

FAQs for Renewing your license or applying for a new license

button.

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

Here is the URL to get into our licensing portal: <u>https://nmrldlpi.force.com/bcd/s/login/</u>

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 Register for an account

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)

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 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.

Recommendations for Accounts:

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

When submitting payment (if applicable):

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.

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

Barbers and Cosmetologists at <u>RLD.BCHelpDesk@state.nm.us</u>	Counseling and Therapy at <u>RLD.CTHelpDesk@state.nm.us</u>	Psychologist Examiners at <u>RLD.PSYHelpDesk@state.nm.us</u>
Public Accounting at <u>RLD.ACCHelpDesk@state.nm.us</u>	Real Estate Commission at <u>RLD.REHelpDesk@state.nm.us</u>	Social Work Examiners at <u>RLD.SWHelpDesk@state.nm.us</u>

Steps to create a password

1. When in the <u>https://nmrldlpi.force.com/bcd/s/login/</u> 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.

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Sign In	
Search License	Welcome back
Click on Search License to search for a license or notice. The search option is a resource for license information and shall not be used to substitute as an official correspondence. The Regulation and Licensing Department shall assume no liability for any errors, ornissions, or inaccuracies in the information provided egaraties of how caused. Any decision made or action taken or not laken by the user in relations upon any egaraties.	Please enter your credentials below to log in.
nformation or data furnished hereunder is done so entirely at his or her sole risk.	*Username
Apply for a New or Renewal License	
appy for a new or renew your professional license. Verify a contractor's license, Locate a licensed professional in your area. The Regulation and Licensing Department offers a wide array of licensing services.	* Password
File a Complaint	
Tile a complaint when a licensed professional does not meet or follow the prescribed standards in providing are or service.	Forgot Password ?
Don't have an account?	
No problem! Click the button below to register.	
Register for an account	



 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 <u>RLD.BCHelpDesk@state.nm.us</u>
 Counseling and Therapy at <u>RLD.CTHelpDesk@state.nm.us</u>

- Psychologist Examiners at <u>RLD.PSYHelpDesk@state.nm.us</u>
- Public Accounting at <u>RLD.ACCHelpDesk@state.nm.us</u>
- Real Estate Commission at <u>RLD.REHelpDesk@state.nm.us</u>
- Social Work Examiners at <u>RLD.SWHelpDesk@state.nm.us</u>

Steps to create a password continue...

4. You will receive an email from <u>noreply.rldlicensing@state.nm.us</u> 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.



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.

