



# FAQs for Renewing your license or applying for a new license

## **Where do you go to renew or apply for a license?**

Here is the URL to get into our licensing portal: <https://nmrldpi.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 an Active license or have held an Active license in the past 3 years no need to create an account. You will just need to login with your username and password.

## **Applying for a license and don't have an Active license or held a license in the past 3 years?**

You will need to register for a new account by clicking on the  button.

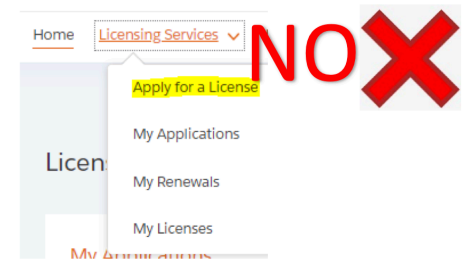
## **Have a license or held a license in the past 3 years, but don't know your Username?**

Your username should be your email address on file with the Board.

## **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)

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.



Make sure you are looking under “My Licenses”. If still not showing up you might have multiple accounts and need them to be merged. Please reach out to the appropriate email below for assistance.

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

Have payment information ready (credit card/ Echeck). For security purposes, there is time limit (5 minutes) to submit payment. Ensure popup windows are allowed, as you will be redirected to a separate window to enter payment information.

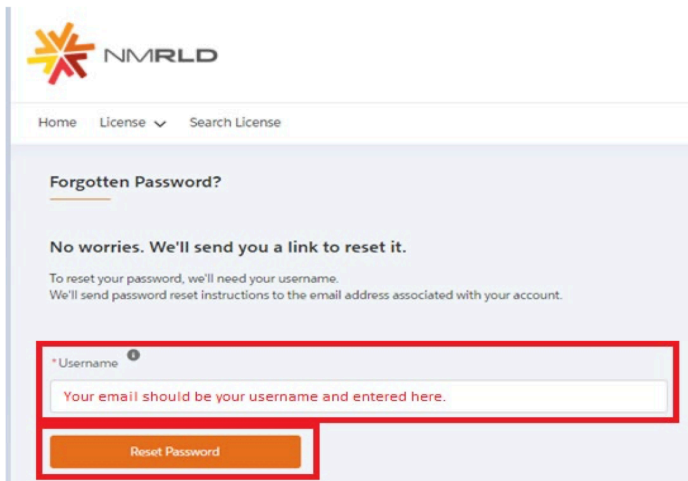
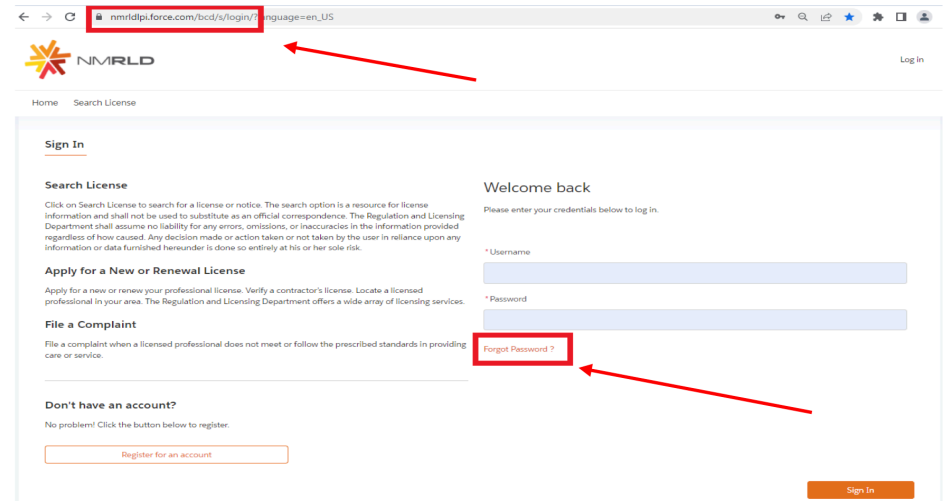
Barbers and Cosmetologists at [RLD.BCHelpDesk@state.nm.us](mailto:RLD.BCHelpDesk@state.nm.us)  
Public Accounting at [RLD.ACCHelpDesk@state.nm.us](mailto:RLD.ACCHelpDesk@state.nm.us)

Counseling and Therapy at [RLD.CTHelpDesk@state.nm.us](mailto:RLD.CTHelpDesk@state.nm.us)  
Real Estate Commission at [RLD.REHelpDesk@state.nm.us](mailto:RLD.REHelpDesk@state.nm.us)

Psychologist Examiners at [RLD.PSYHelpDesk@state.nm.us](mailto:RLD.PSYHelpDesk@state.nm.us)  
Social Work Examiners at [RLD.SWHelpDesk@state.nm.us](mailto:RLD.SWHelpDesk@state.nm.us)

# Steps to create a password

1. When in the <https://nmrldpi.force.com/bcd/s/login/> website, click the “Forgot Password?” link.
2. On the “Forgotten Password?” page, enter in your username (this should be your email address you have provided us)
3. Click Reset Password button.



