



NMRLD

NEW MEXICO
REGULATION &
LICENSING DEPARTMENT

New Mexico Board of Pharmacy

June 15, 2022

Dear Licensee,

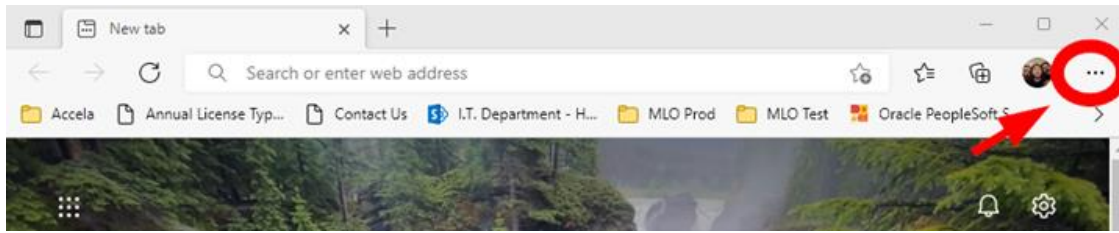
Beginning today, June 15th 2022, the NMRLD MyLicense e-Government website for license renewals will no longer work with IE (Internet Explorer) if your computer is running on Windows 10 Version 20H2 or higher.

Below are instructions to set up the Microsoft Edge browser in order to access the licensing website going forward. Please apply these changes.

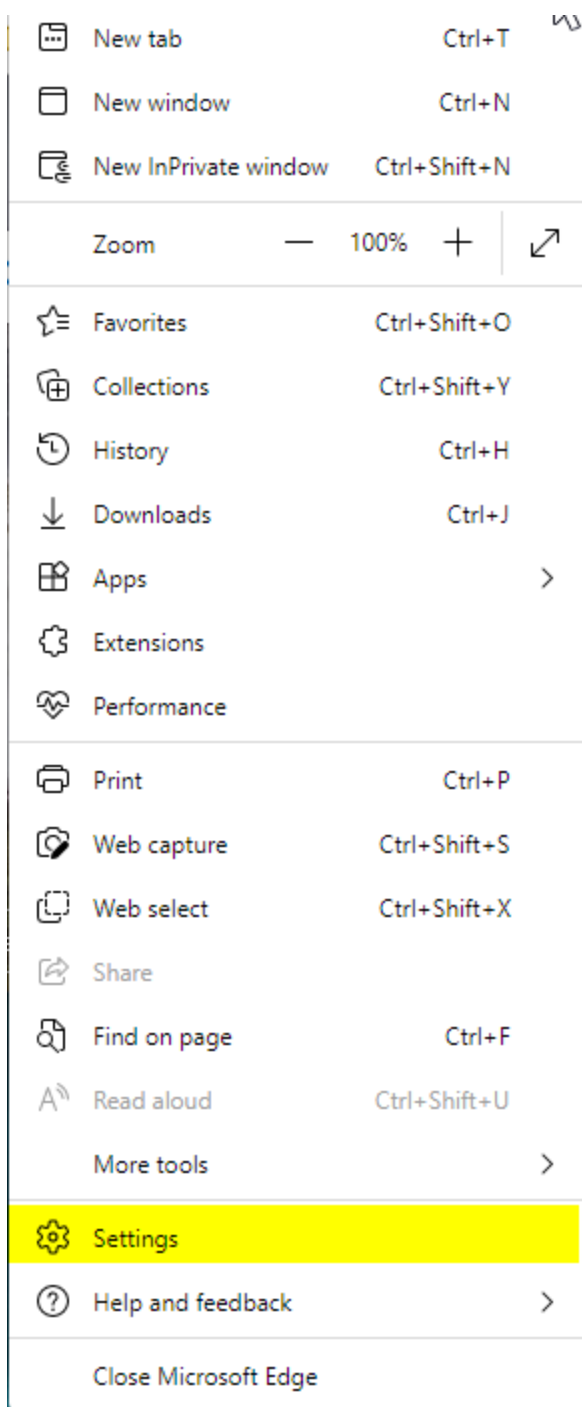
We apologize for any inconvenience this may cause.

