

New Mexico Regulation and Licensing Department

Boards and Commissions

P.O. Box 25101, Santa Fe, NM 87504

505-476-4622

ONLINE LICENSE RENEWAL INSTRUCTIONS

MUST HAVE THE FOLLOWING TO COMPLETE ONLINE RENEWAL:

- **A valid email address is required to renew online**
- **Internet Explorer 11 or greater**
 - This security measure is to protect private information of licensees
 - Our licensing system is not compatible with other web browsers, Mac System, or Apple System
 - Attached are instructions to change the compatibility view, if necessary
- Inactive or Retired - If requesting either status, you must submit your request in to the Board office in writing prior to the expiration date.
- See “Contact Us” at the bottom of the website below for the direct email address. Status cannot be changed online.
- Go to: <https://mylicense.rld.state.nm.us/Login.aspx?ReturnUrl=%2f>

Menu
Register a Person
Register a Facility
License Verification

Welcome to MyLicense e-Government

NOTICE TO ALL LICENSEES REGARDING PAY PAL MIGRATION:

Beginning July 15, 2019, there will be a 2.5% transaction fee applied to all online license, registration and renewal fees paid to the Regulation and Licensing Department with a credit card, this fee is paid directly as a bank transaction fee, it is not paid to the Regulation and Licensing Department. The Regulation and Licensing Department is working on development of an electronic check (e-check) payment option that will also be available in the near future. Use of the e-check option will not result in any transaction fees. Thank you.

The New Mexico Regulation & Licensing Department offers licensees the opportunity to renew a license, request duplicate licenses, update address information, via our new secure web interface.
***This site only works with Internet Explorer 11 or greater.**

- **If you are a new user**, you will need to register by creating a user ID and password that you will use to access the site each time you visit. Click [here](#) to register.
- **If you hold an MD, Telemedicine or Resident MD License with the New Mexico Medical Board** please click [here](#) to renew.
- **If you hold a controlled substance license**, your user ID and password for that license are different from any other licenses you have with the state. If you are a returning user and want to login below, be sure to use the user ID and password associated with the license you want to renew.
- **NOTICE: Your License will NOT update the same day the payment is made. Please be aware that it may take anywhere from 2 to 5 business days for license to update after payment has been made online.**

RETURNING USERS LOGIN HERE

User Id:

Password:

- **Use MENU – (UPPER LEFT HAND CORNER) – Select One**
 - “Register a Person” for individual licensees
 - “Register a Facility” for Establishments, Promoters, and Management Companies

- If you do not have your license number or registration, email the board office (see “contact us” below):
 - Enter your License Number as provided in the renewal notice (Must include prefix).
 - The dash (-) will need to be included with some professions.
- Enter the Registration Code (these entries are case sensitive).

License Number:

Registration Code:

- Click “**Search**” –
 - Name and Demographics will automatically populate.
 - Your log information will also populate with the “**User ID**”, “**Password Question**”, and “**Password Answer**”.
 - Enter the Password Answer in both of the blank “**Password**” & “**Confirm Password**” boxes
 - Click “**Register**”
 - **First time users** - enter the mailing address, phone number, and email address, if not populated.
 - Create a “User ID”, “Password Question”, and “Password Answer”
 - **Returning users** - If you don’t have the password
 - You will need to create a new USER ID and Password
 - If you have issues, you must select a new USER ID and Password
 - Is issues persist email the board office – use the “contact us” below for the correct email address
 - **Please Note:** The registration code never changes, please keep for your records

License Number:

Registration Code:

- click “**Search**”
- Once you have successfully registered, you will be prompted to enter your “User Id” and “Password” on the Login page.

User Id:

Password:

- **Licensing Home Page Screen** – Click “**Renew License**” under Menu on the top left side of the page.

Menu
Initial Application
Renew License
Duplicate License
Demographics Update
Logout

- **Application for License Renewal Screen** – A list of Renewable Licenses will appear. Click “**Continue**” to renew license. If you have multiple licenses, be sure to click on the appropriate license you are renewing.
- **License Renewal Application Screen** – Read the context, and then click “**Next**”.
- **Personal Address Information Screen** – This is the Demographics Page. You can update your mailing address, phone number, and email address by clicking “**Edit**”, then “**Update**”. It is mandatory to provide an updated email address so you can receive future email notifications. After verifying that your information is correct click “**Next**”.
- **Continuing Education Courses Screen** – (Not all Boards will have this screen.) Click “**Add**” for each course you are entering. Once all courses have been entered click “**Complete**”.

- **Application Questions Screen** – **Please read all questions thoroughly before answering.** After all questions have been answered click **“Submit”**. These questions may not be the same as previous renewals cycles.
- **Application Summary Screen** – Verify all information is correct. Some professions may be required to complete a survey. The survey **MUST** be completed to continue and close the renewal process.
- Click **“Pay”**.
- **Application Fees Screen** –. Enter the name on the credit card. Click on **“Submit Payment”**.
- **Payment Information Screen** – Verify name and address of billing information. Click **“Next”**.
- **Payment Details Screen** - Visa and MasterCard credit cards and debit cards with the Visa or MasterCard logo only. Click **“Next”**.

The billing information **MUST** be entered exactly as it appears on the credit card statement. Be sure that you do not use any hyphens "-", underlines "_", or spaces when you type your credit card number.

If you find that all data is complete and correct, but the card is still not accepted, you may need to try a different card. ***Please do not call the Board regarding invalid credit cards.***

DO NOT PRESS “SUBMIT PAYMENT” MORE THAN ONCE

You are allowed to print the receipt **“ONE TIME ONLY”** -

- If you do not have access to a printer, please be sure to save it to your desktop, or write down your authorization code and transaction number
- You **cannot** go back and print a confirmation/receipt later, as your credit card information is not retained after the transaction is processed
- Your credit card statement (bill) will show a payment as "State of NM Reg"
- Staff will not be able to provide you with a receipt, you will need to get from your credit card statement