NMRLD

NEW MEXICO
REGULATION &
LICENSING DEPARTMENT
MANUFACTURED HOUSING DIVISION

PERMITTING PORTAL USER GUIDE

MANUFACTURED HOUSING DIVISION | 5500 SAN ANTONIO DR NE, ALBUQUERQUE, NM 87109
(505) 222-9801 | RLD.NM.GOV/MANUFACTURED-HOUSING-DIVISION

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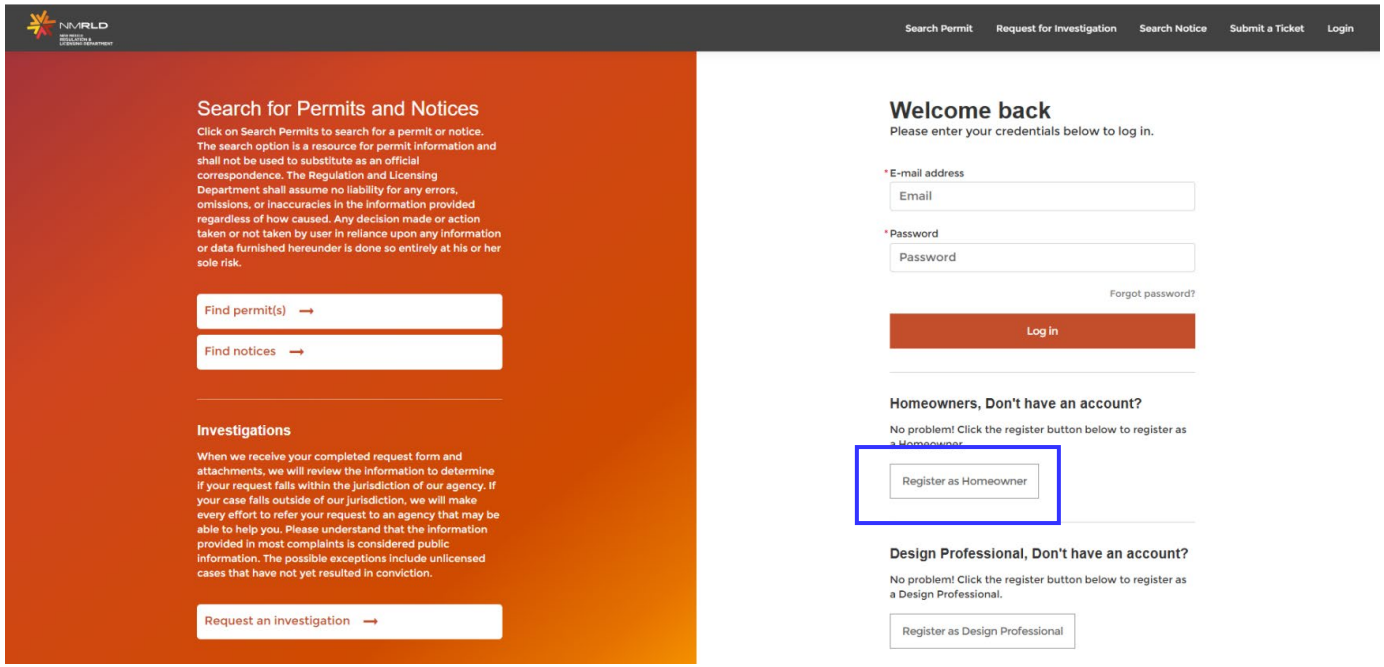
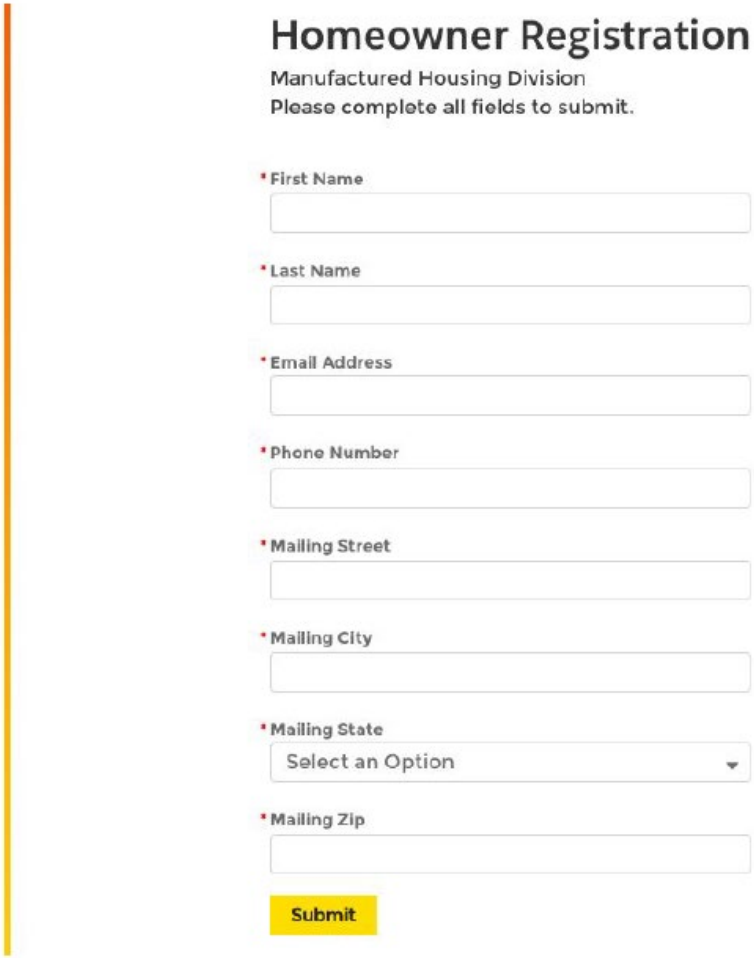
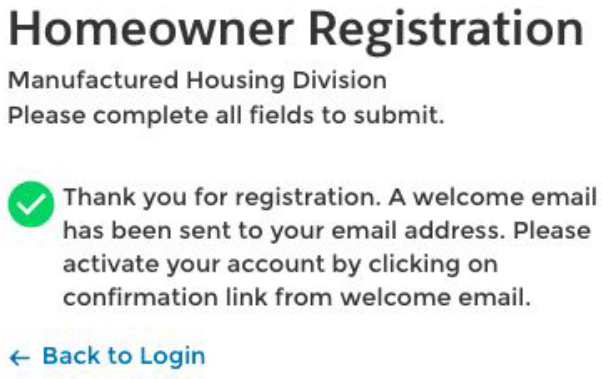
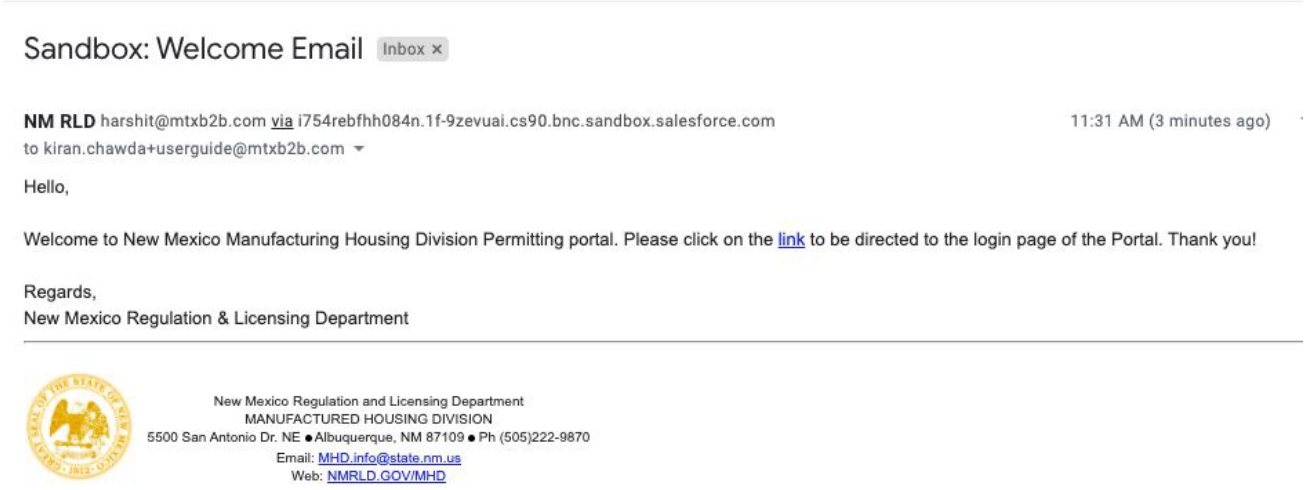
LOGIN PAGE

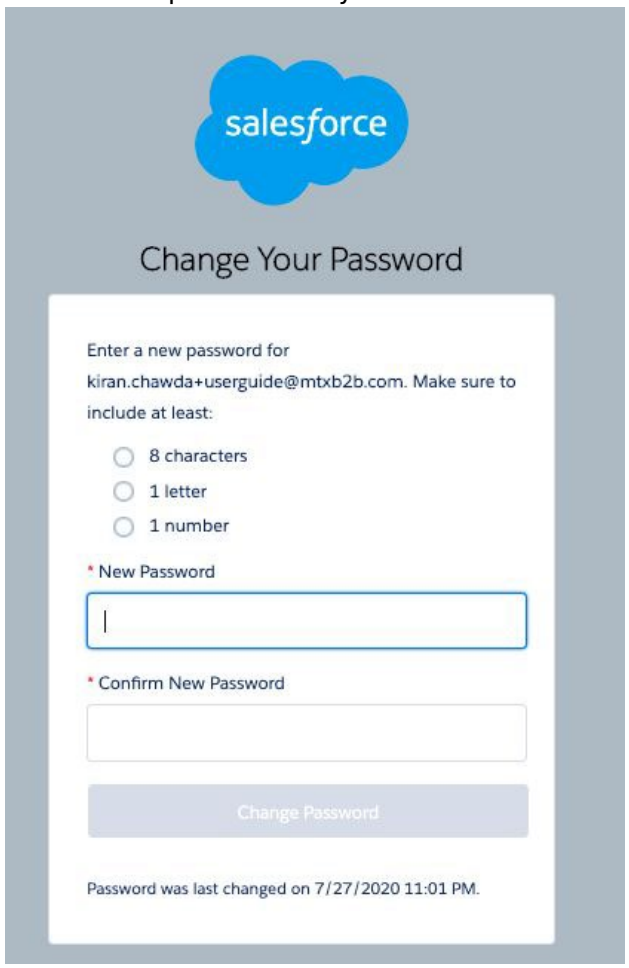
REGISTER AS A HOMEOWNER

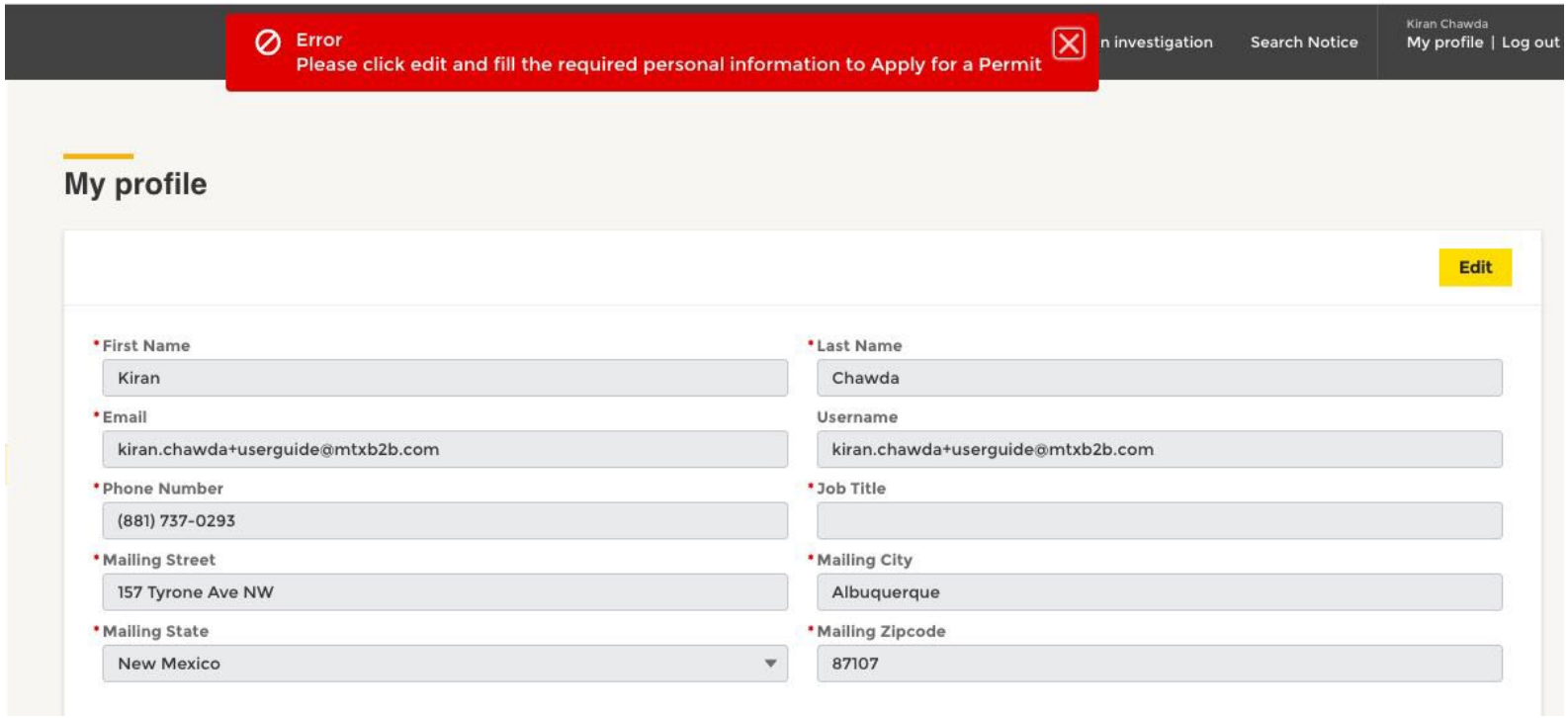
1	To register as the homeowner, users will need to navigate to the following link: https://nmrld.my.site.com/MHD/s/login/. Once they navigate to the link, they will see the screen below and will need to click on the “Register as Homeowner” button.



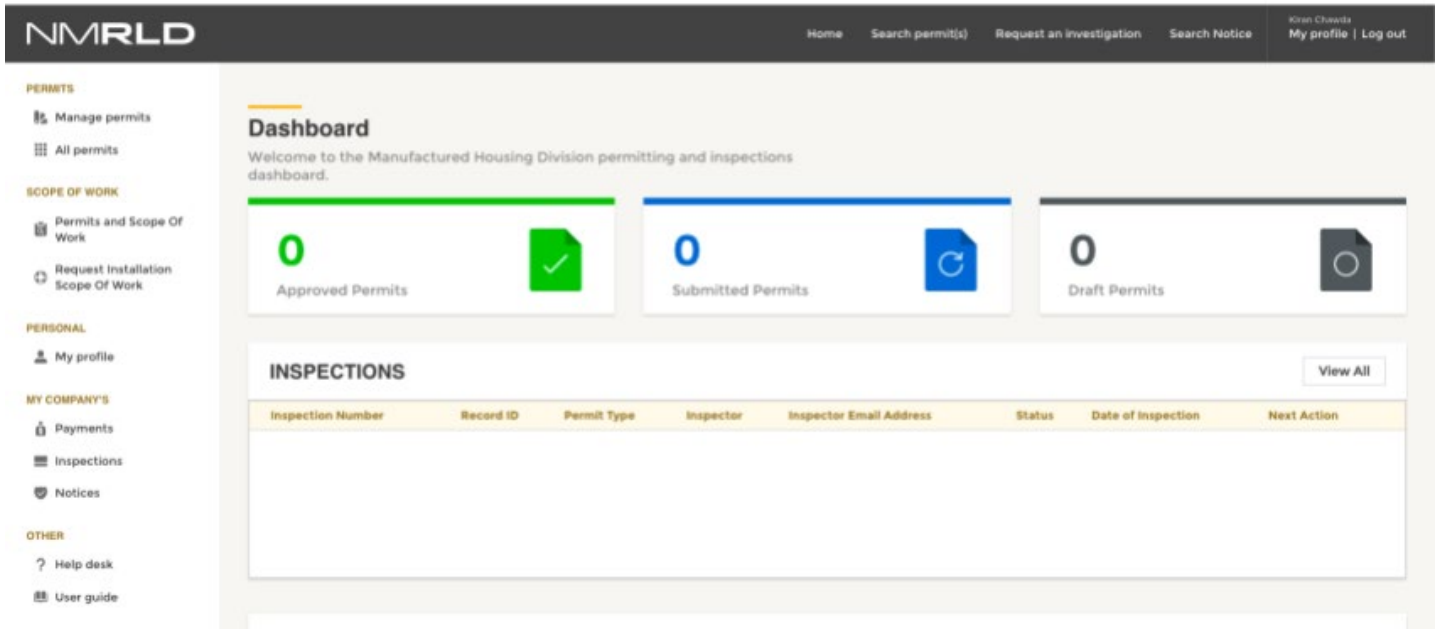
2	After clicking on the button, the user will be prompted to fill in the required information for registration. Please fill in the details and click on submit. 

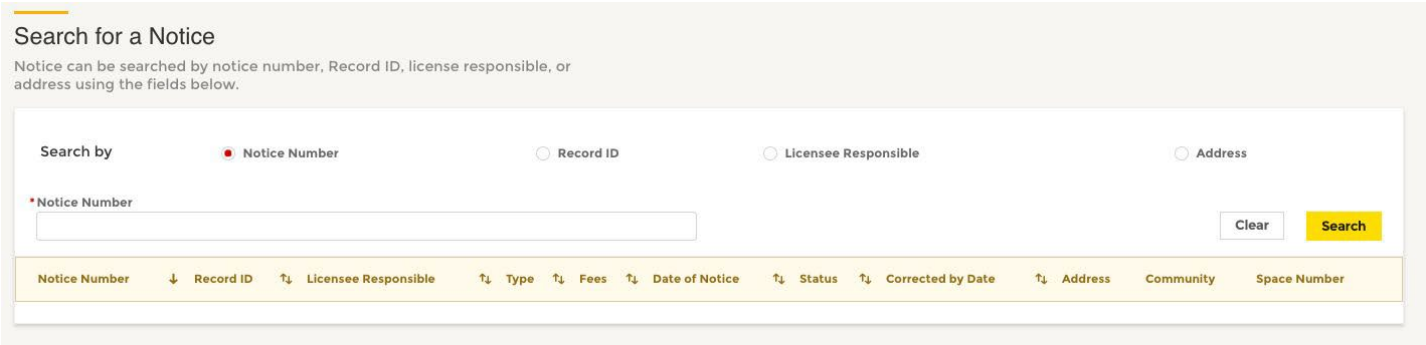
3	After a successful submission, the user will receive the below confirmation on the screen. 
4	To activate the account, users should access the welcome email and click on the link to continue with the registration process. 

5	The user will be redirected to the page where the password has to be generated. Please follow the instructions for the password and create a password for your account. 

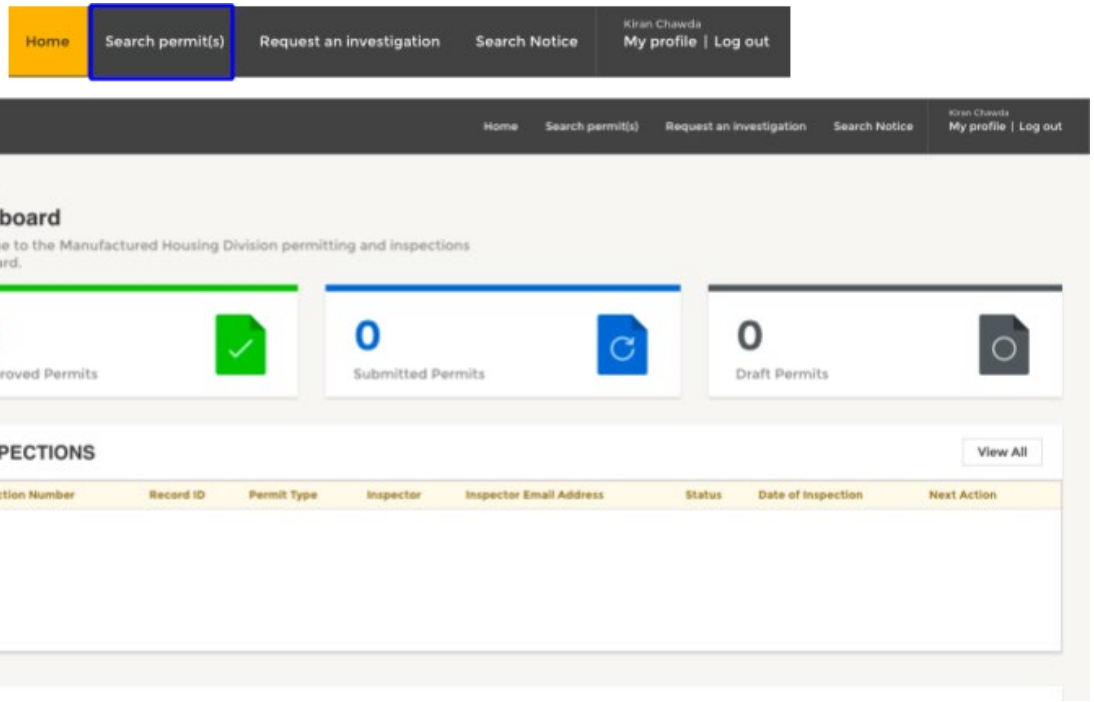
6	After the user generates the password for their account, they will be redirected to the "My Profile" section where they need to complete the information on the page to continue with the portal. Click on "Edit," fill in the information and then click on "Save" to update the changes. 

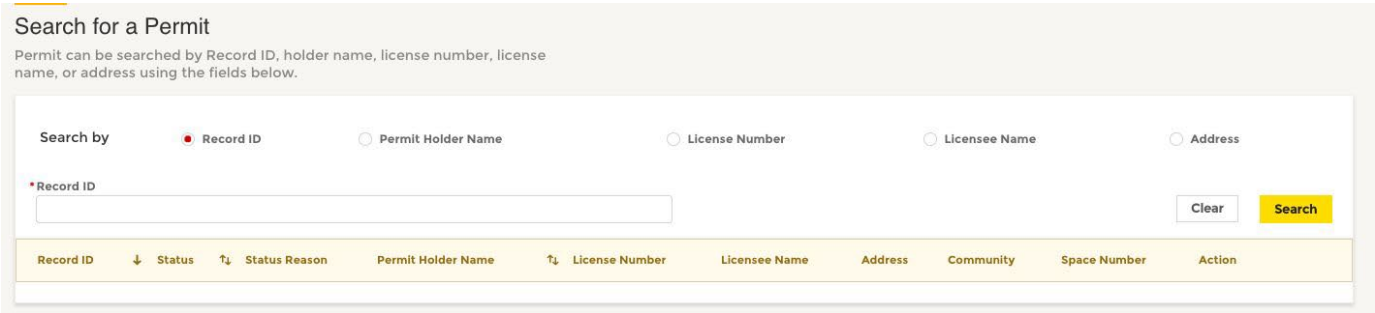
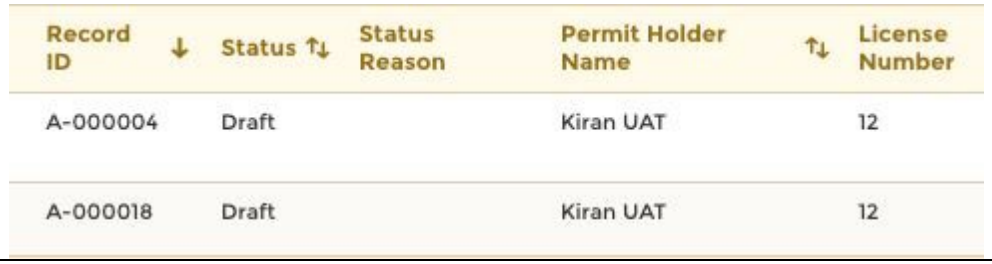
SEARCH NOTICES

1	The user can search for notices from the home page of the community portal. To search for a notice, click on the “Search for Notice button at the top right of the page. 