Setup of IE mode in EDGE for use with NMRLD MyLicense e-Government website

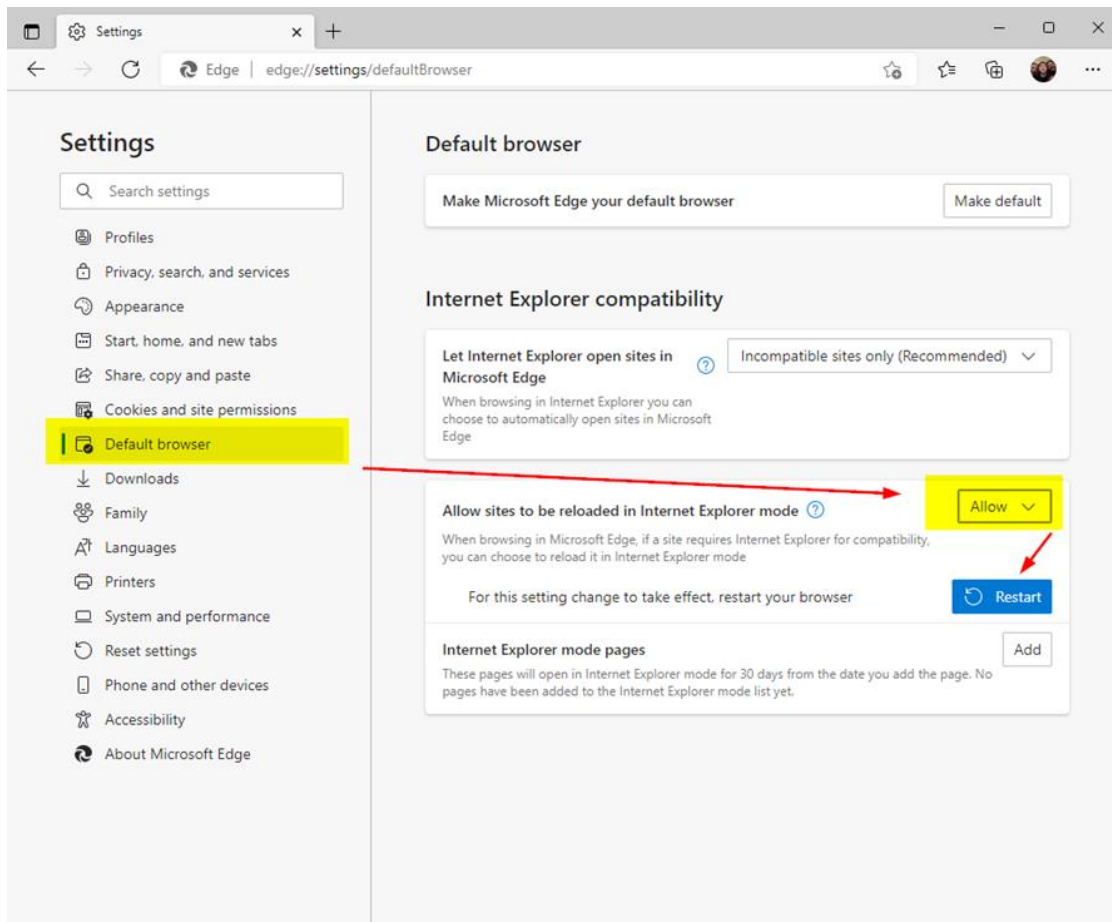
- Open the Edge browser and click the 3 dot menu on the top right of the window



- From the drop down select the settings menu.



- Find the Default Browser menu and click on it. From there change the "Allow Sites to be Reloaded in Internet Explorer mode" drop down field and change the value to "Allow". Then click the Restart button to restart your browser.



