology have led our constituents to expect more effective solutions made possible through much more efficient services – MyBizColorado – designed to meet the changing needs of today's businesses and entrepreneurs. There are some third-party, for-profit sites that provide assistance, but the official state system, MyBizColorado is designed to provide a seamless, one-stop experience to streamline dealing with multiple state agencies.

How will the state promote MyBizColorado to the business community and online applicants?

An outreach program will involve key business organizations, chamber of commerce and media throughout the state. The new portal will be promoted by the participating agencies and through social media. A short, informational video will be available during the public launch of the site.

How will customer service issues be addressed and answered for MyBizColorado users?

The customer service call center at each participating state agency will be informed and ready to help customers with questions related to their agency's activities on the new system. Usually the MyBizColorado customers will be able to answer their own questions; when they do need to reach out to an office or a person, they will connect more efficiently and effectively with the site's specific guidance on how to reach the experts. Colorado Interactive continues to provide support around technical issues, and each page has context-sensitive help and guidance to reaching the business subject matter experts directly.

How can I get technical support for the web site?

For browser support, error messages and technical questions not related to requirements from individual state agencies, **please contact Colorado Interactive at 303-534-3468, extension 0 or partnersupport@www.colorado.gov.**

What is Colorado Interactive?

Colorado Interactive (CI) is the team behind the official website of the state of Colorado (<http://www.colorado.gov>) and is overseen by the [Statewide Internet Portal Authority](#). The portal operates through a public-private partnership between the state and CI to help Colorado government entities web-enable their services. CI builds, operates, maintains, and markets Colorado.gov and is part of the digital government firm, [NIC](#) (Nasdaq: EGOV).

What state agency will be responsible for the continued hosting and maintenance of the site?

A sustainable approach is truly a collaborative effort with OIT providing the platform, Colorado Interactive accomplishing development and other technical aspects and the participating agencies representing their customers. There are high standards for governance and system requirements built into this solution.

What about cyber security for the site?

The state Office of Information Security (OIS) – part of the Governor’s Office of Technology – has been involved with MyBizColorado since its inception. The mission of OIS is to preserve the confidentiality, integrity and availability of state and citizen data. OIS is responsible for security risk management across state departments and agencies, safeguarding the state’s information assets and the information of the users. The project which brings MyBizColorado to life embraces the high standards that minimize security-related risks.

Will MyBizColorado provide support for additional languages, such as Spanish?

The navigation, page names, questions, extra explanations and system messages will be available in Spanish while the user is on the MyBizColorado site. Users will find the state is continuing to move toward a more complete bilingual solution when the workflow takes them to related sites. Other languages may be added in the future.

How is my MyBizColorado accessible to users with disabilities?

MyBizColorado follows compliance standards that define the best way to make content accessible not only through web browsers, but also through assistive technology for users with vision, hearing or other impairments. These standards are known as [508 Standards](#). They ensure that everyone can access electronic government information. MyBizColorado also adheres to the [Web Content Accessibility Guidelines](#) (WCAG) 2.0 level AA. These guidelines provide a more strict compliance level and define how to make Web content more accessible to people with disabilities.

Will MyBizColorado launch as a one-time product, or will there be future rollouts?

The initial MyBizColorado launch provides the services that users most want and expect. Subsequent releases will allow our team to study how MyBizColorado is being used, what features are most popular, where customer service calls are focused, and other key metrics leading to increasing levels of satisfaction and efficiency.