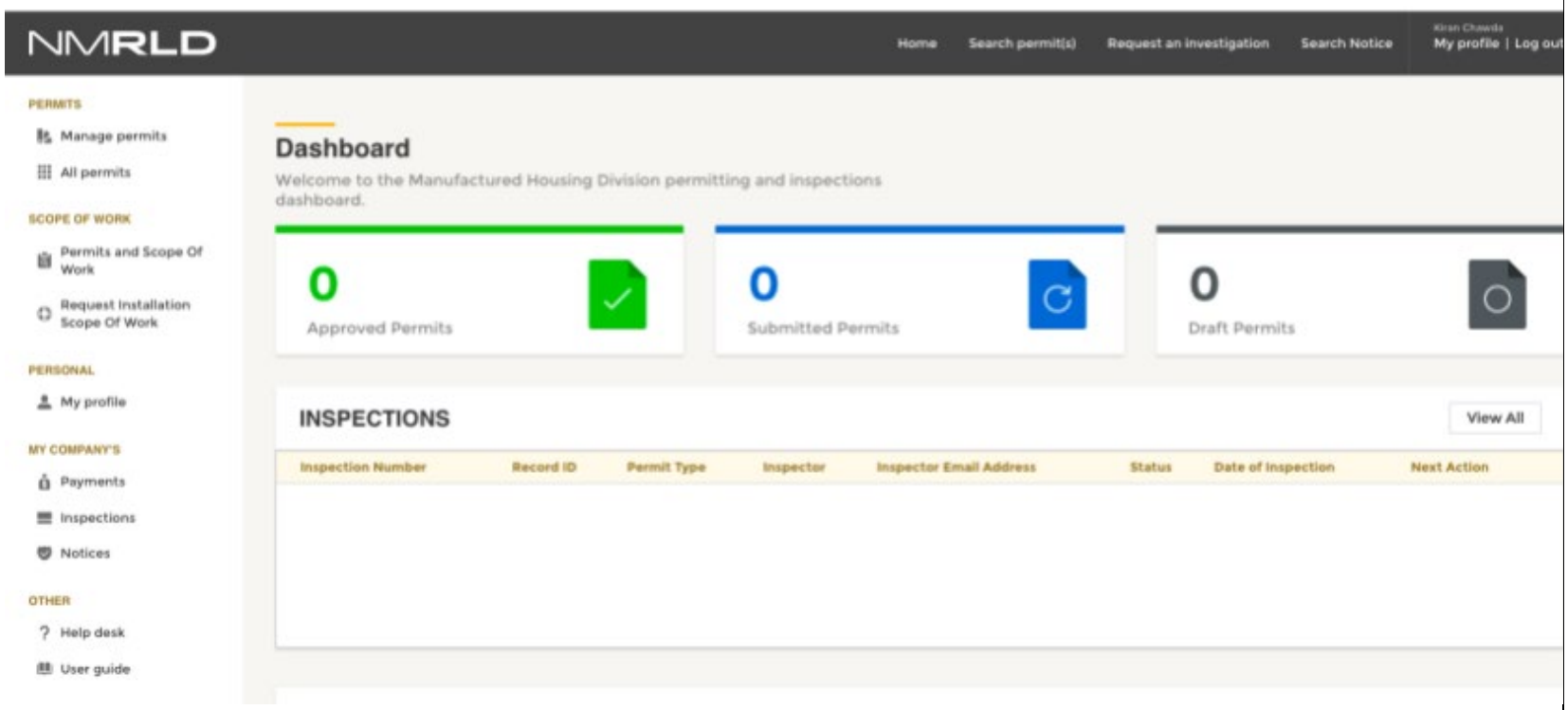
2	Once the user clicks on the button, he or she will be redirected to the page where they can share a notice number. The user can search for the notice from either of the following: • Notice Number • Record Id • Licensee Responsible • Address Choose a type to search, fill in the information, and click on "Search." The user will then see all the notices related to the search mentioned. 

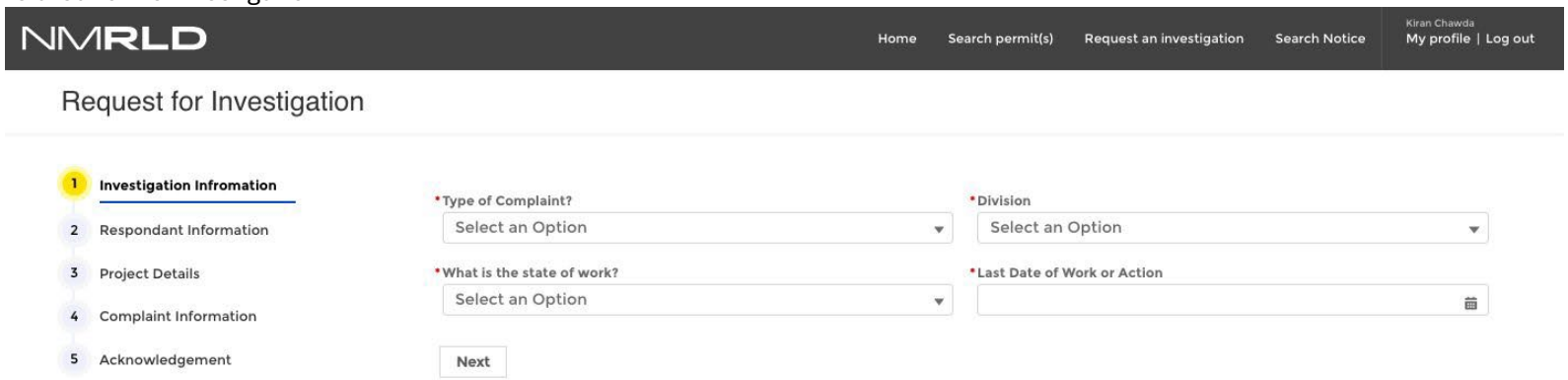
SEARCH PERMITS

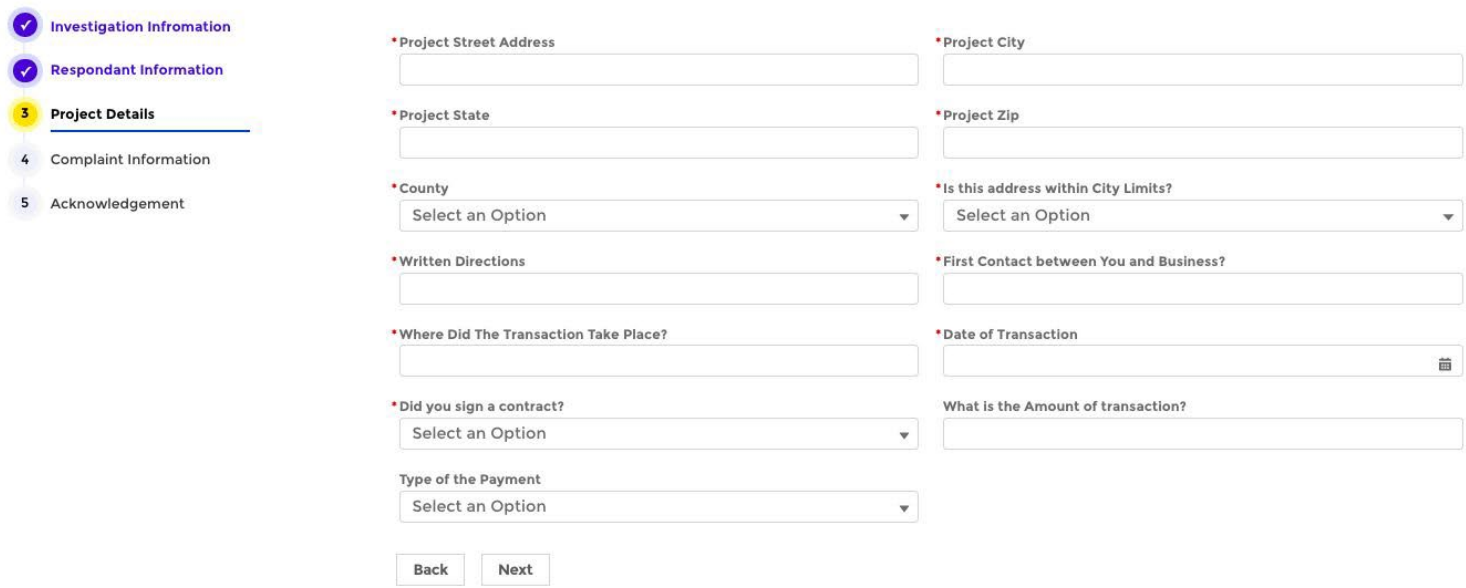
1	The user can search for permits from the home page of the community portal. To search for permits, click on the “Search Permit(s)” button at the top right of the page. 

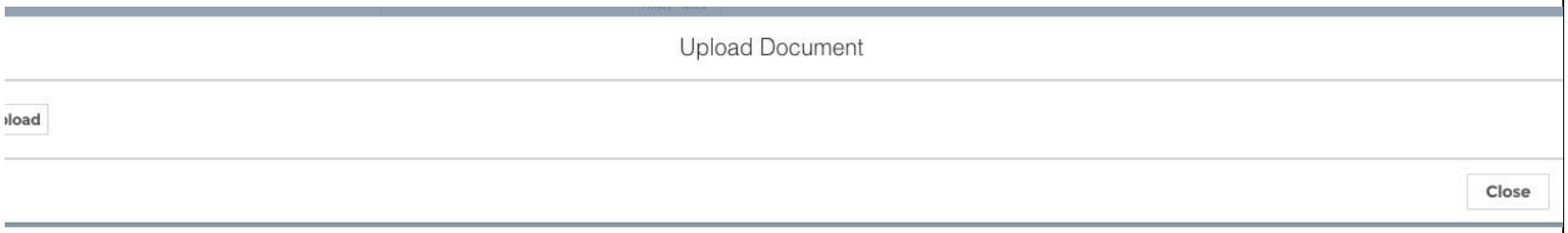
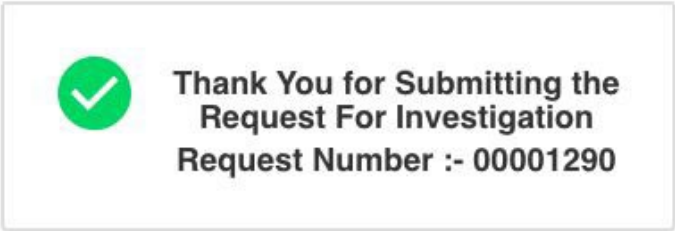
<table>
<tr><td>2</td><td>Once the user clicks on the button, he or she will be redirected to the page where he or she can share the notices. The user can search for the notice from either of the following:
• Record Id
• Permit Holder Name
• License Number
• Licensee Name
• Address
Choose a type to search, fill in the information, and click on “Search.” The user would get all the permits related to the search mentioned.
 
</td></tr>
<tr><td>3</td><td>Let’s try searching for all the permits held by Kiran. For the same, click on Permit Holder Name and write “Kiran” in the text box and click on Search.
 
</td></tr>
</table>

REQUEST AN INVESTIGATION

1	The user can request for investigation from the home page of the community portal. To request an investigation, click on “Request an investigation” button at the top right corner of the page. 

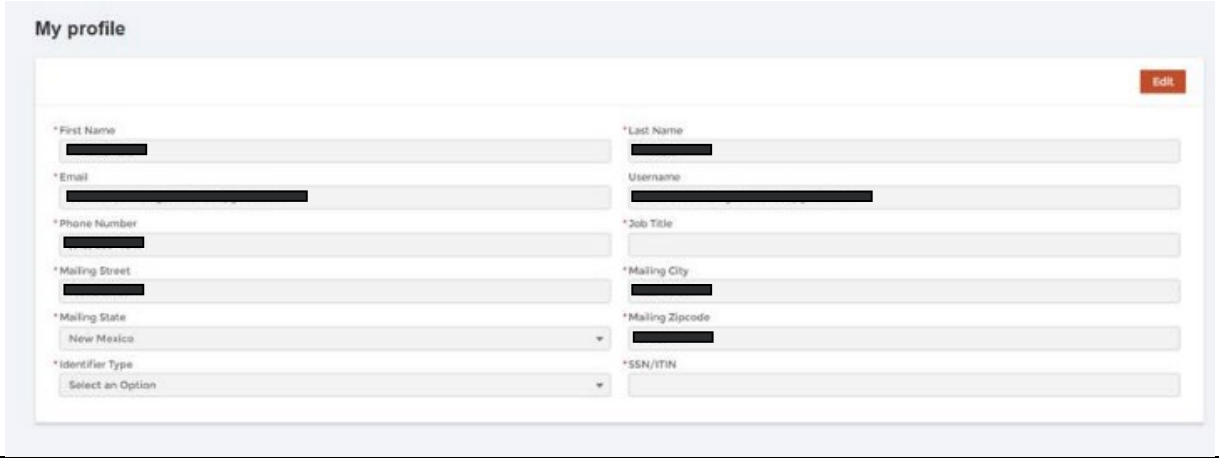
2	Once the user clicks on the button, they will automatically navigate to the page where they can submit the information related to the investigation. 
3	Step 1, fill the information including: • Type of Complaint • Division • What is the state of the work • Last Date of Work or Action Once you fill in the information click on Next to continue.

4	On Step 2, fill in the information on the respondent. Please note that the fields with the red asterisk mark (*) are the required field and the others are optional to fill in. Fill all the requisite information and click on "Next" to continue. 
5	Fill in the project details on Step 3 and click on Next to move to the complaint information. On complaint information, the user will need to fill in the details of the complaint and click on Next to move further. Acknowledge the investigation request and click on either: • Submit • Submit with document

6	When the user clicks on “Submit with Document,” they will be redirected to the “upload document” screen. They can upload the document and click on “Close” to submit the request for an investigation. 
7	After the process is completed, the user will receive the message on the screen with the request number for the investigation. 

PORTAL

COMPLETE PROFILE REGISTRATION

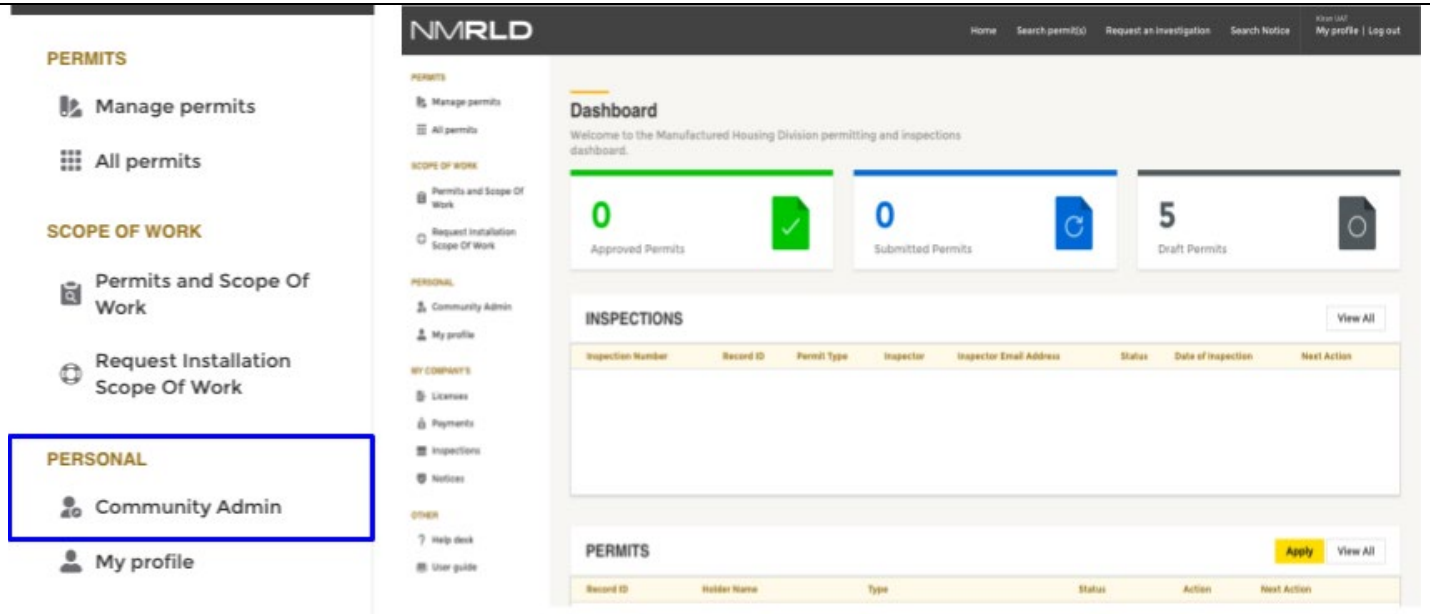
1	To complete the profile information, the user should click on “My Profile” at the top right corner of the page below the name of the user.
2	Once the user clicks on My profile, they will be redirected to the My Profile page where they can edit the profile details. To edit the details, click on “Edit.” Then fill in the information and click on save to update the changes. Please note: to be compliant with the Parental Responsibilities Act, licensees must submit their social security number. 

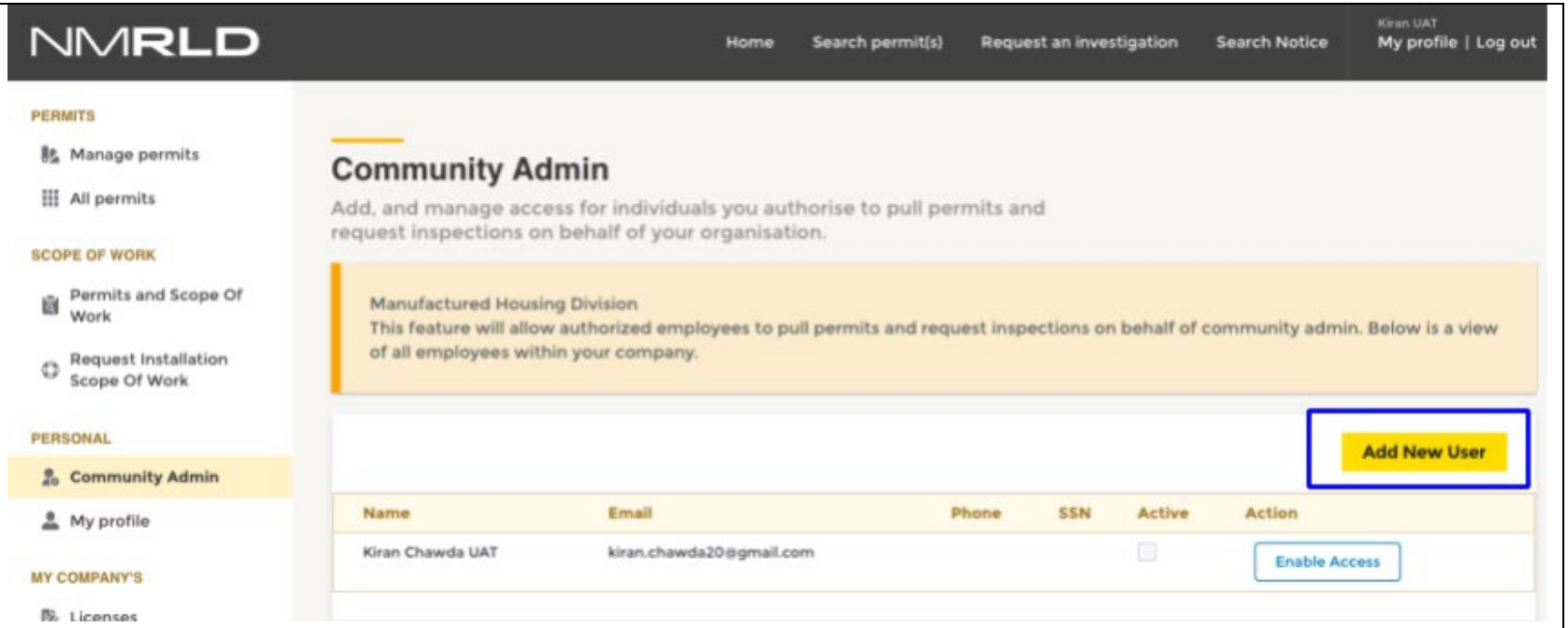
LICENSED PROFESSIONALS

Community Admin Actions

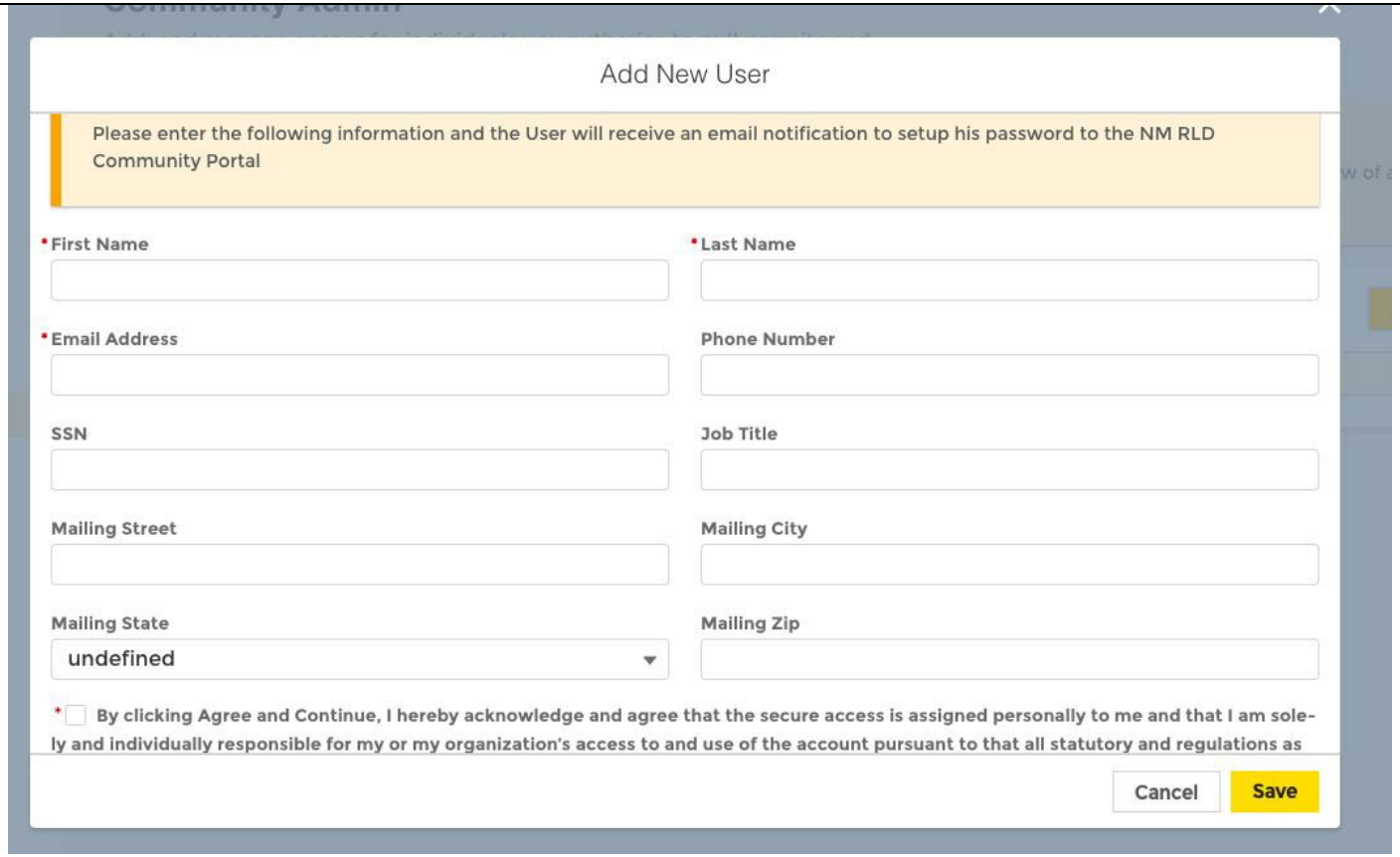
ADDING A USER

1	Login to the community portal with the help of the credentials. Navigate to the community admin tab from the panel available on the left side of the page and click on it.

