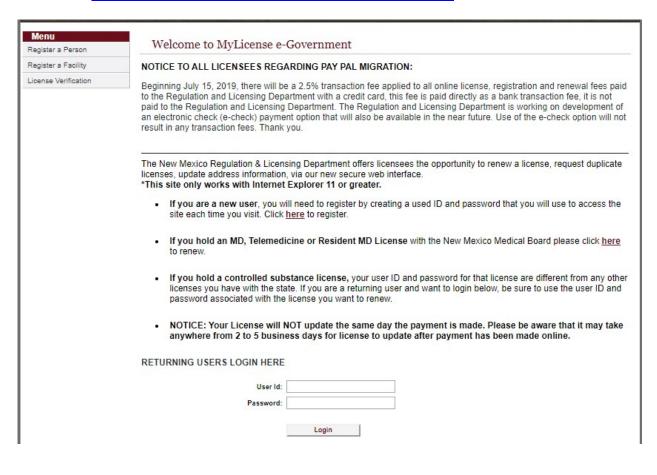
## New Mexico Regulation and Licensing Department Boards and Commissions

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



- ➤ Use MENU (UPPER LEFT HAND CORNER) Select One
  - o "Register a Person" for individual licensees
  - o "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"
    - o First time users enter the mailing address, phone number, and email address, if not populated.
      - Create a "User ID", "Password Question", and "Password Answer"
    - <u>Returning users</u> 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: |       |  |
|           |       |  |
|           | Login |  |

Licensing Home Page Screen – Click "Renew License" under Menu on the top left side of the page.



- 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 <u>MUST</u> 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 <u>cannot</u> 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