- When the browser restarts go to the appropriate renewal website.
 - For Boards and Commissions Users:
 - <https://mylicense.rld.state.nm.us/Login.aspx>
- Click the menu button and find the “Reload in Internet Explorer mode”

The screenshot shows the Microsoft Edge browser displaying the MyLicense e-Government website. The browser's address bar shows the URL: <https://mylicense.rld.state.nm.us/Login.aspx?ReturnUrl=%2f>. The website header features the New Mexico Regulation & Licensing Department logo. A navigation menu on the left includes: Register a Person, Register a Facility, and License Verification. The main content area is titled "Welcome to MyLicense e-Government" and contains a "NOTICE TO ALL LICENSEES REGARDING PAY PAL MIGRATION:" stating that a 2.5% transaction fee will be applied to credit card payments starting July 15, 2019. Below the notice, it states: "The New Mexico Regulation & Licensing Department offers licensees the opportunity to renew licenses, update address information, via our new secure web interface. *This site only works with Internet Explorer 11 or greater." A list of instructions follows: "If you are a new user, you will need to register by creating a user ID and password each time you visit. Click [here](#) to register." "If you hold an MD, Telemedicine or Resident MD License with the N.M. State Board of Medical Examiners, you must renew your license to renew." "If you hold a controlled substance license, your user ID and password will expire on the expiration date of your license. If you are a returning user and want to renew your license, you must 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 received. It will take anywhere from 2 to 5 business days for license to update after payment is received." Below this is a "RETURNING USERS LOGIN HERE" section with input fields for "User Id:" and "Password:", and a "Login" button. At the bottom, it says: "If you have forgotten your password, click [here](#)." The browser's "More tools" menu is open, and the "Reload in Internet Explorer mode" option is circled in red.

- When the page reloads, you will see the IE mode icon up top. Make sure the Compatibility view settings are enabled and click the done button.

The screenshot shows a web browser window with the URL <https://mylicense.rld.state.nm.us/Login.aspx?ReturnUrl=%2f>. A notification box is open, stating "This page is open in Internet Explorer mode" and recommending Microsoft Edge. The notification includes a "Done" button and a "Manage" button. Below the notification, the page content includes a "Menu" section with links for "Register" and "License", a "REGARDING PAY PAL MIGRATION:" section, and a "RETURNING USERS LOGIN HERE" section with input fields for "User Id:" and "Password:". The browser's status bar at the bottom right shows "150%".

This page is open in Internet Explorer mode

Most pages work better in Microsoft Edge. For security reasons, we recommend you leave this mode as soon as you're done browsing this page. [Learn more](#)

Open this page in Compatibility view

Open this page in Internet Explorer mode next time

[Manage](#) [Done](#)

Compatibility Mode: IE5

Protected Mode: Off

Zone: Intranet

Menu

Register

Register

License

REGARDING PAY PAL MIGRATION:

There will be a 2.5% transaction fee applied to all online license, registration and renewal and Licensing Department with a credit card, this fee is paid directly as opposed to the Regulation and Licensing Department. The Regulation and Licensing Department is currently working on development of an electronic check (e-check) payment option that will be available in the 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:

150%

- Log into the My License system as normal and complete your renewal.

you're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) Show in toolbar [Learn more](#)

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.

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- **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: 

- **If you have forgotten your password**, click [here](#).
- **If you have forgotten your user ID and password**, simply go through the steps to register again by clicking [here](#).

If you have any questions, please contact 505-222-9830.

Thank you,

The New Mexico Board of Pharmacy

New Mexico Regulation & Licensing Department

The New Mexico Regulation and Licensing Department regulates more than 500,000 individuals and businesses in 35 industries, professions and trades across the state. Its mission is to ensure qualified professionals provide quality care and services to all people of New Mexico.



SERVICE | DEDICATION | INTEGRITY