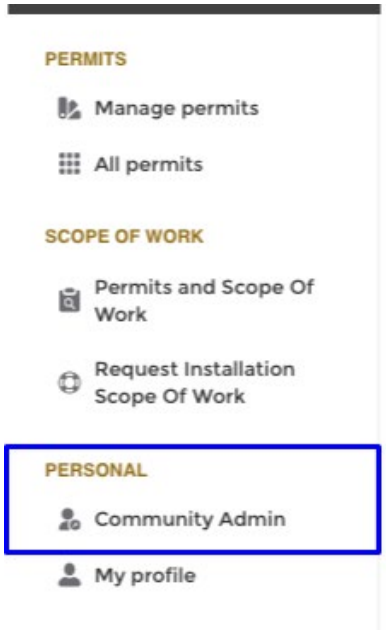
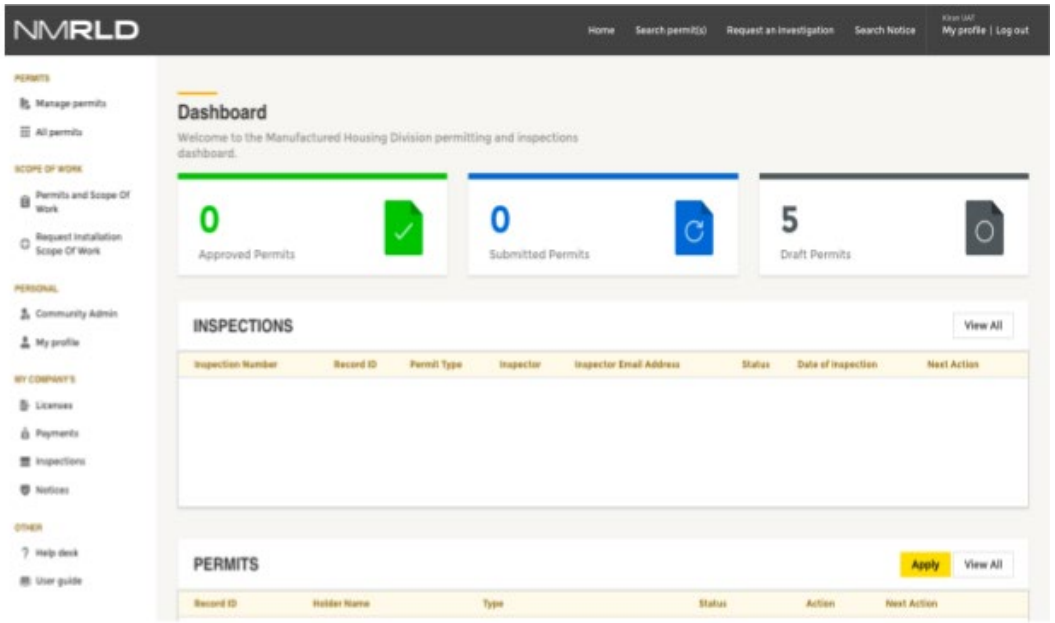
	
2	Once the user clicks on “Community Admin,” they will be redirected to the page for community admin. From there, click on the “Add New User” button to add a new user to the community.



3	Fill in the requisite information and click on Save to create a new user in the community.

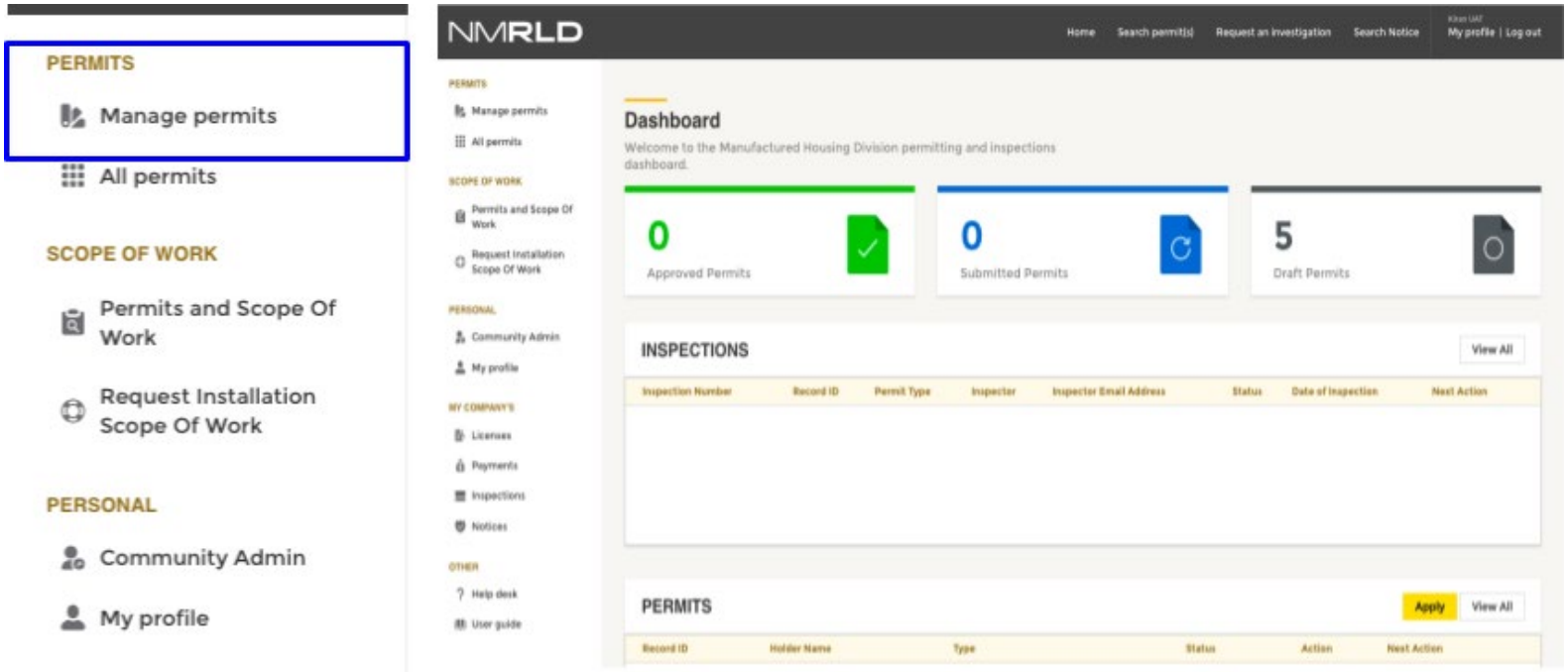
	
4	After clicking on Save, the user record will be created and it will be available in the list of users. The user can manage the list of users who are authorized to pull permits and request inspections on behalf of the organization.

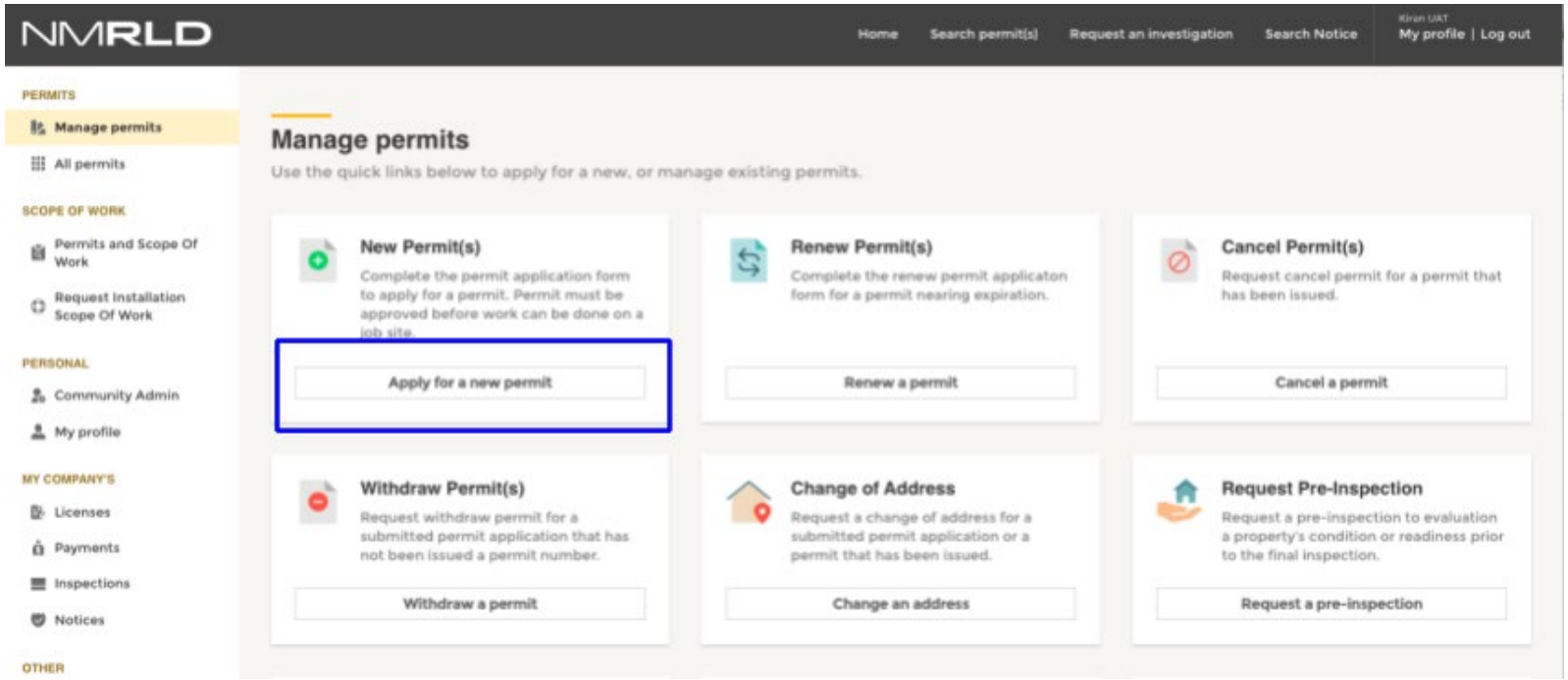
REVOKING ACCESS FOR A USER

1	Login to the community portal with the help of the credentials. Navigate to the community admin tab from the panel available on the left side of the page and click on it.  

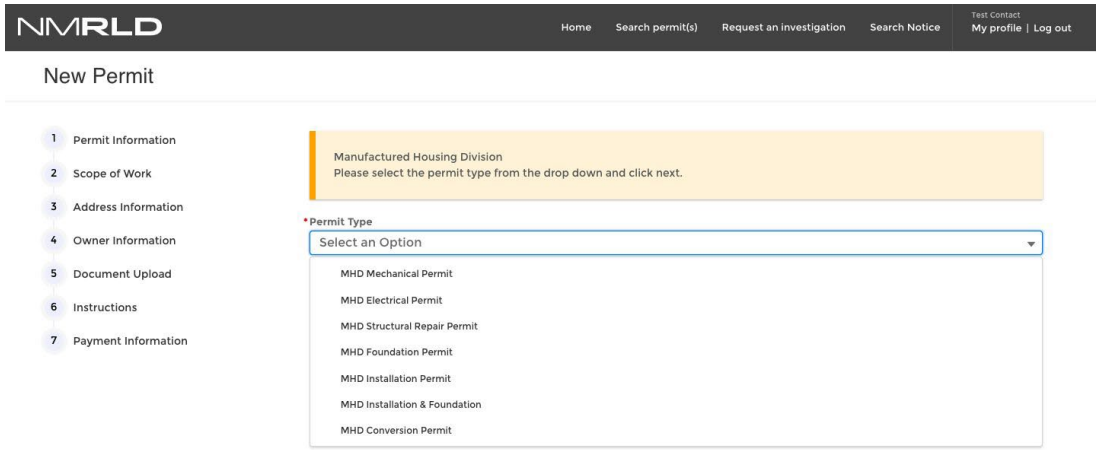
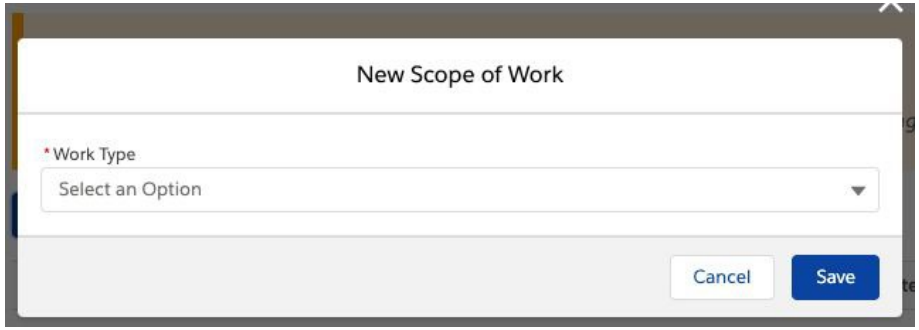
2	Click on the community tab and the user will see the list of available users in the system. The user could see the list of available users in the system. From the list, choose the user for which the access has to be revoked and click on the "Remove Access" button.
3	The user will be prompted to confirm the action. Click on Yes to continue and the access will be revoked for the user.

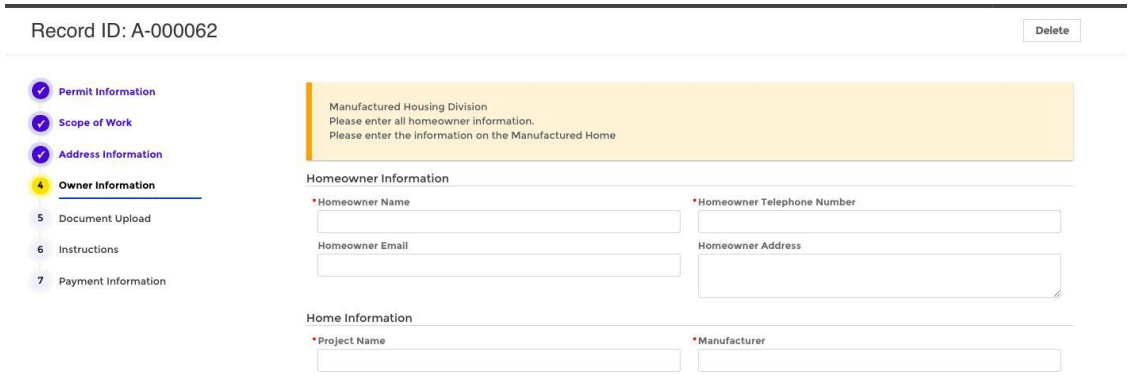
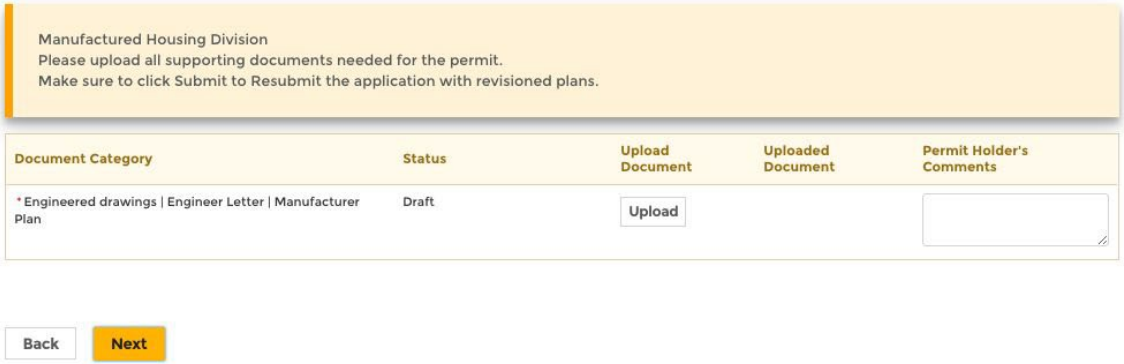
Licensed Professional Permit Application

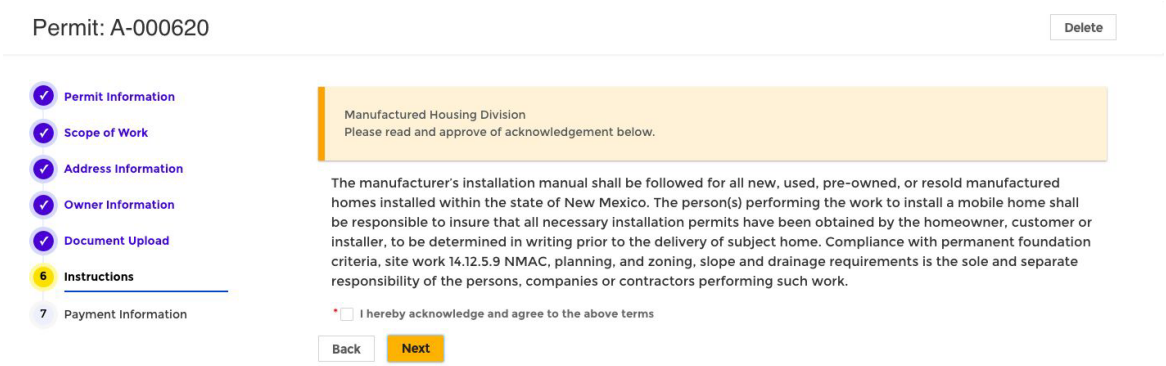
1	Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it. 

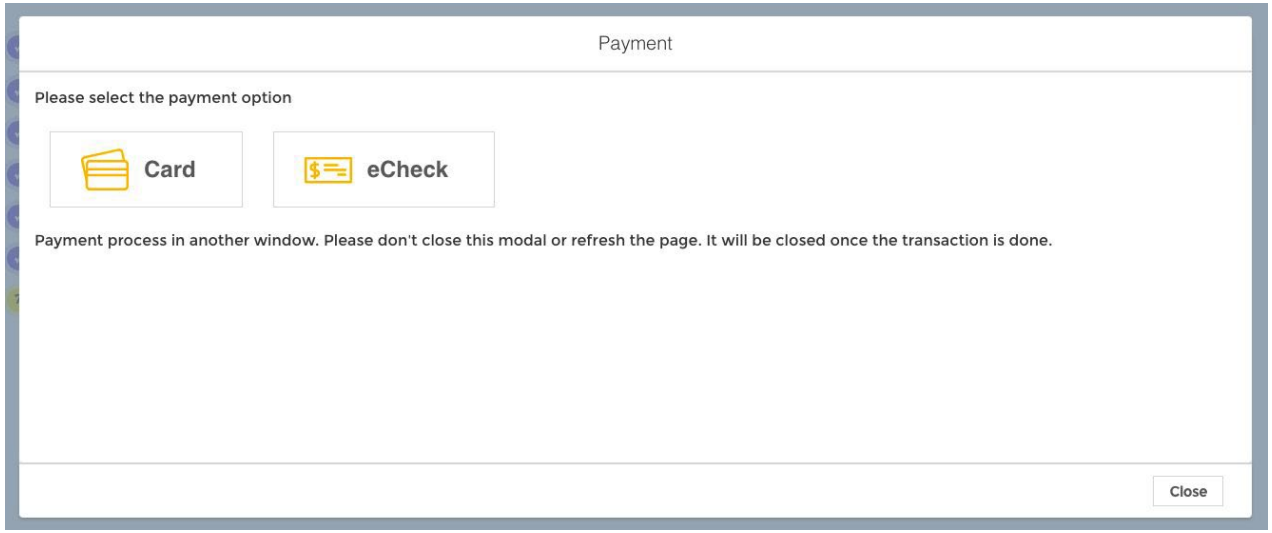
2	When the user clicks on the Manage Permits tab, he will be redirected to the page of managing permits. They can see different options on the page. Now click on “Apply for a new permit.” 

3	After clicking on the button, the user will be redirected to the new permit application page. The user can see a list of 7 steps to be completed for a new application. Let's look step by step on how and what to fill in these steps. New Permit 1 Permit Information 2 Scope of Work 3 Address Information 4 Owner Information 5 Document Upload 6 Instructions 7 Payment Information

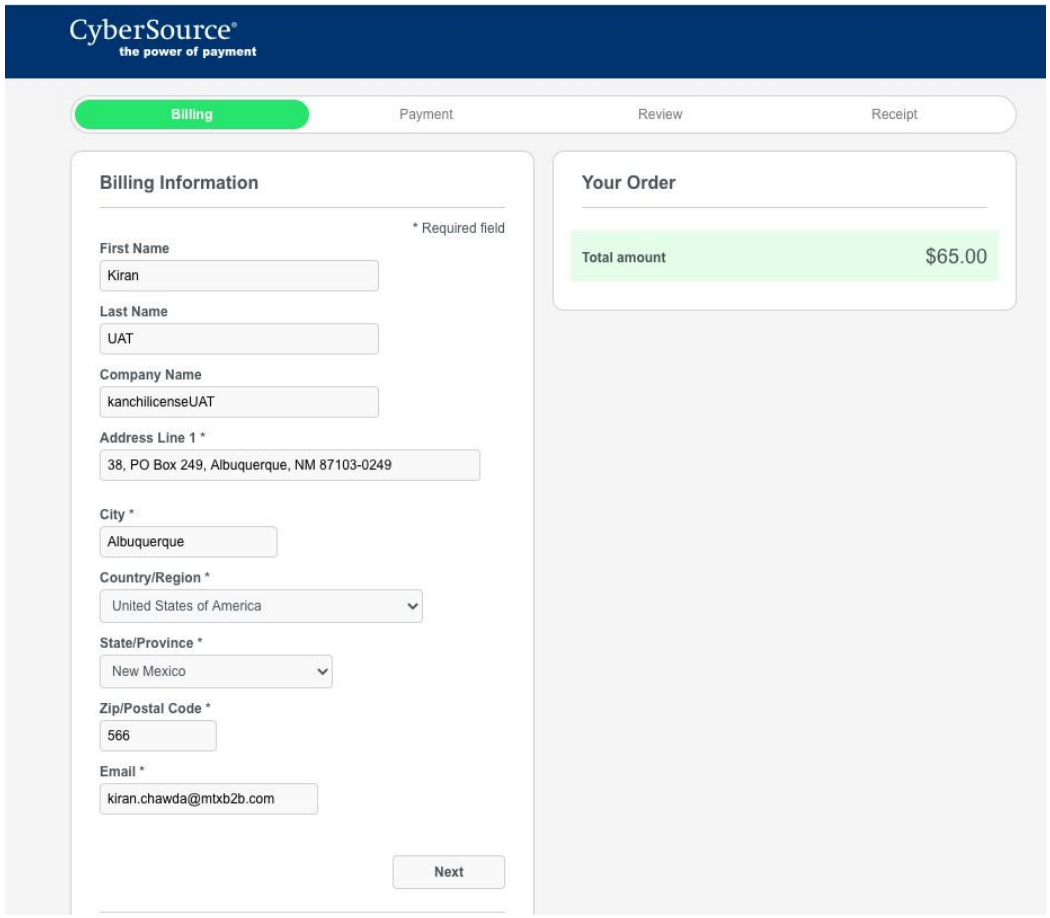
4	On Step1, choose the permit type and click on “Next.” 
5	When the user clicks on Next, they will be redirected to the second page for inputs on “Scope of Work.” Click on New and select the scope of work. Click on save and next to continue the application. 

6	Fill in the information for the address and click on Next to move to step 4. 
7	After filling in the details, reach to the next step for uploading the documents for permit. Click on upload, select the document to upload, and click on done. Click on Next to continue. 

