

# New Mexico Regulation and Licensing Department

## Boards and Commissions

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

505-476-4622

### ONLINE LICENSE RENEWAL INSTRUCTIONS

- To Begin the renewal process you will need the following:
- **A valid email address**
- **The renewal email sent to contains the following – please have accessible when renewing:**
  - Your license number
  - Registration code
- **Internet Explorer 11 or greater or Chrome**
  - 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. Request can be sent via email to the board email.
- 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>

<b>Menu</b>	<b>Welcome to MyLicense e-Government</b>
Register a Person	<b>NOTICE TO ALL LICENSEES REGARDING PAY PAL MIGRATION:</b>
Register a Facility	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.
License Verification	<hr/>
	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. <b>*This site only works with Internet Explorer 11 or greater.</b>
	<ul style="list-style-type: none"><li>• 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 <a href="#">here</a> to register.</li><li>• If you hold an MD, Telemedicine or Resident MD License with the New Mexico Medical Board please click <a href="#">here</a> to renew.</li><li>• 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.</li><li>• 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.</li></ul>
	<b>RETURNING USERS LOGIN HERE</b>
	User Id: <input type="text"/>
	Password: <input type="password"/>
	<input type="button" value="Login"/>

- **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 (case sensitive and must be entered exactly as indicated in the email).

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** - We highly recommend you create a new USER ID and password as indicated for “First time users”. (You should use something never used before)
  - If 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 may also try to print as a PDF and save to your computer.
- 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