

# FAQs for Renewing your license

#### Where do you go to renew a license?

Here is the URL to the login page for the new licensing portal: https://nmrldlpi.force.com/bcd/s/login/

#### **Recommendations for logging to the Portal:**

For best results, use Chrome as the internet browser and a computer verses a mobile device.

#### Do you need to register for a new account?

No, if you have a license in an active or similar status or have recently held a license eligible to renew you should not need to create an account, and can access your recent licensing records by simply logging in with your username (likely your email address on record) and set up a password for the first time by clicking the Forget Password? link on the login page.

## Do you have a license or held a license in the past 5 years, but don't know your Username?

Your username should be your full email address on file with the Board. If you are unable to login with your email address please contact us at the email addresses listed below and we will help you.

## Never created a password for your account or just forgot it?

All you will need to click on the Forgot Password? link and it will prompt you to create a new password (see additional document for step-by-step instructions).

#### Is the system used to apply for a new license?

No, only the renewal process is live in the portal for Barbers and Cosmologist licenses. The portal will include initial applications for the Board later this year.

#### Renewing a license?

If you are renewing a license, be sure to look for your license under "*My Licenses*" table and click on the Renew link next to it. **Do not** use the Apply for License option. This will create a new license and not renew your current license you have.



#### Logged in but do not see your license to renew?

Make sure you are looking under "My Licenses". If the license you need to renew is still not appearing it may be because you have multiple license records and the records must be merged by staff. Please email our technical staff (emails listed below) for assistance if you do not see your correct license record to renew.

#### **Recommendations for Accounts:**

We recommend each licensee provides their own email address and does not share an email for multiple accounts.

#### When submitting a payment:

Please have your payment information ready (credit card or electronic check) to complete your renewal – payments must be submitted online through the portal. For security purposes, there is a 5 minute time limit on the payment page. Ensure popup windows are allowed, as you will be redirected to a separate window to enter payment information.

## If you receive an error message and need further assistance, please reach out to:

Barbers and Cosmetologists at <a href="https://kitagenergy.org">RLD.BCHelpDesk@state.nm.us</a>Counseling and Therapy at <a href="https://kitagenergy.org">RLD.CTHelpDesk@state.nm.us</a>Psychologist Examiners at <a href="https://kitagenergy.org">RLD.PSYHelpDesk@state.nm.us</a>Public Accountancy at <a href="https://kitagenergy.org">RLD.ACCHelpDesk@state.nm.us</a>Real Estate Commission at <a href="https://kitagenergy.org">RLD.REHelpDesk@state.nm.us</a>Psychologist Examiners at <a href="https://kitagenergy.org">RLD.PSYHelpDesk@state.nm.us</a>