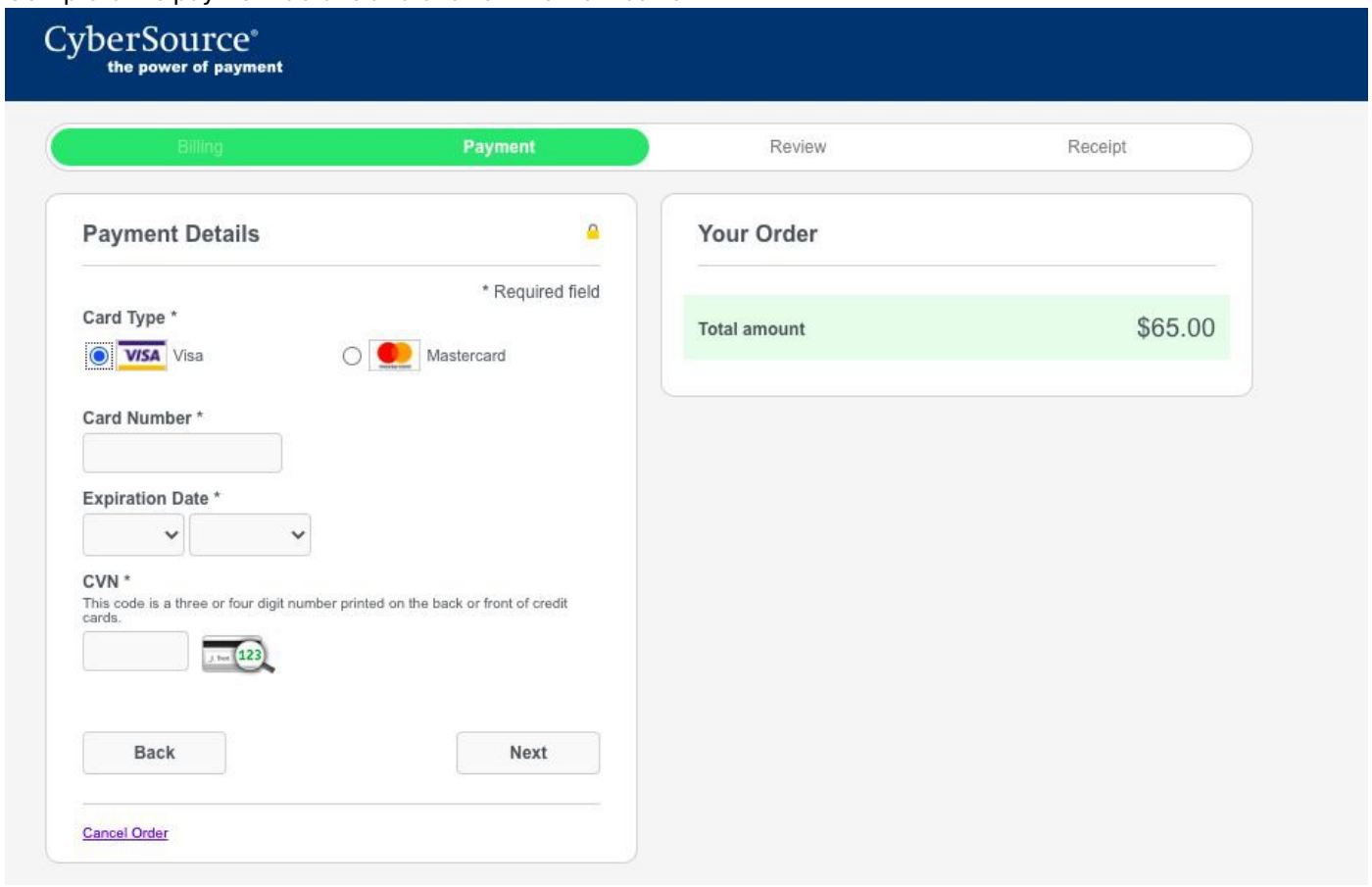
8	On Step 6, click on the acknowledgment and move to the next. 
9	After filling in the required documents and information, the user will now be redirected to the payment page. Click on Pay to process the payment for the permit.

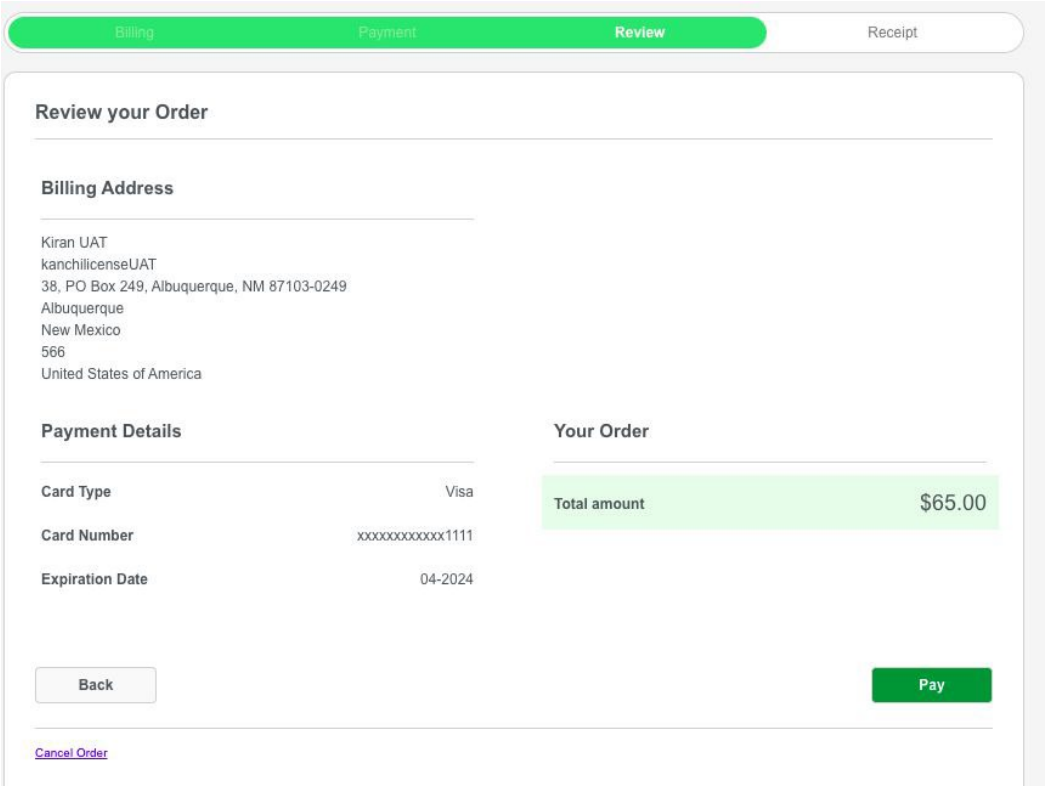
10	Choose the payment option to proceed. 

11	After clicking on the option you will be redirected to the payment gateway page. Confirm the billing information and click on Next to continue.



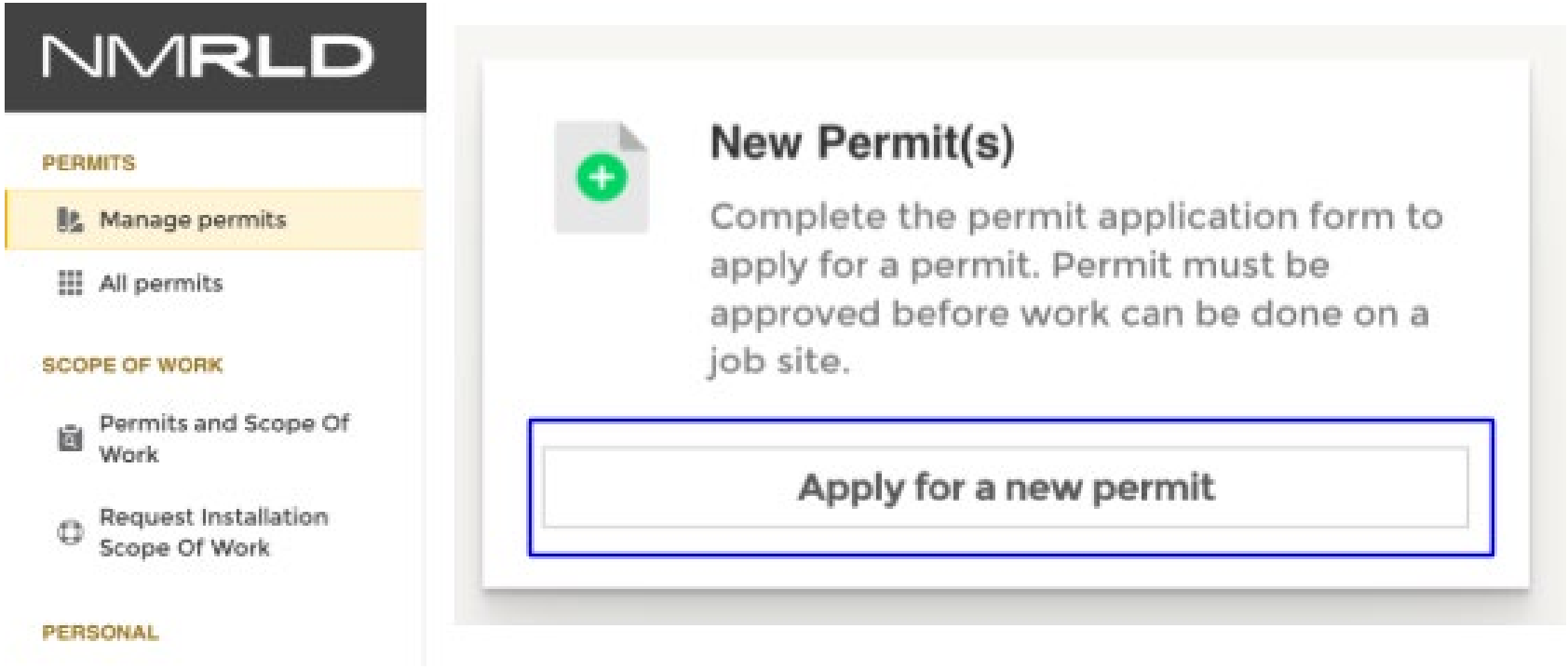
12	Complete the payment details and click on the Next button.

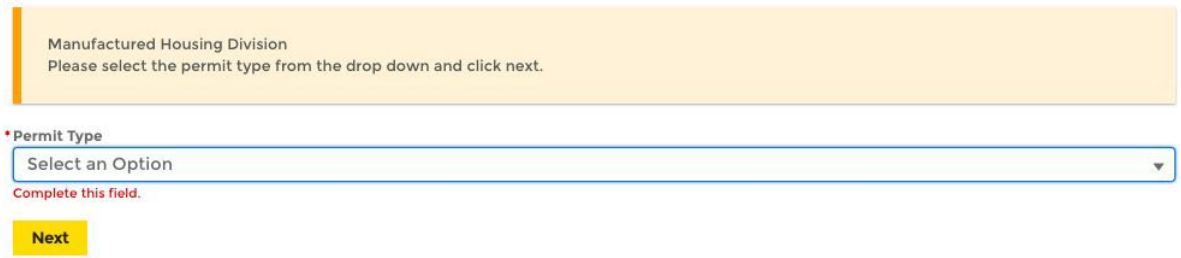


13	Review the order and click on pay to finish the payment. There's a smaller button for "Cancel Order" as well on the page if the user wants to cancel the order at any point in time. 
14	Once the payment is complete, the user will be redirected to the portal and can see the payment completion information. Click on the submit button to submit the permit. Upon successful submission, the user will receive the confirmation screen saying that the permit has been received.

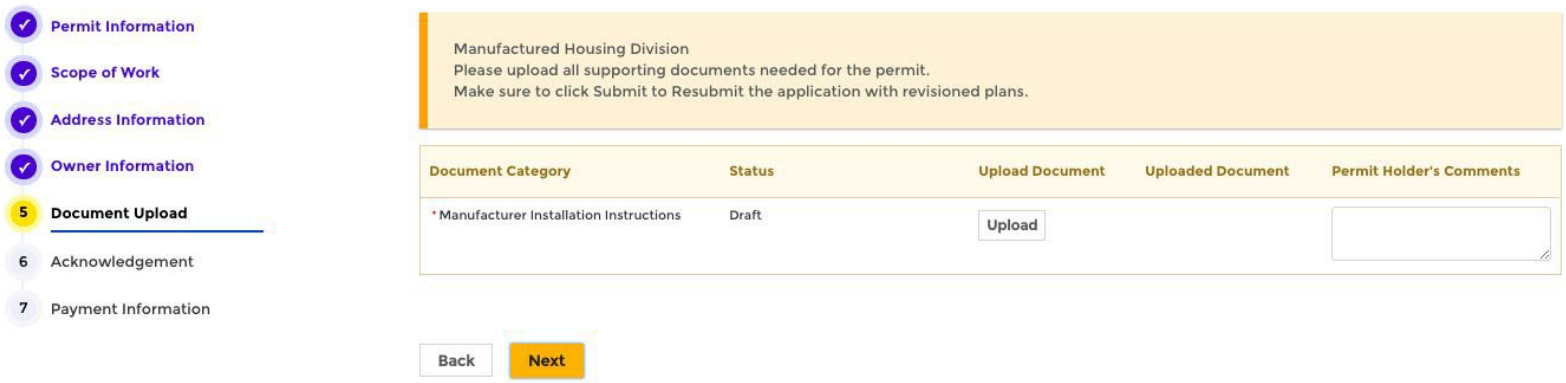
HOMEOWNERS

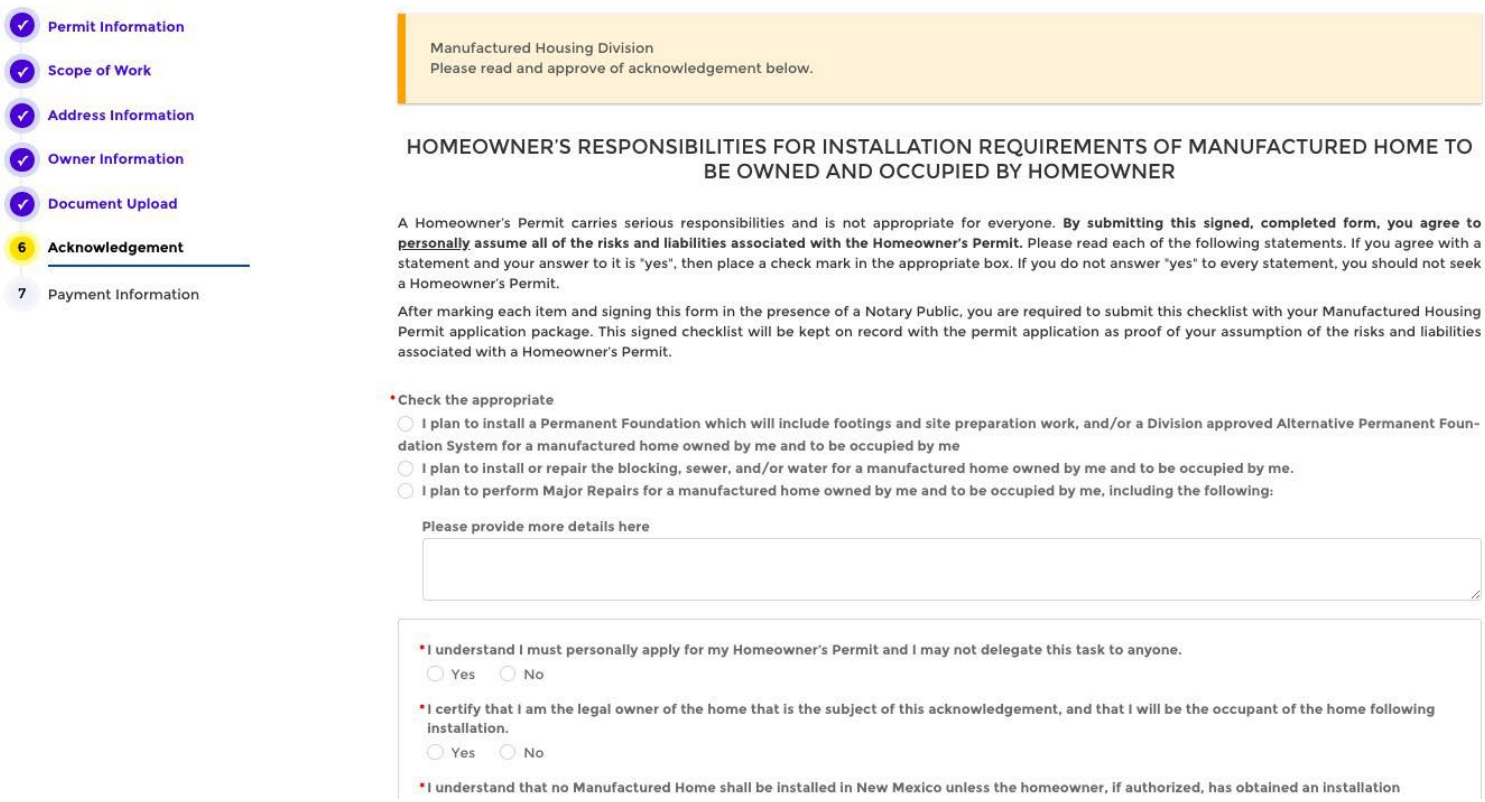
Homeowner Permit Application

1	After registering on the portal, the homeowners can apply for permits from the homepage. To create a permit from the portal click on the “Manage Permits” which will navigate the user to the page wherein the user can find quick links to apply for a new permit or manage an existing permit. Click on “Apply for a new permit button” on the card of New permit to proceed further. 

2	From there the user will be navigated to the new permit page to fill in the details. Homeowners can apply only for the permits listed below and few of the permits do require the homeowner to go through the homeowner test as well. The user will need to contact the Manufactured Housing Division to complete the Homeowner Examination required Choose the permit type and click Next to move forward with the application.  On Step 2, choose the scope of work by clicking on New. The user will be given the options in the dropdown and they should select the one that applies. Click on "Next" to move forward.

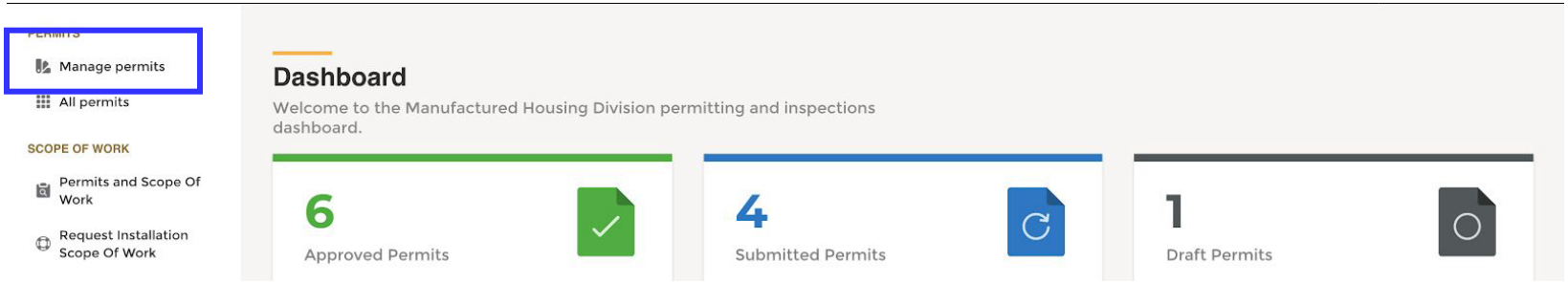
3	Fill in the address and owner information on Step 3 and Step 4. Reach to Step 5 and upload the relevant documents for the permit. The permit holder can also put in their comments on the uploaded documents. Click on “Next” to continue.



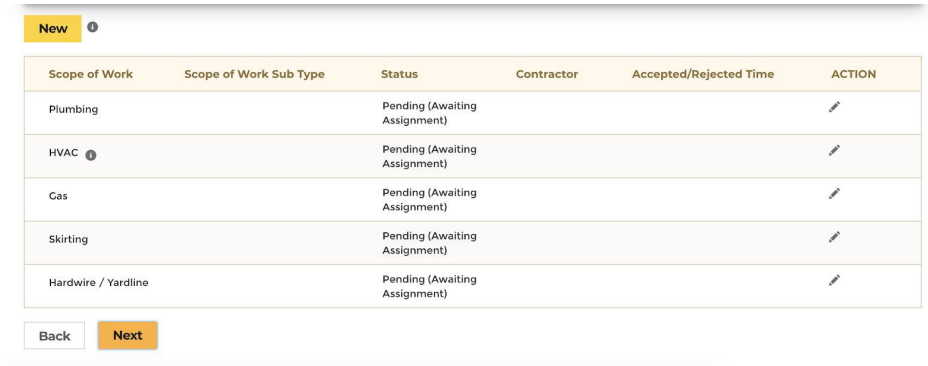
4	On Step 6, the user will be presented with the acknowledgment document page wherein they will have to provide the acknowledgment on various questions. Please go through the questions and carefully provide the acknowledgment for every question on the screen. Once the user provides acknowledgment for the points, he or she should click on Next to continue. 
5	The user will reach the payment information page at the end of all the steps from where they can pay for the permit.

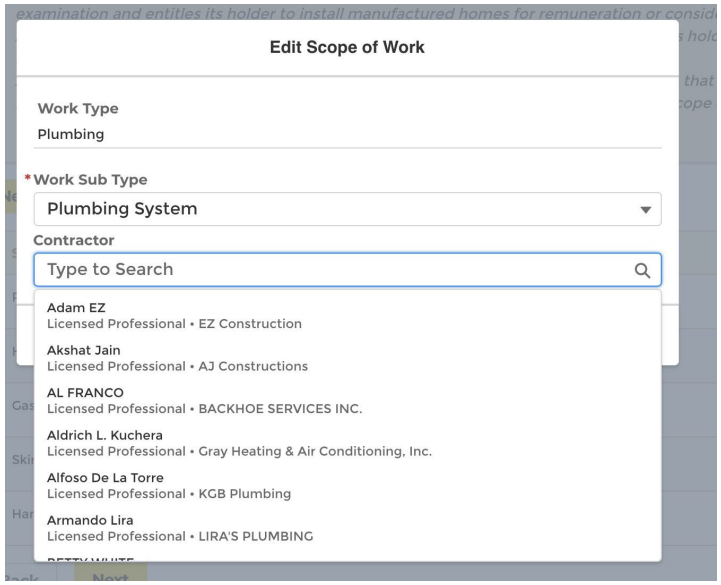
INSTALLATION/INSTALLATION & FOUNDATION PERMITS

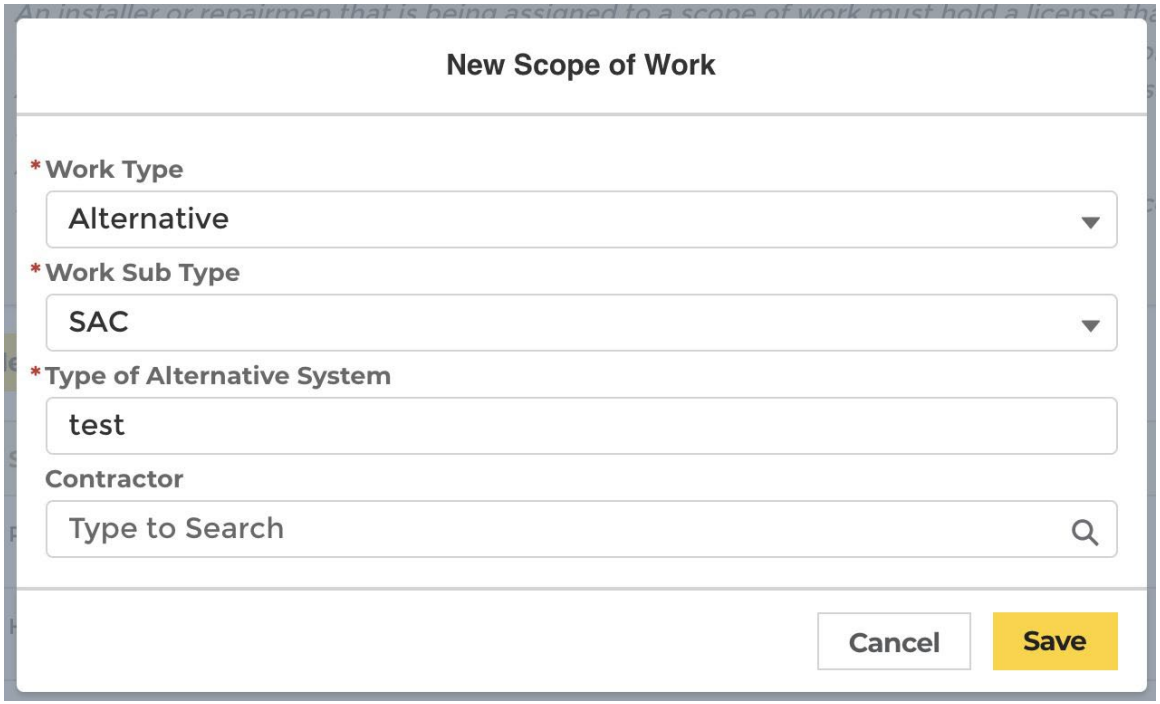
Add a Contractor

1	On the New Mexico RLD community portal, navigate to the manage permits tab from the panel available on the left side of the page and then apply for a new permit. 