**NOTE:** If you entered in your email address and received this error message: Username not found in the system

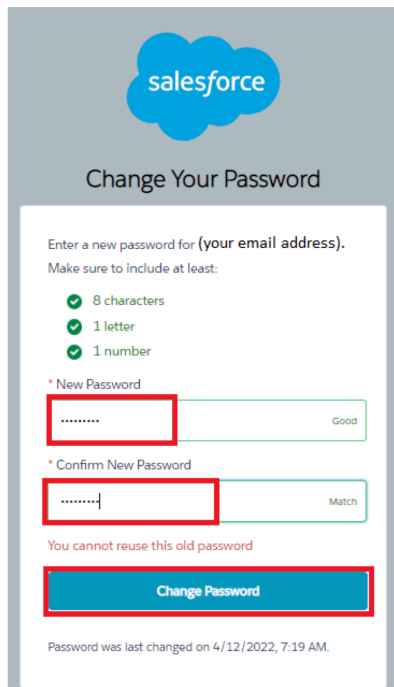
For further assistance, please reach out to appropriate email below:

- Barbers and Cosmetologists at [RLD.BCHelpDesk@state.nm.us](mailto:RLD.BCHelpDesk@state.nm.us)
- Counseling and Therapy at [RLD.CTHelpDesk@state.nm.us](mailto:RLD.CTHelpDesk@state.nm.us)
- Psychologist Examiners at [RLD.PSYHelpDesk@state.nm.us](mailto:RLD.PSYHelpDesk@state.nm.us)
- Public Accounting at [RLD.ACCHelpDesk@state.nm.us](mailto:RLD.ACCHelpDesk@state.nm.us)
- Real Estate Commission at [RLD.REHelpDesk@state.nm.us](mailto:RLD.REHelpDesk@state.nm.us)
- Social Work Examiners at [RLD.SWHelpDesk@state.nm.us](mailto:RLD.SWHelpDesk@state.nm.us)

# Steps to create a password continue...

4. You will receive an email from [noreply.rldlicensing@state.nm.us](mailto:noreply.rldlicensing@state.nm.us) with a hyperlink to reset your password, click the hyperlink.

**NOTE:** If you do not see the email in your inbox, check your junk/spam box. The link will only be good for 24 hours of receiving it.

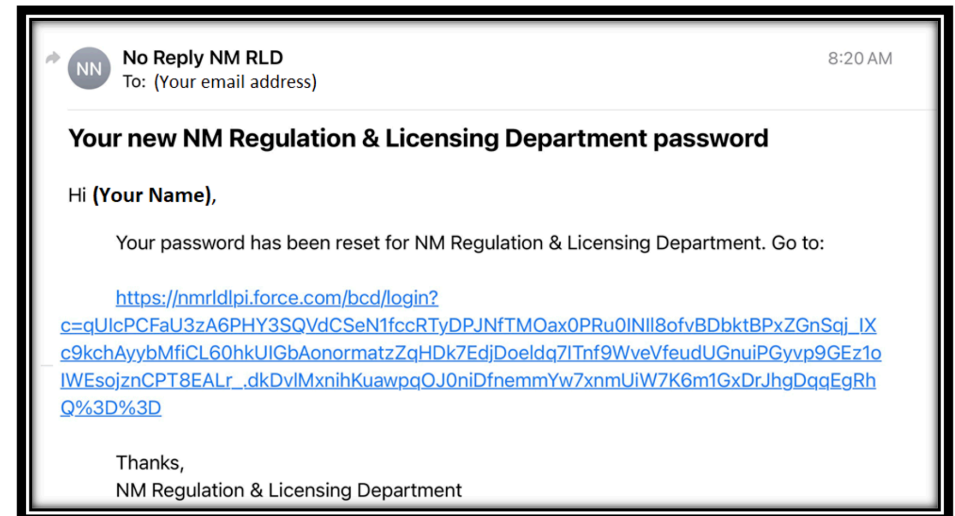


The image shows the Salesforce 'Change Your Password' interface. At the top is the Salesforce logo. Below it, the title 'Change Your Password' is displayed. The form prompts the user to 'Enter a new password for (your email address)' and lists requirements: 8 characters, 1 letter, and 1 number. There are two password input fields: '\* New Password' and '\* Confirm New Password'. The first field has a 'Good' status indicator, and the second has a 'Match' status indicator. A red box highlights the 'Change Password' button at the bottom. A footer note states 'Password was last changed on 4/12/2022, 7:19 AM.'

5. You will be sent to a “Change Your Password” page, and need to enter in your New Password.

6. Renter your password in the *Confirm New Password*.

7. Click *Change Password* button.



**NOTE:** You cannot reuse an old password. Password must include 8 characters, 1 letter and 1 number.