2	On the second step of creating a permit, you can add contractors for the scope of work. Click on the pencil icon under Action to add the contractor name. Do this for all scope of work fields.

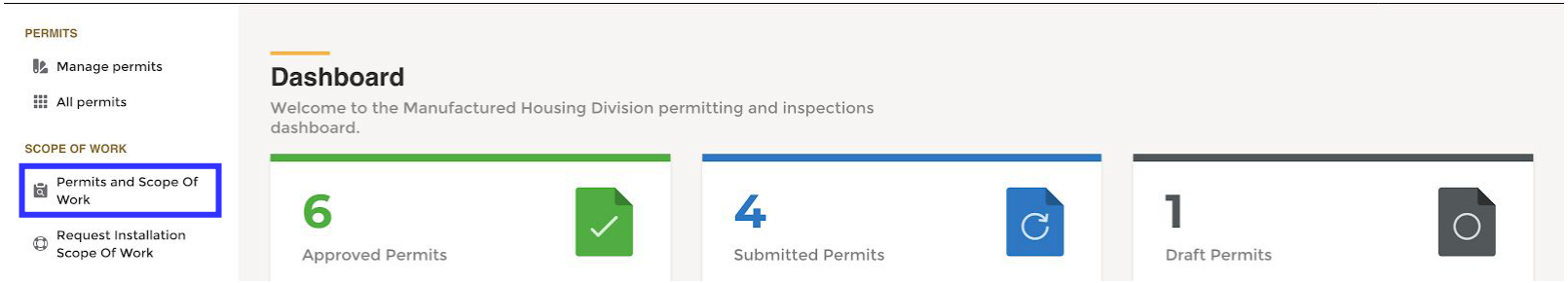




3	You can add another scope of work field with a contractor as well by clicking on new. Choose Work Type, Sub Work type, type of alternative system, and then a contractor. 
4	Finish the rest of the new permit and once it is complete additional contractors will Approve or Decline the Scope of Work that was requested.

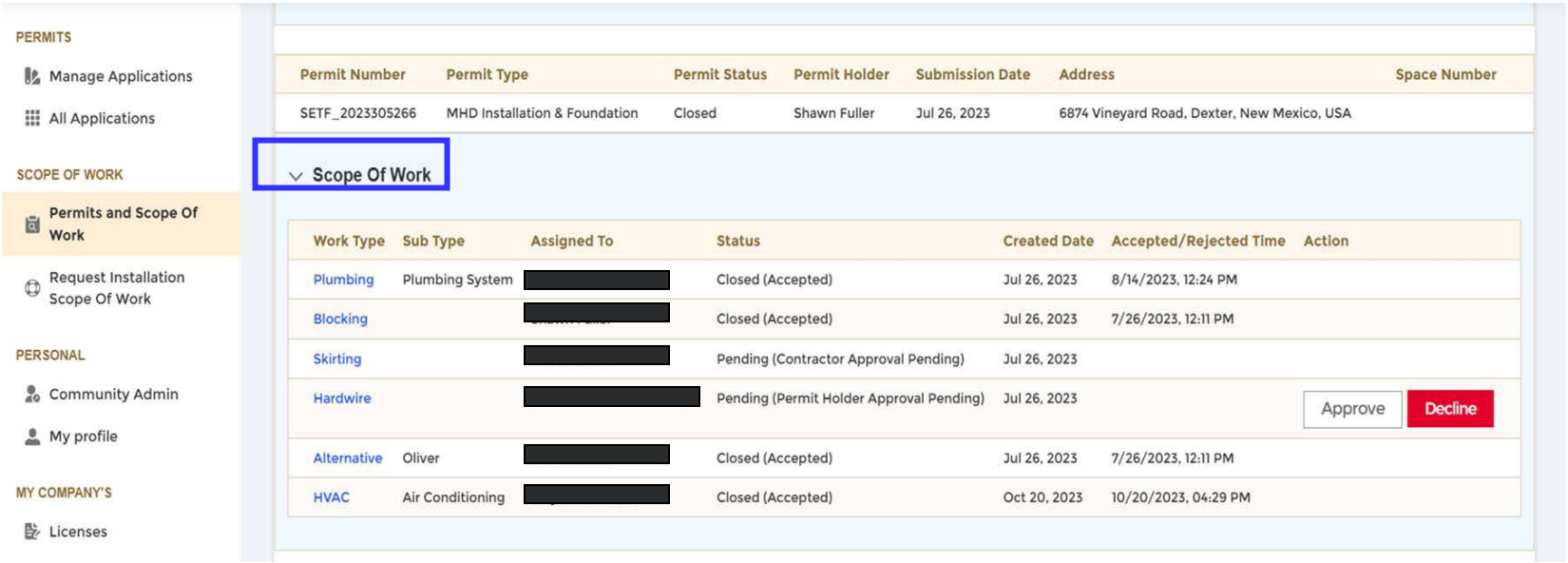
Approve/Decline Scope of Work

Note: This section should be used by the Installer/Permit holder

1	On the New Mexico RLD community portal, Navigate to the Permits and Scope of Work tab from the panel available on the left side of the page. 

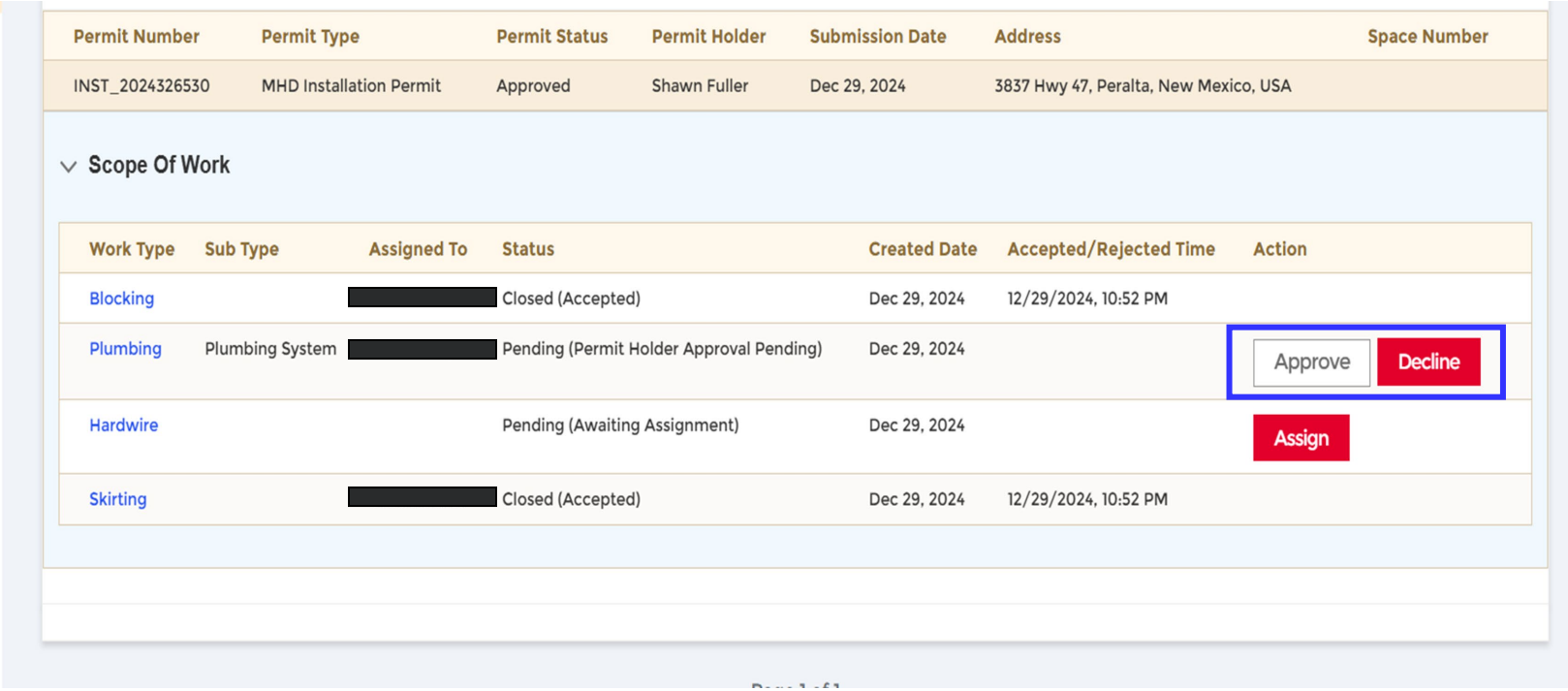
2

Find the record for the permit that you pulled. Use the whole permit number including the first 4 letters and the underscore. Under the permit number the scope of work area will show up. Here you will select the arrow on the scope of work to open details on the record.



3

You will notice the status of each work type that are assigned to contractors. To approve the contractor after they have added themselves you can click on the approve/decline button from here. If you added them at the beginning of the permit, they will have to accept or reject in the request installation scope of work area.

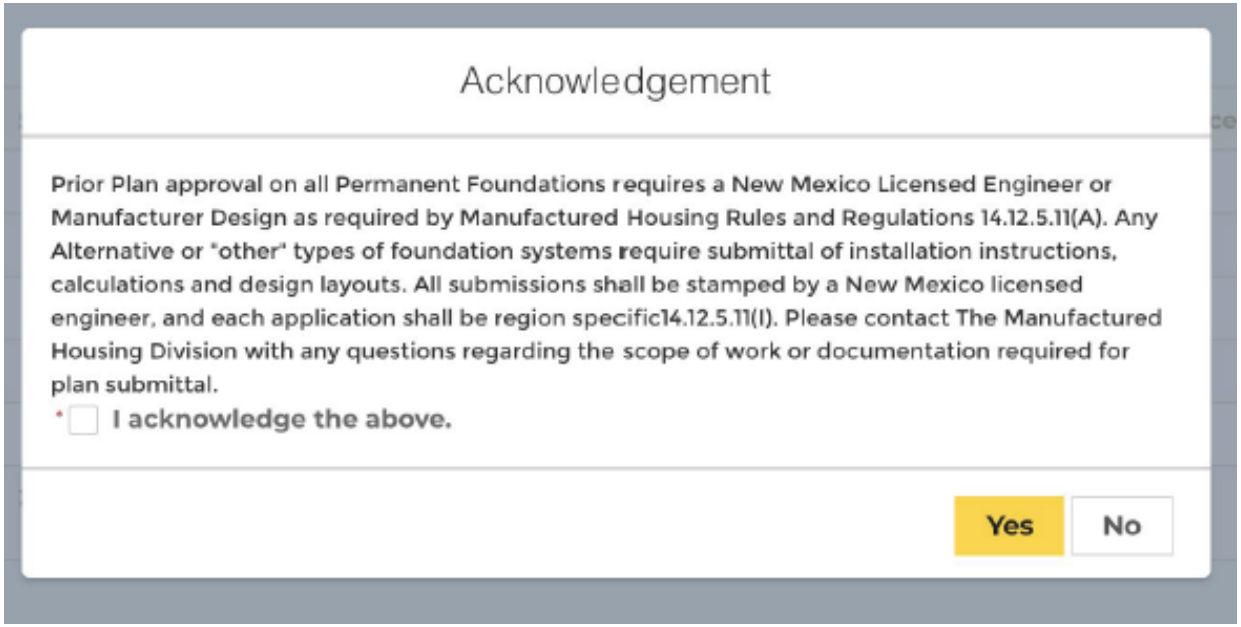


Permit Number	Permit Type	Permit Status	Permit Holder	Submission Date	Address	Space Number
INST_2024326530	MHD Installation Permit	Approved	Shawn Fuller	Dec 29, 2024	3837 Hwy 47, Peralta, New Mexico, USA	

Scope Of Work

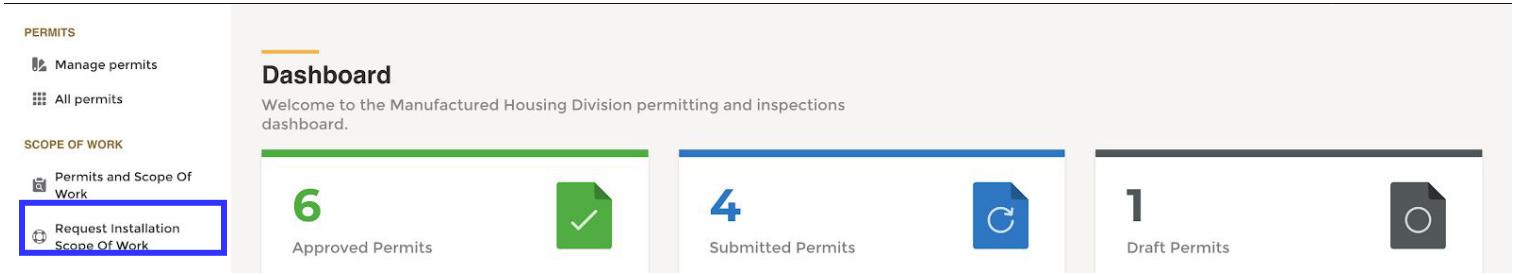
Work Type	Sub Type	Assigned To	Status	Created Date	Accepted/Rejected Time	Action
Blocking		[redacted]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	
Plumbing	Plumbing System	[redacted]	Pending (Permit Holder Approval Pending)	Dec 29, 2024		Approve Decline
Hardwire			Pending (Awaiting Assignment)	Dec 29, 2024		Assign
Skirting		[redacted]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	

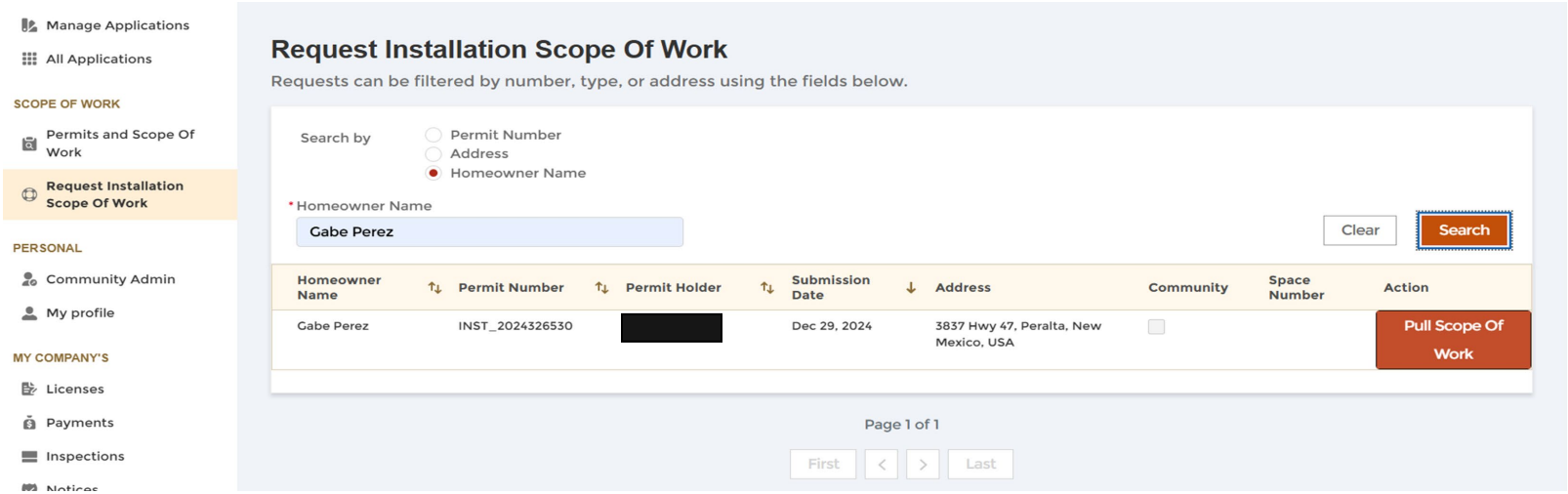
4	Lastly, once you accept you will agree to the acknowledgment form.

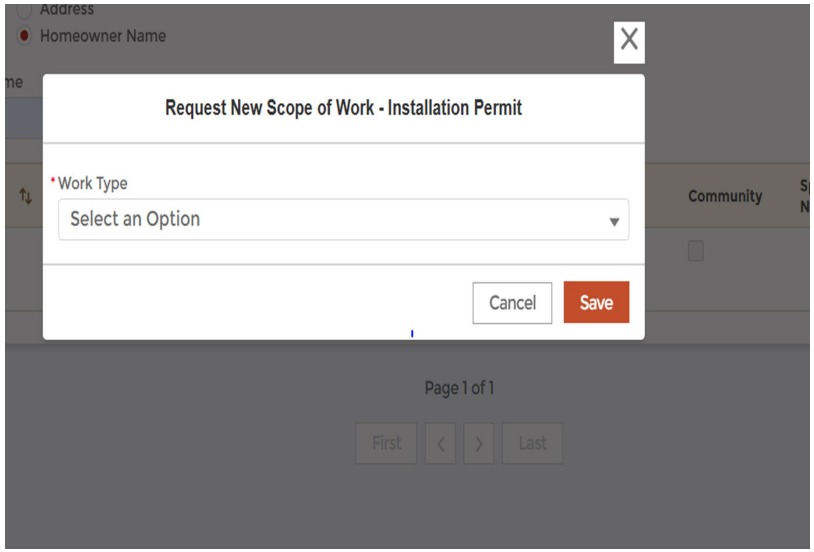
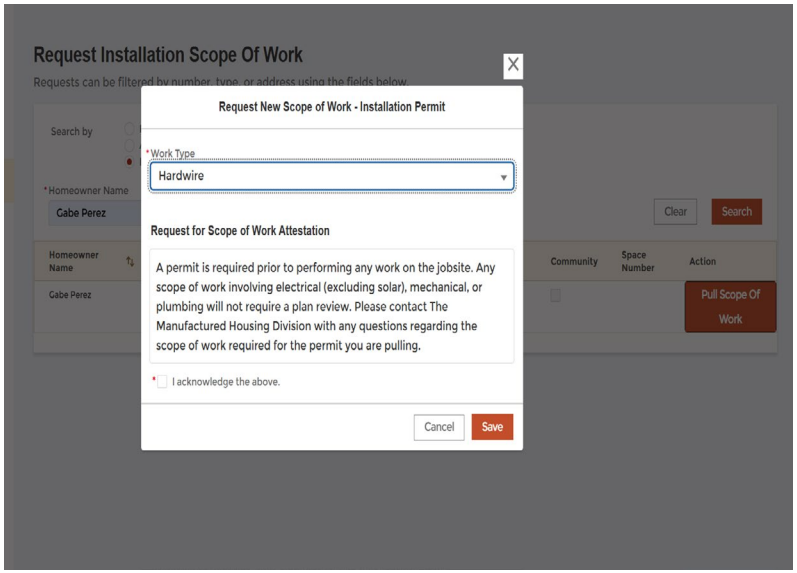


Request Installation Scope of Work

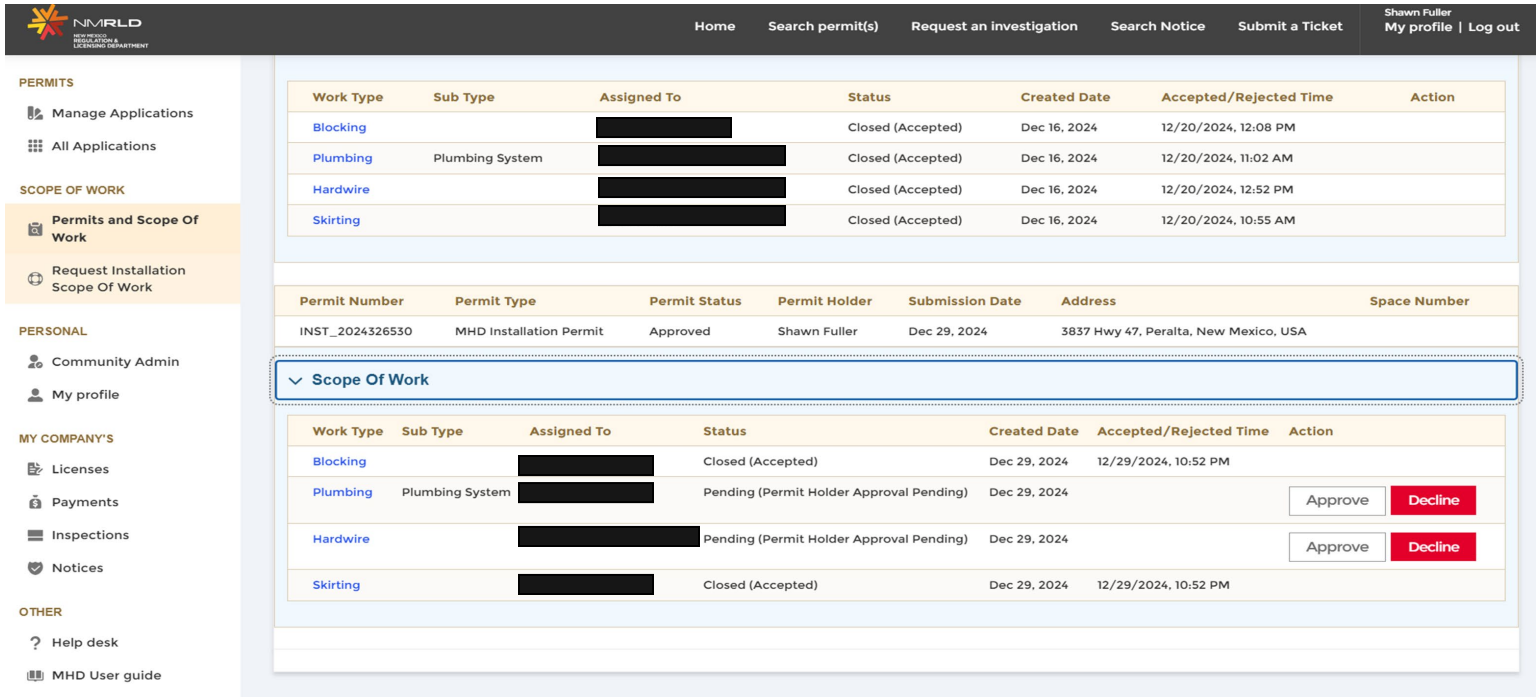
Note: This section should be used by contractors approving to be added and to pull scope of work on a permit

1	On the New Mexico RLD community portal, Navigate to the Request Installation Scope of Work tab from the panel on the left side of the page. 

2	On the record search bar, enter the permit number, address, or homeowner name to locate the permit. Please make sure to use the full permit ID, adding the first 4 letters and the underscore then the permit number provided. If you don't do this then the permit will not populate, and system will say no records found. Once you get permit to populate, you will see a red box. 
3	Click on that red button that says "Pull Scope of Work."

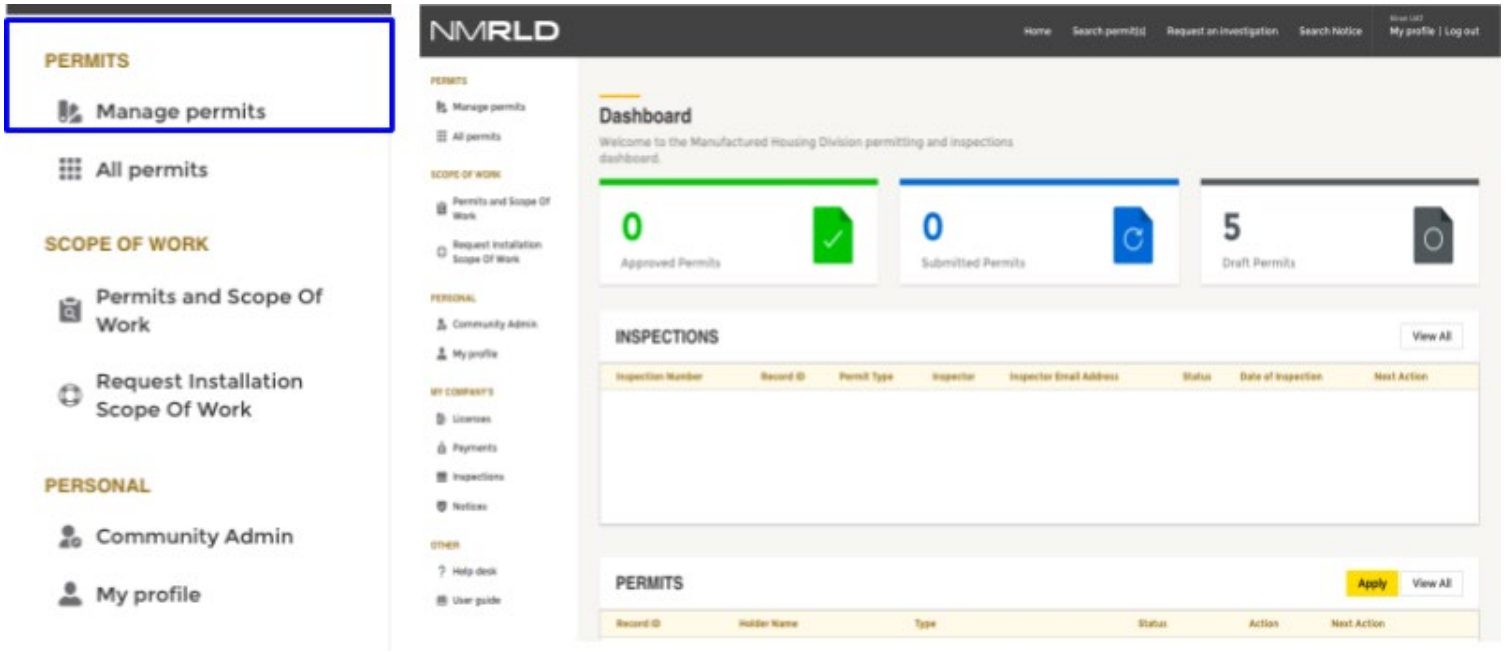
4	Choose the Work type specific to your license classification, choose the work subtype when applicable (e.g., alternative foundation type). Lastly, agree to the acknowledgment by clicking on the box, then click save.  

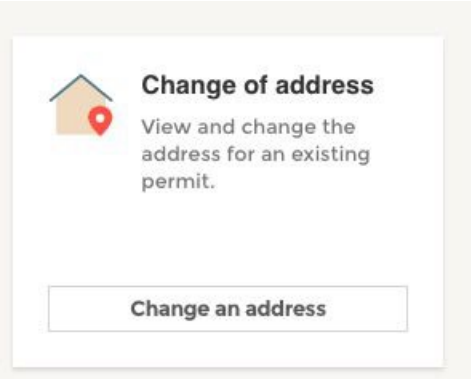
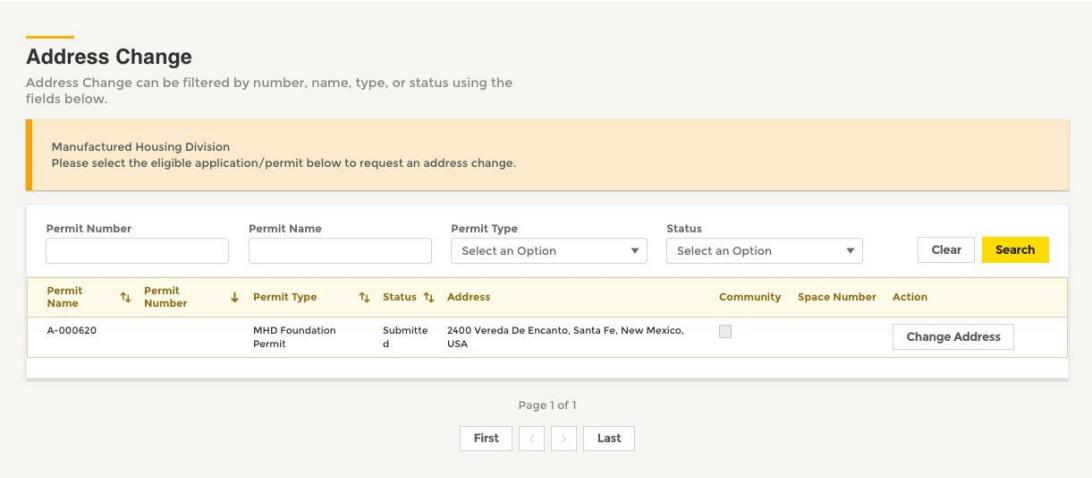
5	If you added yourself to the permit and pulled a scope of work, the permit holder, Installer who applied for the permit will be notified via email to approve or decline contractors request for scope of work on Installation permit. Follow the steps under approve/ decline scope of work area.

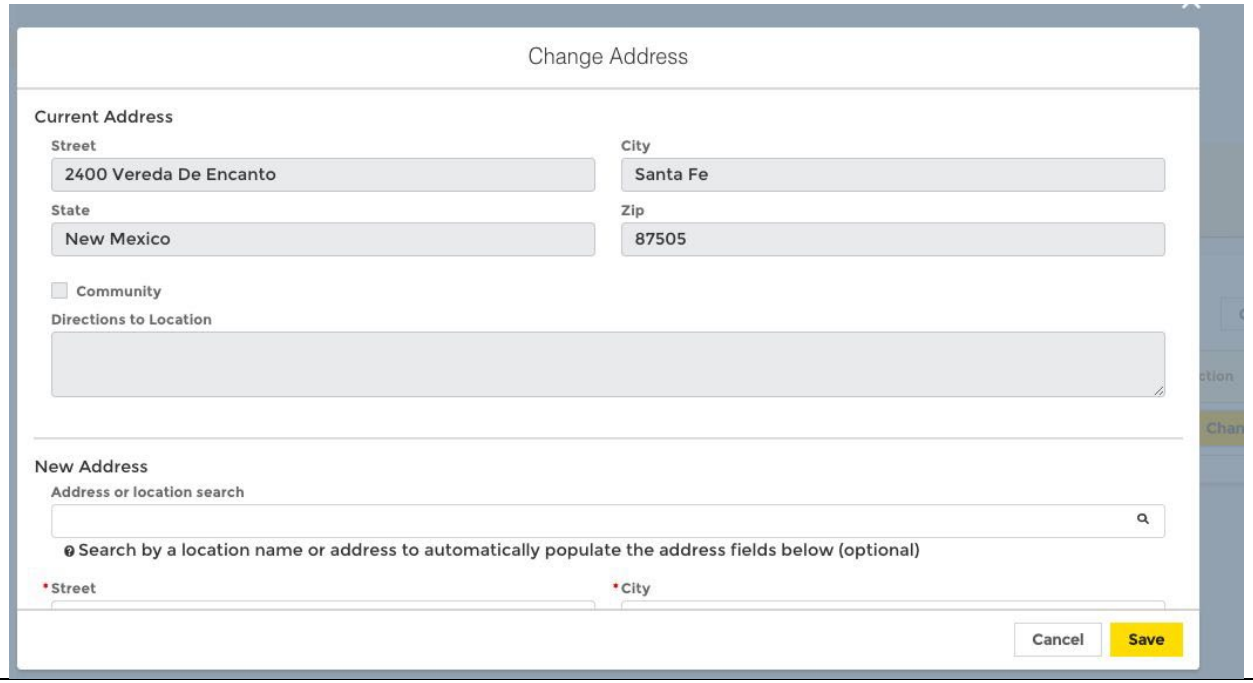


TICKET MANAGEMENT

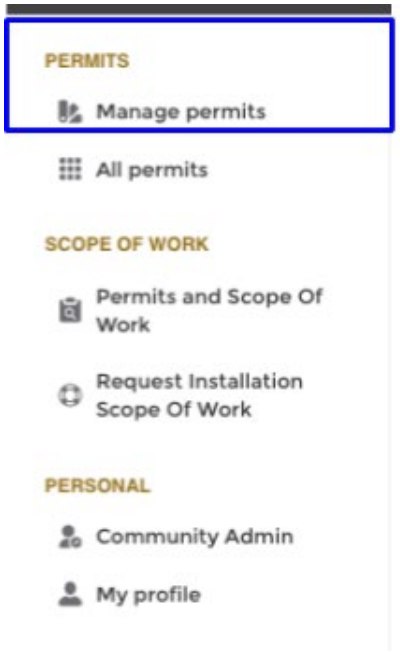
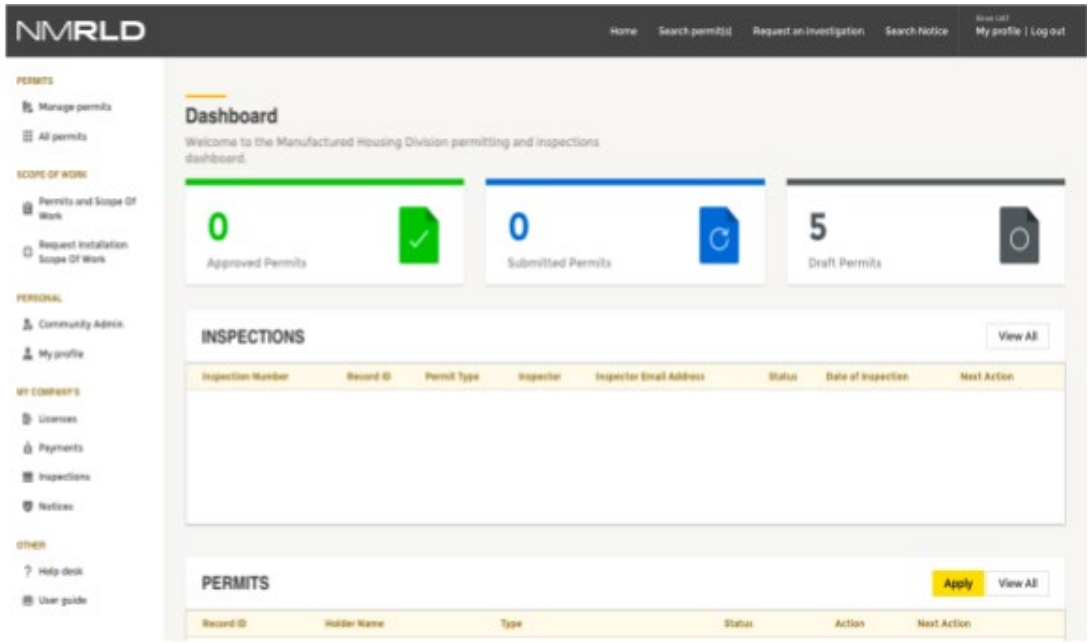
Request for Address Change

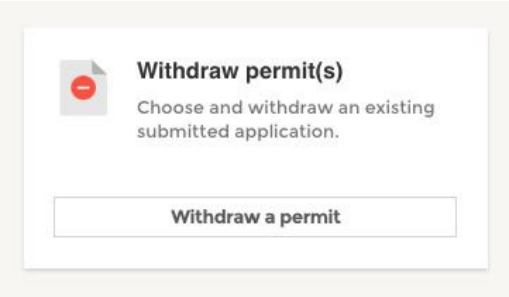
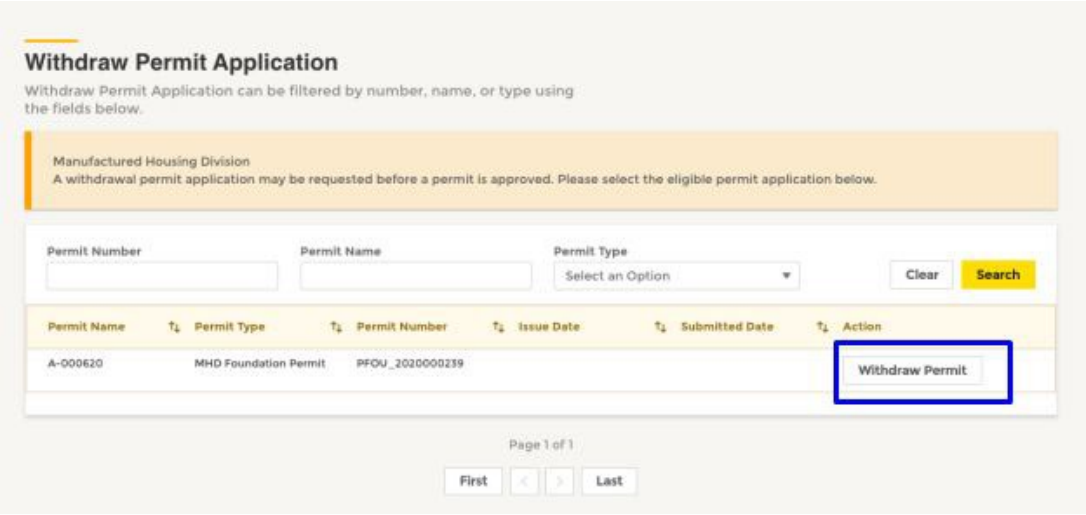
1	Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it. 

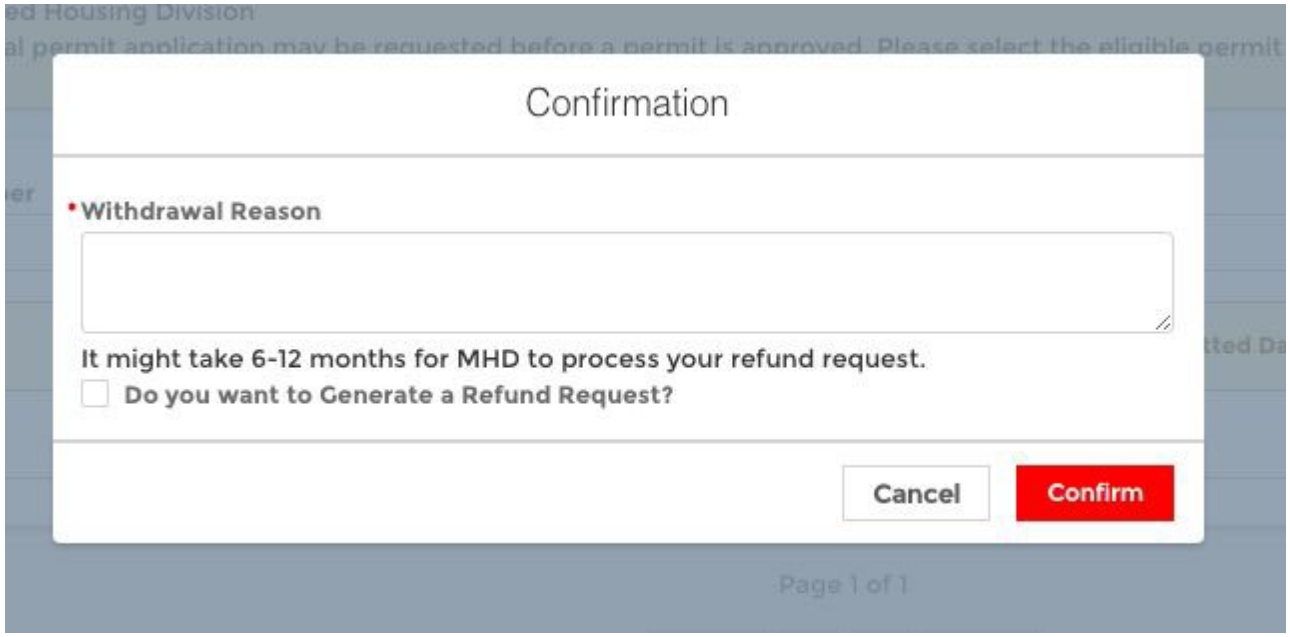
2	Click on the Change of Address card 
3	When the user clicks on “Change an Address,” they will see a list of the permits available. Click on the change address adjacent to the permit application on which the address has to be changed. 

4	Fill in the correct address and click on save to update the address. Once the user saves it, a request is automatically generated for the change of address on that application. 

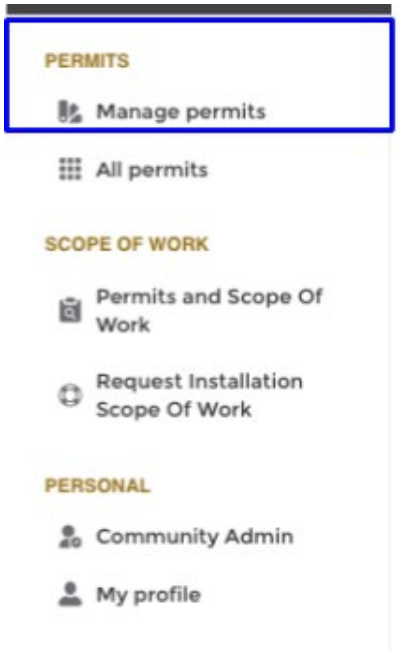
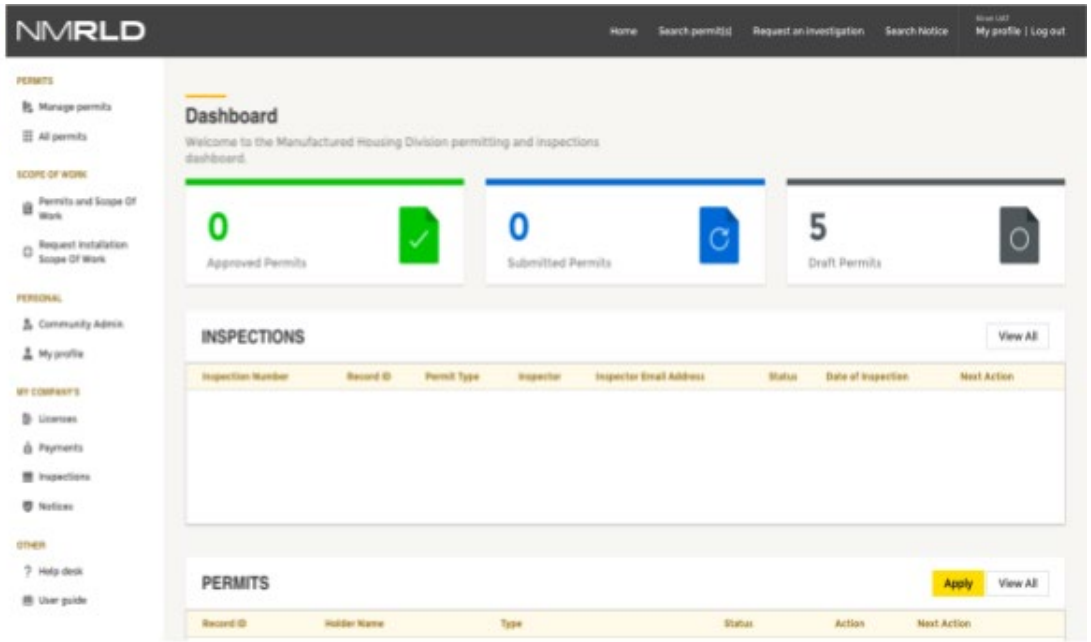
Withdraw a Permit

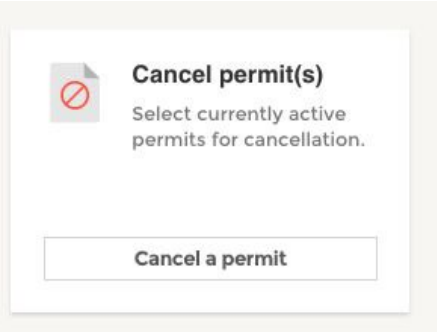
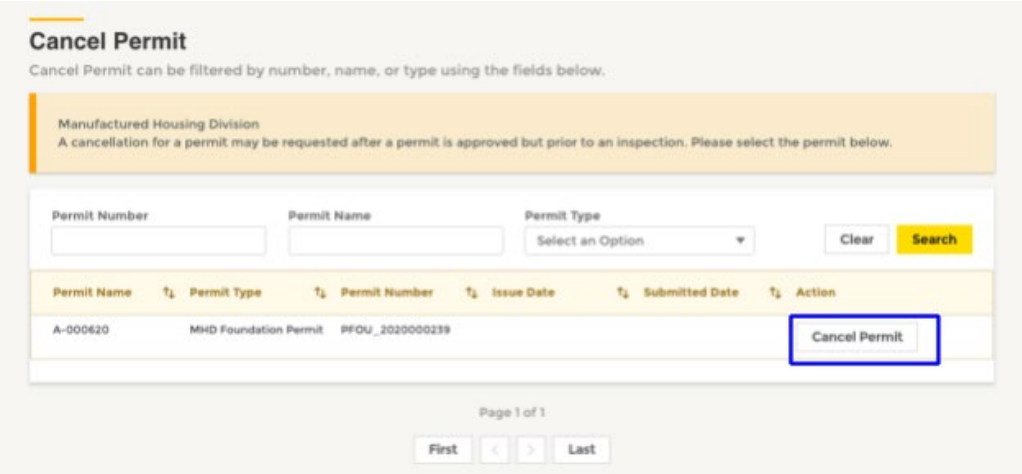
1	Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.  

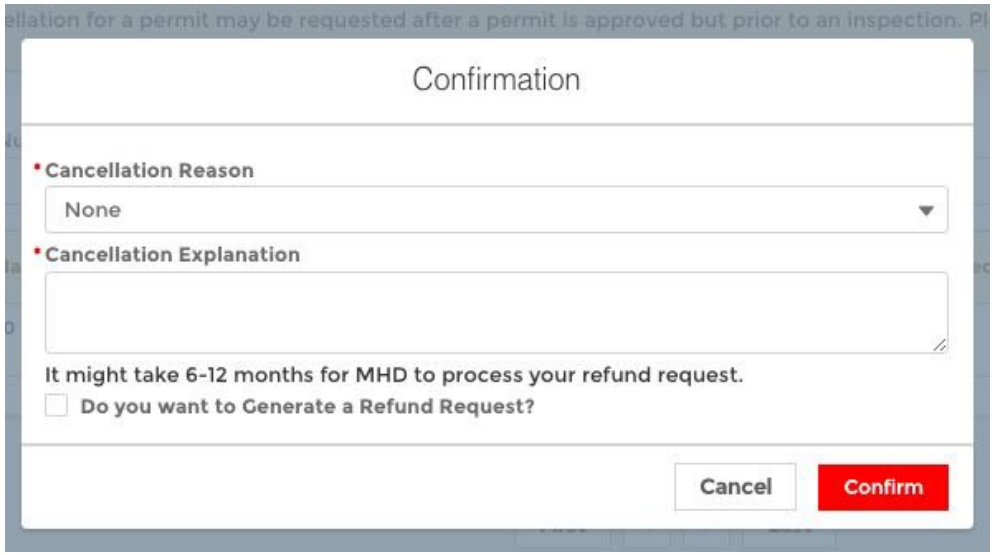
2	Click on the “Withdraw permit(s)” card. 
3	The user will see the list of available permits on the page, click on the withdrawal permit button adjacent to the permit for which the withdrawal is to be requested. 

4	Provide the confirmation and click on confirm to save the changes. 

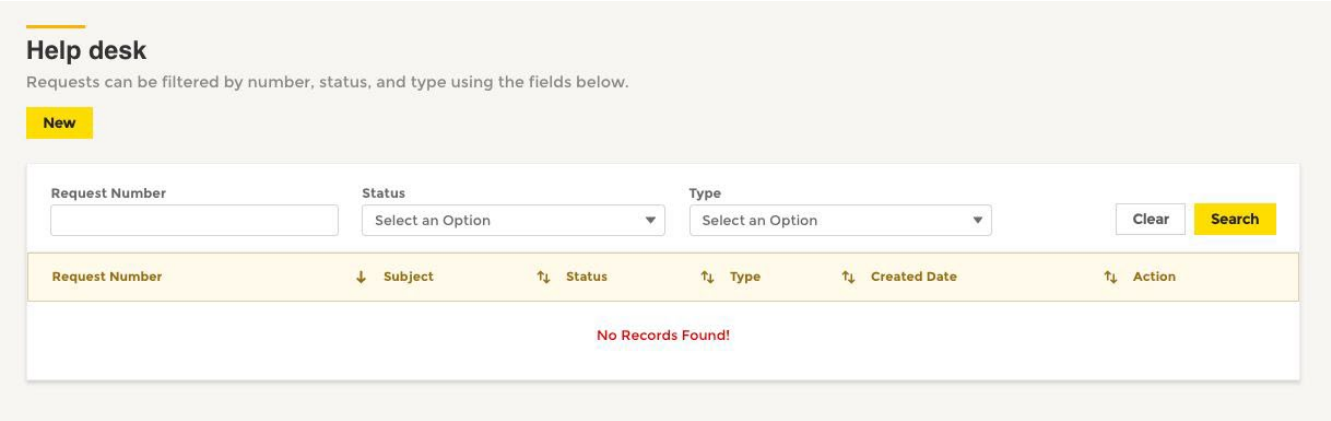
Cancel a Permit

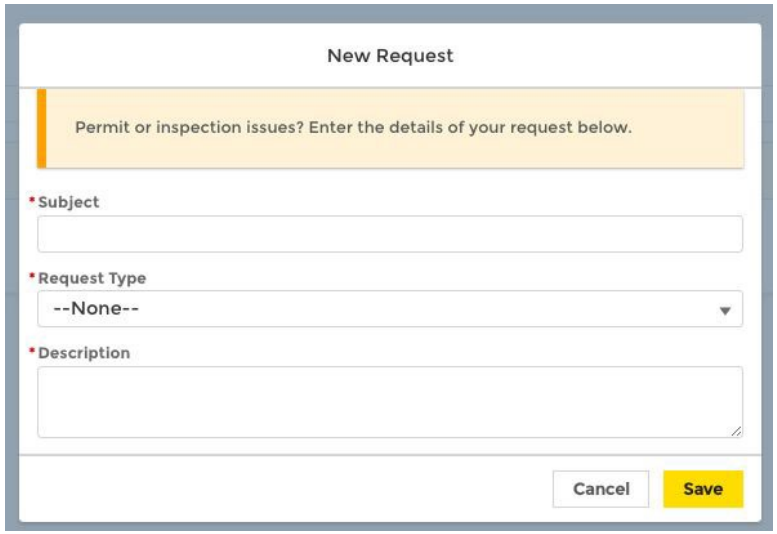
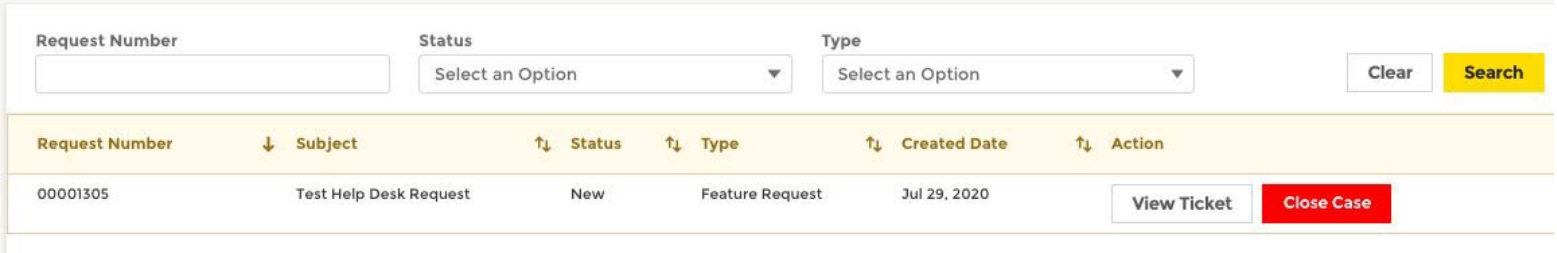
1	Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.  

2	Click on the Cancel a Permit card. 
3	Once the user clicks on the button, they will be redirected to the cancel permit page. The user should fill in the information on the page and click confirm. 

4	The user will be prompted with a screen to confirm the action. They should fill in the cancellation reason, explanation, and click on confirm to finalize canceling the permit application. 

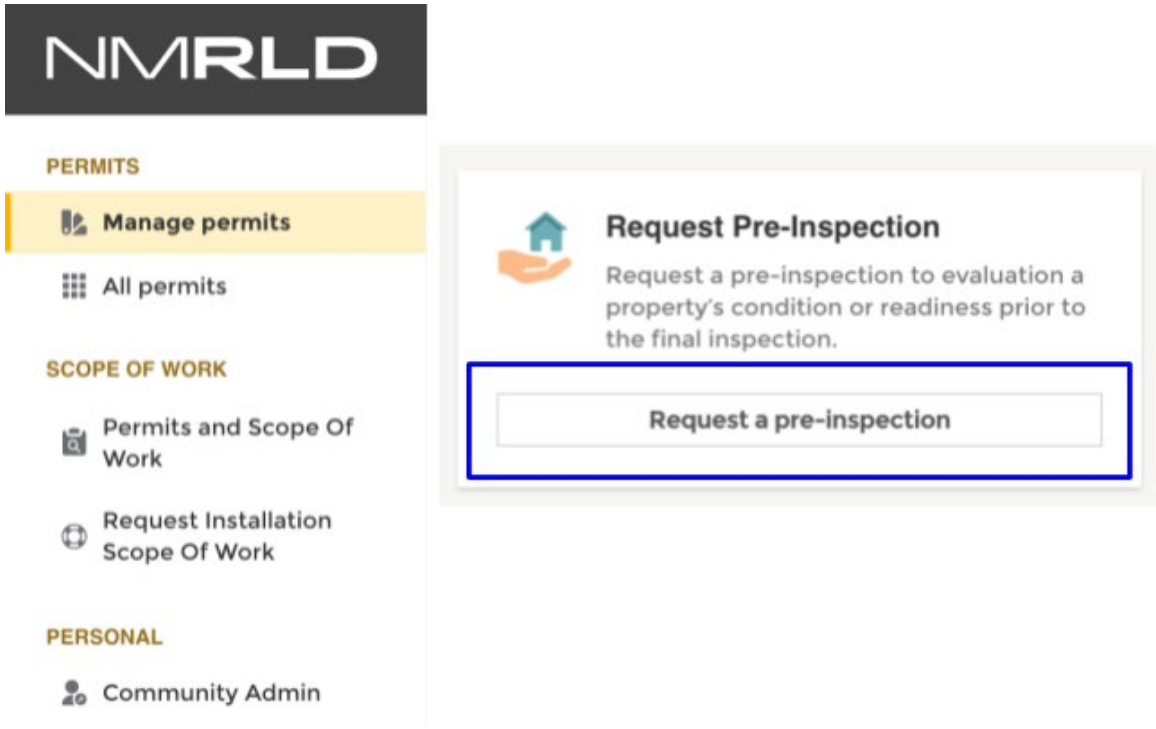
Help Desk

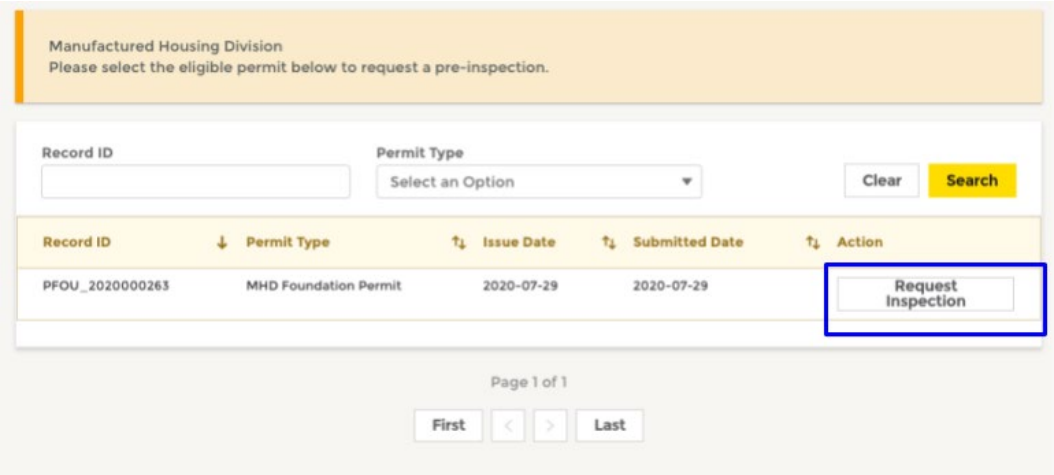
1	Using the help desk button, the user can raise their concerns and requests quickly. To raise a help desk request, the user should navigate to the “Help desk” button on the bottom of the left side panel. Click on the button.
2	Once the user clicks on the button they will be redirected to the help desk page. Here the user can see all the available requests, create a new request, and can filter them by number, status, and type using the fields on the page. 

3	To create a new request, click on the “New” button. Once the user clicks on the new button, they will be prompted to fill in the details for the request. Fill in the details and click on Save. 
4	After successfully submitting the request, the user can see that the request now appears in the list and there are actions associated with it, which the user can perform. 

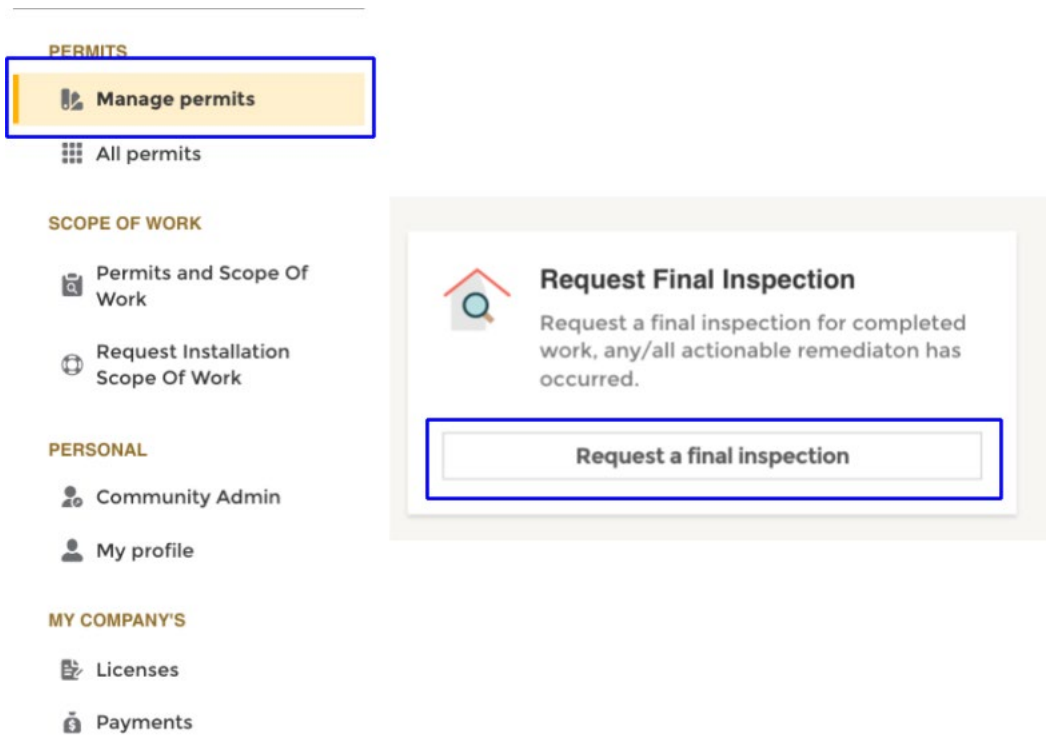
REQUEST INSPECTIONS

Pre-Inspection

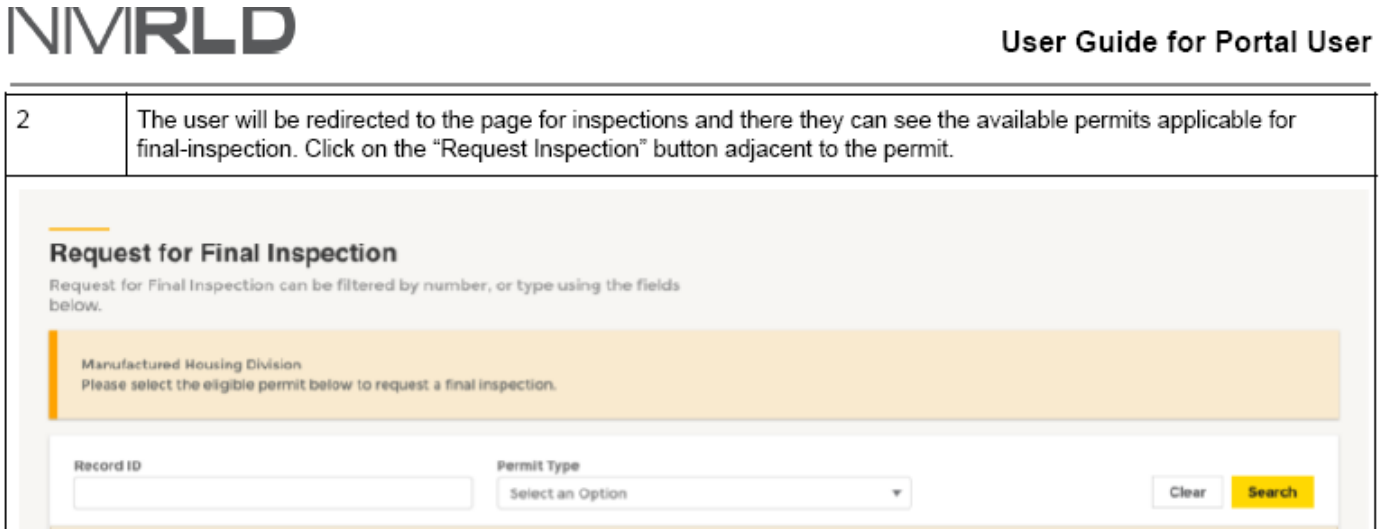
1	To request a pre-inspection on the permit application, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request a pre-inspection” button on the Request Pre-Inspection card. 

2	The user will be redirected to the page for inspections and there they can see the available permits applicable for pre-inspection. Click on the “Request Inspection” button adjacent to the permit. 
3	Once they click on the button, there will be a confirmation modal that will pop up. The user should click on Confirm to raise the request for inspection.

Final Inspection

1	To request a final inspection on the permit application, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request a final-inspection” button on the Request Final Inspection card. 

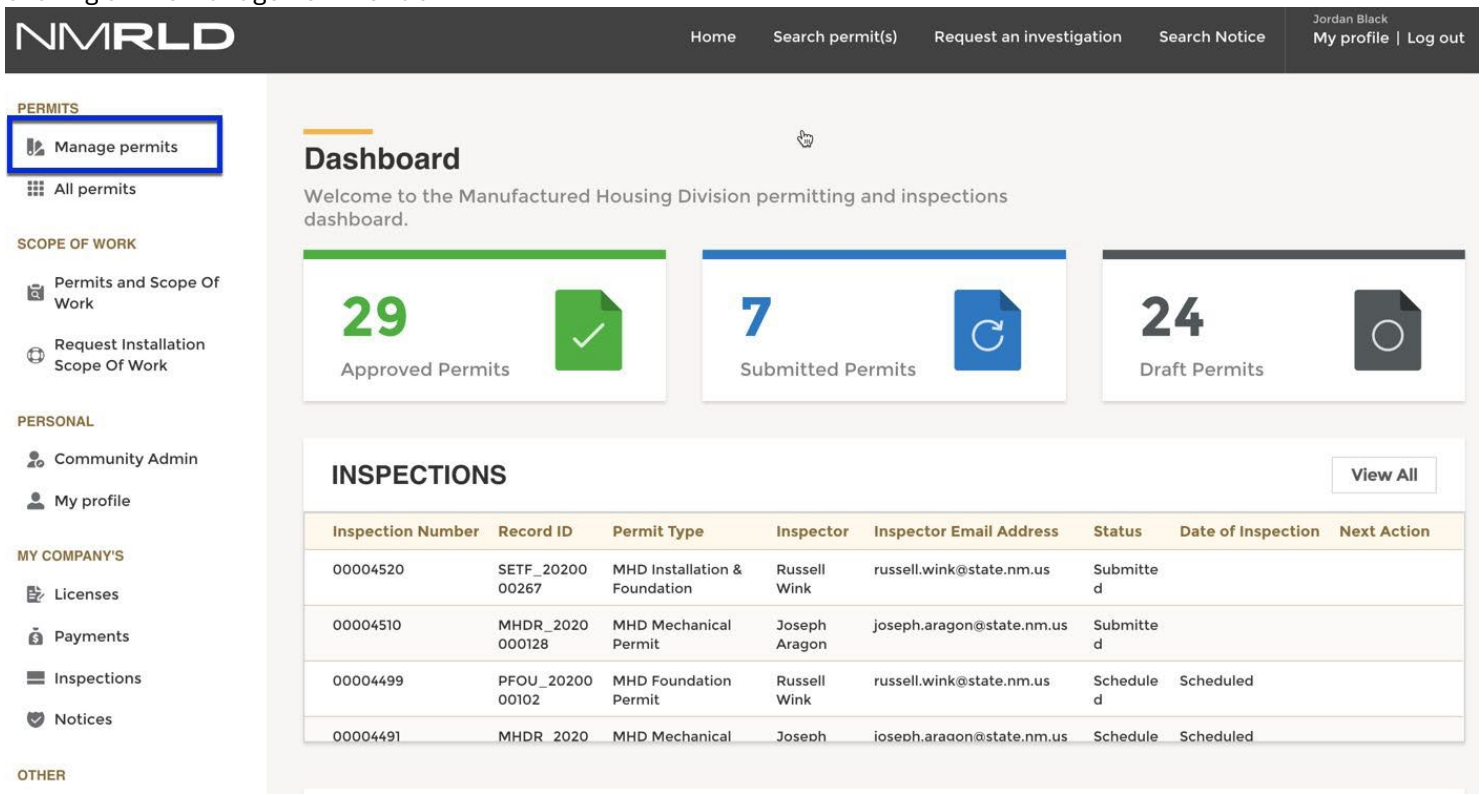
<table>
<tr><td>2</td><td>The user will be redirected to the page for inspections and there they can see the available permits applicable for final inspection. Please be advised all scopes of work will need to be accepted and closed before final can be requested. If all scopes are closed and accepted, click on the “Request Inspection” button adjacent to the permit.


</td></tr>
<tr><td>3</td><td>Once they click on the button, there will be a confirmation that will pop up. The user should click confirm to raise the request for inspection.

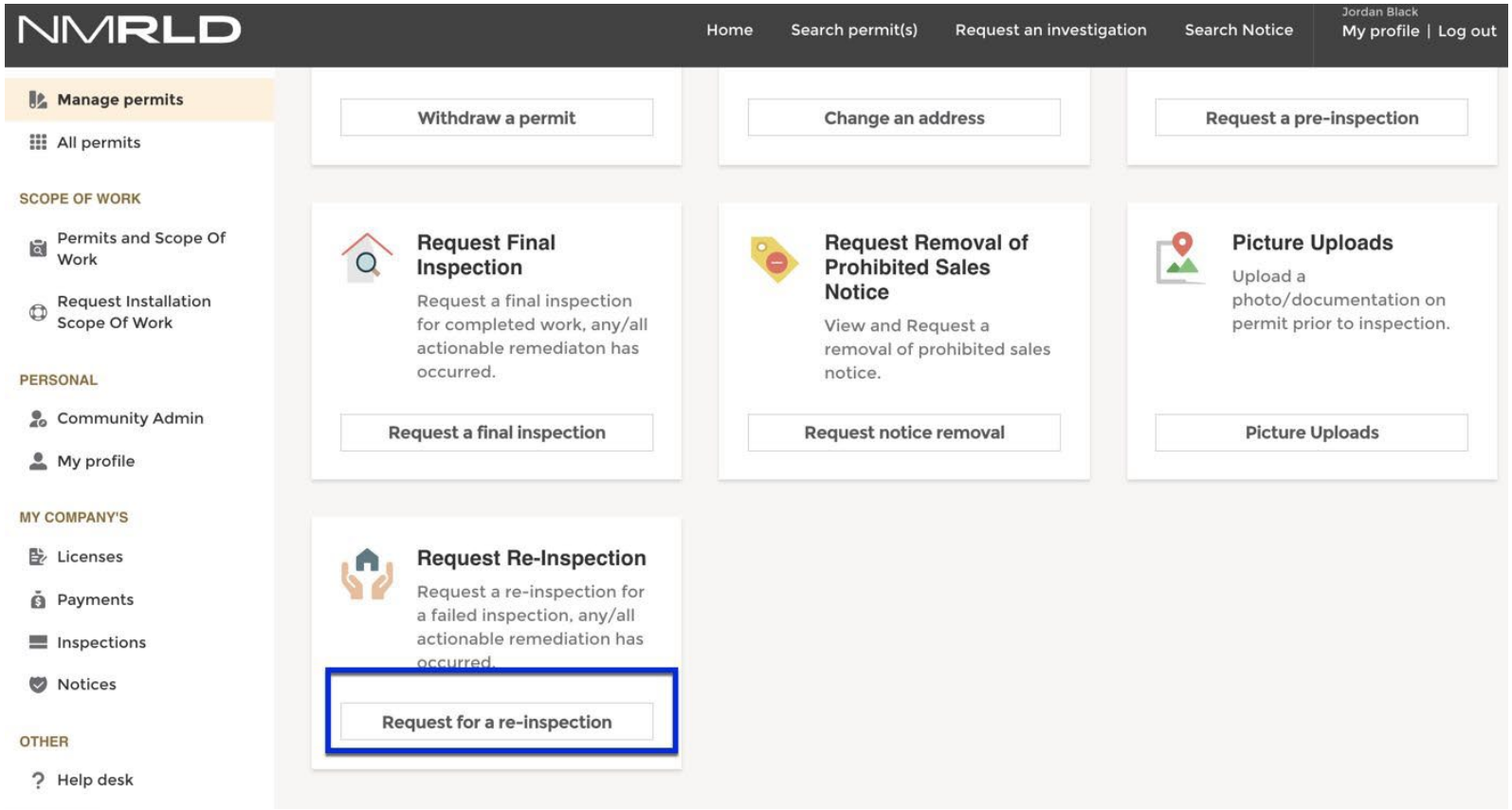
</td></tr>
</table>

Re-Inspection

1 Upon Failure of an Inspection, the user will be eligible to request a Re-Inspection on the Portal. This can be done by clicking on the Manage Permits Tab.

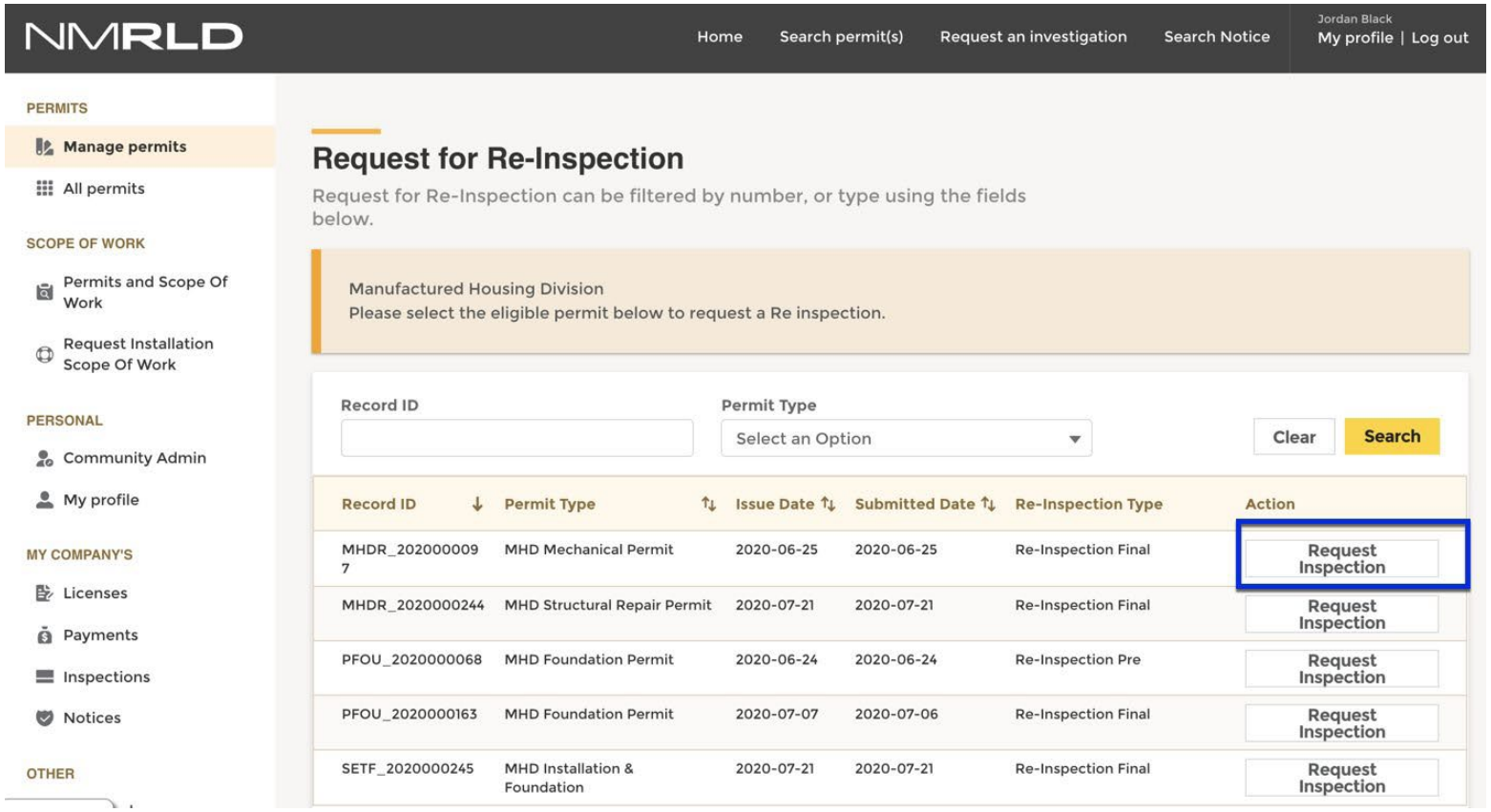


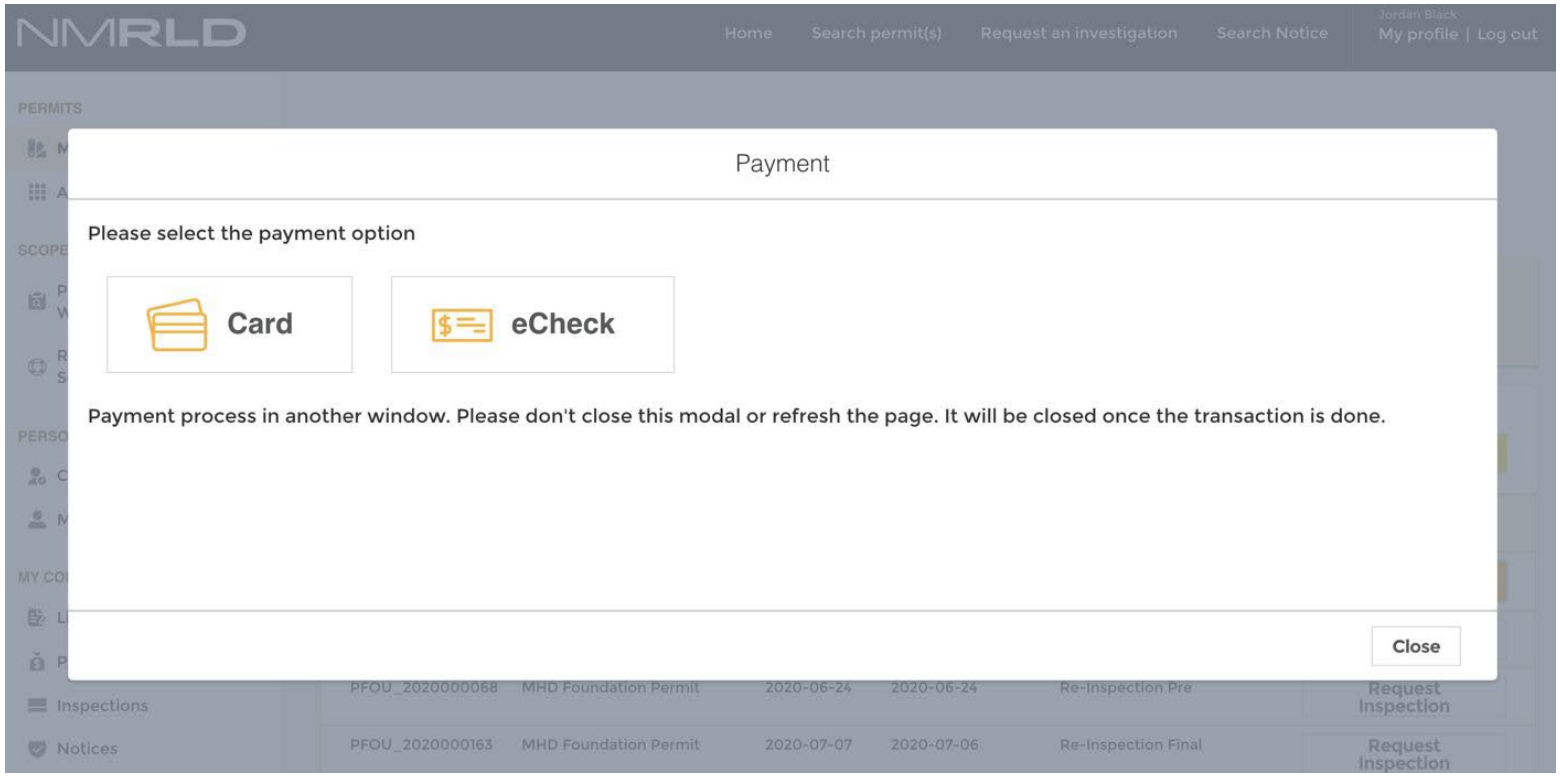
2	Access the Request Re-Inspection title.



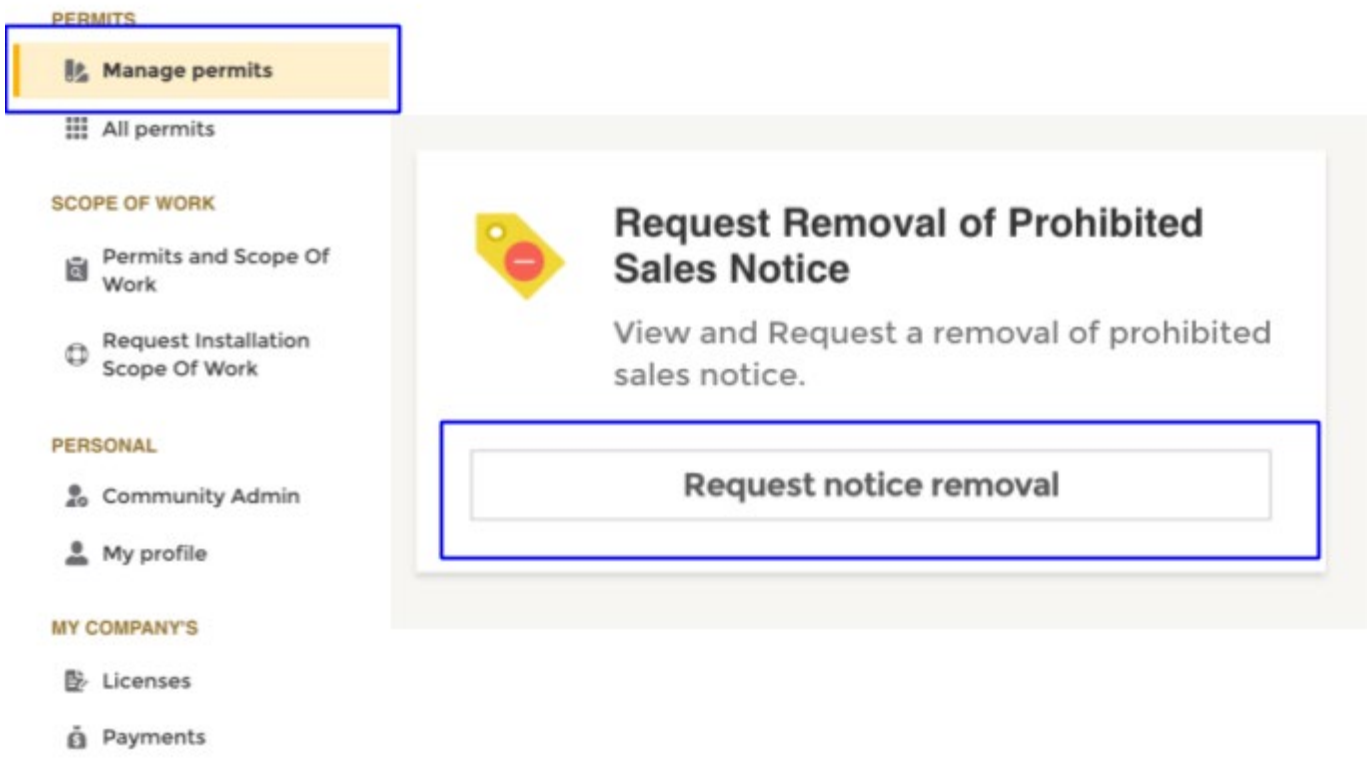
3

Click on Request Inspection Next to the permit. In case of Installation permits, the Permit Holder as well as the Contractors who failed the initial Inspection on Scope of work assigned could request a Re-Inspection.

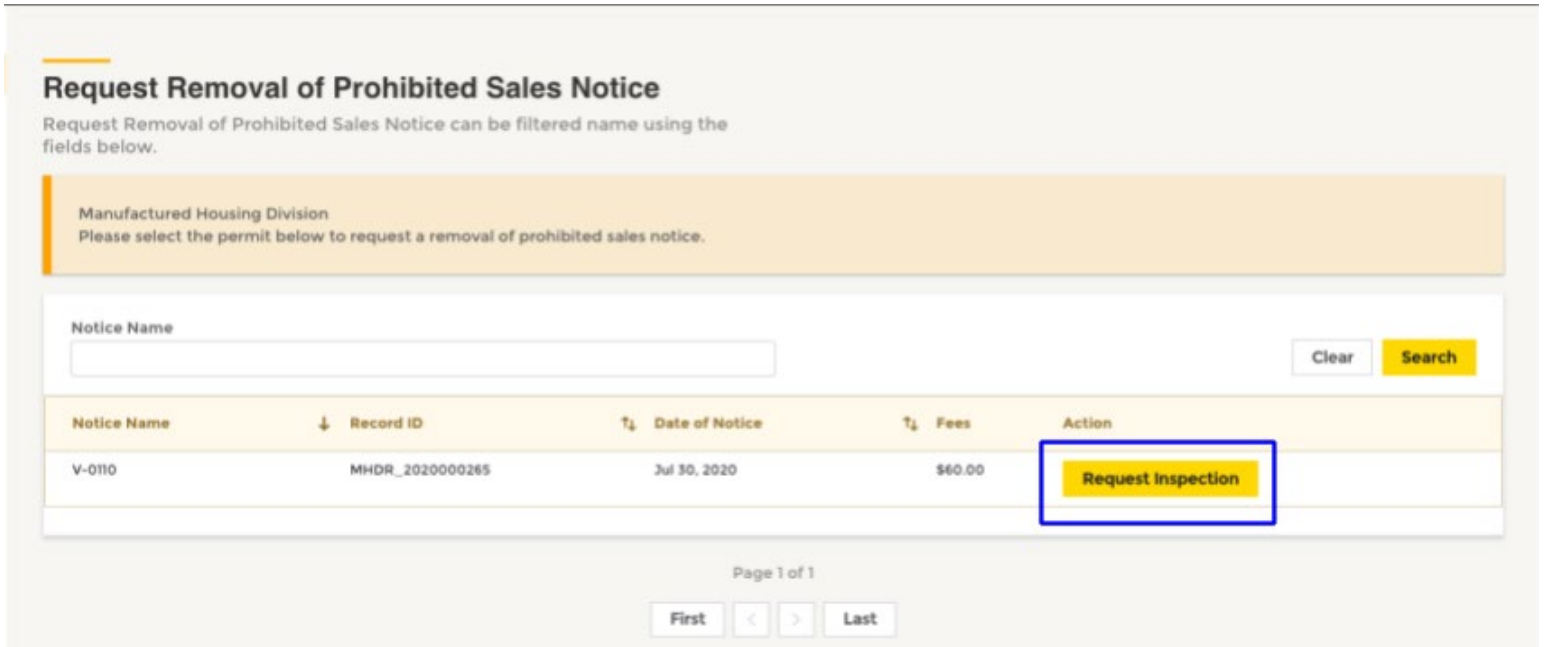


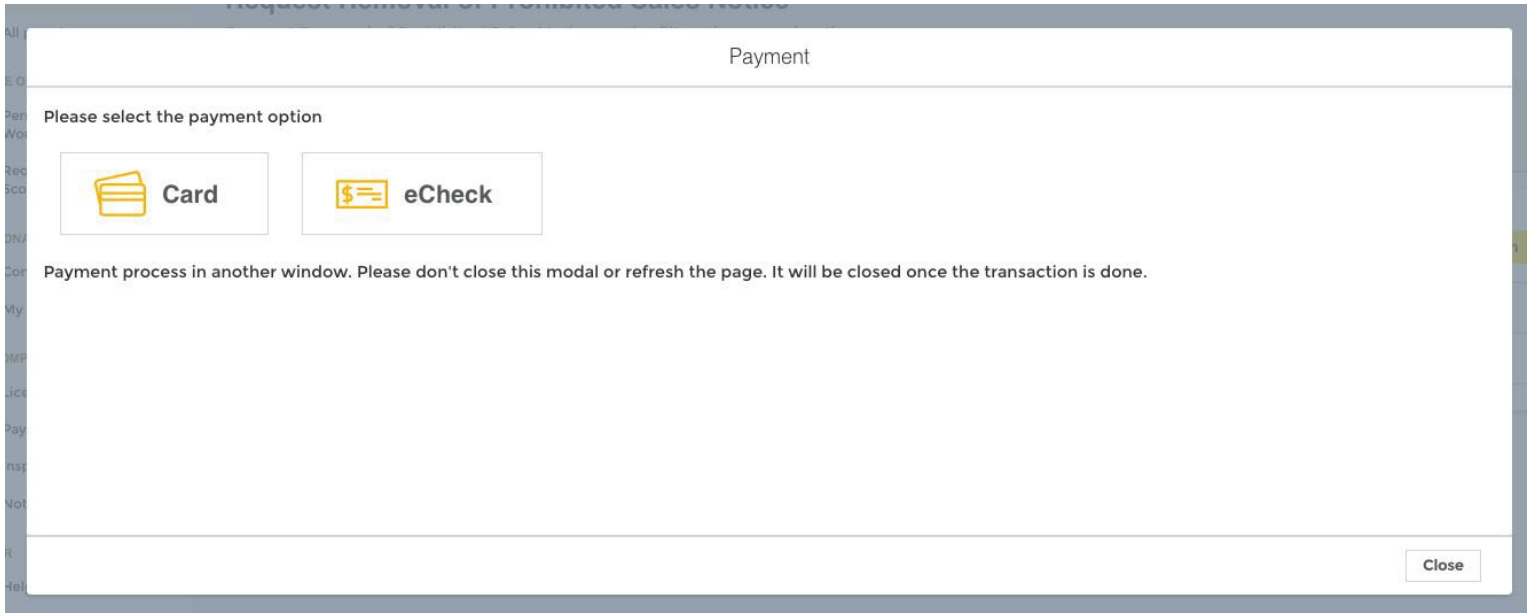
4	To request a Re-Inspection, the user will have to pay the re-inspection fee. Upon clicking on Request Re-Inspection the user will be redirected to pay for the Re-Inspection to pay by Credit Card or Echeck. 
5	The Inspection request will be submitted after the successful completion of the payment.

REQUEST FOR REMOVAL OF PROHIBITED SALES NOTICE

1	To request the removal of Prohibited Sales Notice, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request notice removal” button on the Request Removal of Prohibited Sales Notice card. 

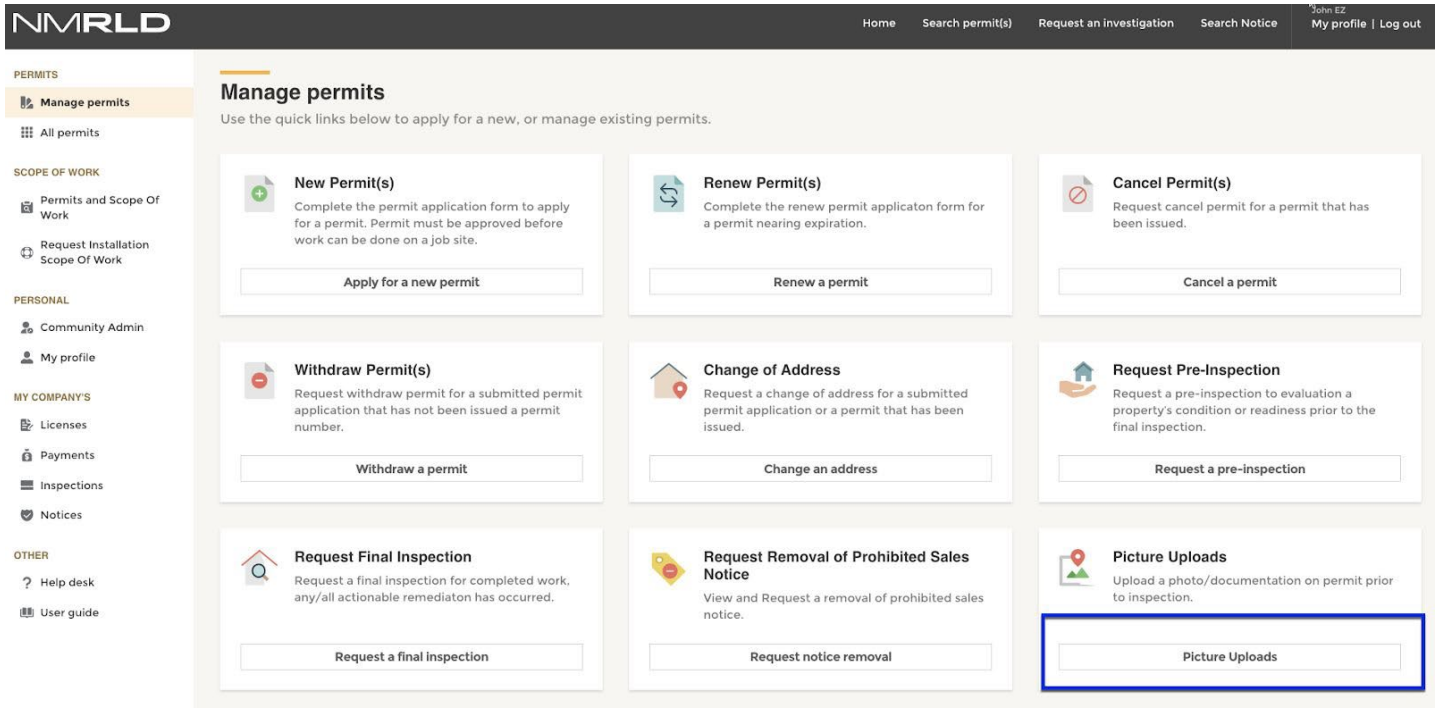
2	The user will be redirected to the page for requests and there they can see the permits for which they can place the request for the removal of prohibited sales notice. Click on the “Request Inspection” button adjacent to the permit.

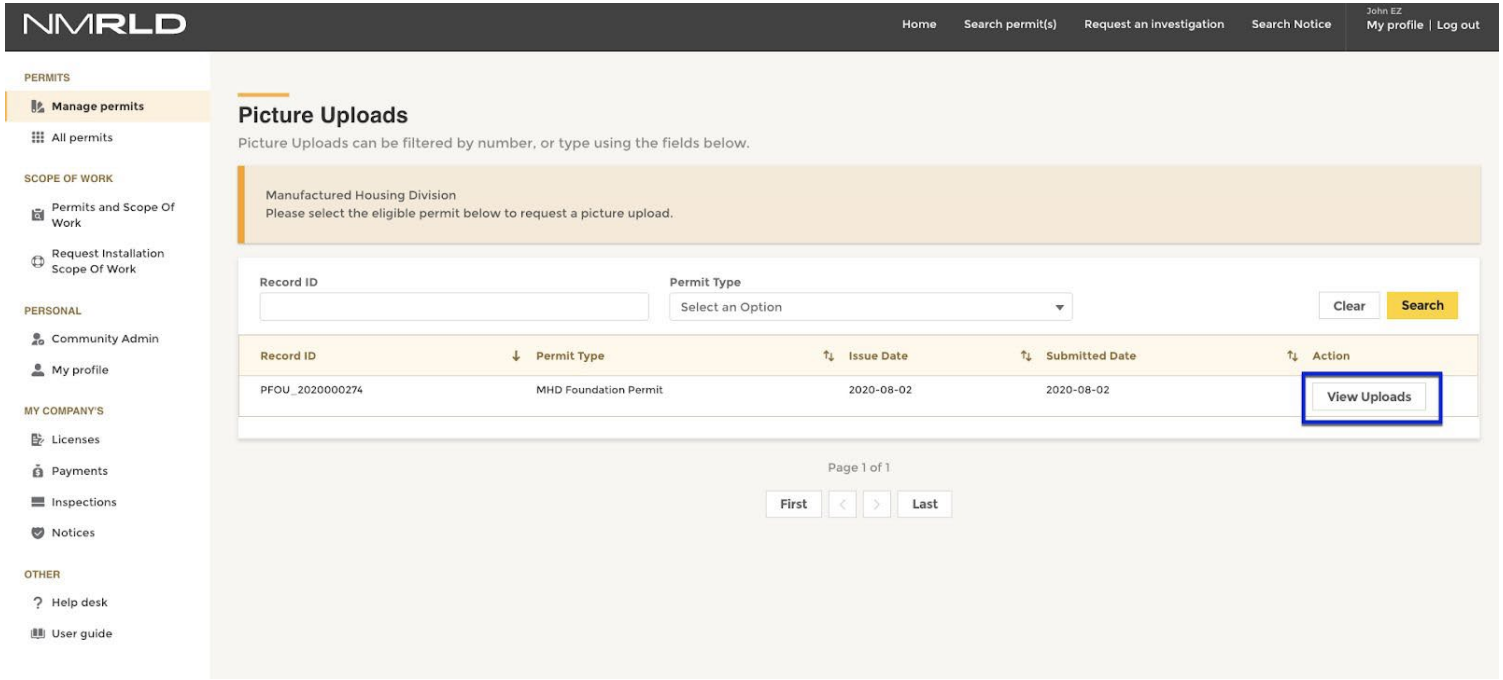


3	Once the user clicks on the button, they will see a module for payment. The user can choose the payment option and then they will be redirected to the Cybersource page to complete the payment. Users can check the billing information and complete the payment. 

PICTURE UPLOADS

1 Navigate to the manage permits tab from the panel available on the left side of the page and click on it. Then you will click on Picture Uploads.



2	To Upload Pictures, click View Uploads. Click on Add Row to upload pictures and submit them for the inspector to review. 

IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE CONTACT THE MANUFACTURED HOUSING DIVISION BY EMAIL AT MHD.INFO@RLD.NM.GOV.