

New Mexico Regulation and Licensing Department  
Boards and Commissions Division  
Online Renewal Fact Sheet

[General Questions](#)

**What is the advantage of renewing my license online?**

When you renew your license online, you receive immediate confirmation that your payment was received and that your application for licensure renewal will be processed. In most cases renewing online will improve processing time because it does not require staff to enter payment information, make address corrections, or review (and possibly return) renewals for completeness.

**I'm having problems submitting my information and/or completing my transaction.**

To allow completion of the online licensing process, make sure your browser security settings accept cookies.

In Microsoft Internet Explorer, choose Tools > Internet Options > Security tab > Custom Level button, set level at Medium or lower. On the Privacy tab, click the Advanced button and make sure you allow First Party Cookies, or, for older versions, set cookie handling to Medium-High instead of High.

**Whom do I contact if I have additional questions?**

Contact the board office by phone or e-mail.

[Registration/Log in Questions](#)

**What do I need before I can begin the online renewal process?**

You will need your license number and Registration Code, which is located below the license number on the renewal notice you received. You must also have an e-mail address in order to register and renew on-line. The e-mail address is required so confirmation of the on-line renewal can be sent to you.

**I'm entering my License Number and Registration Code but I can't get logged in. What's the problem?**

First, make sure you are on the **Register – Search for Your License** page and not the **Welcome to Online Licensing** page.

The problem may also be caused by the way you are entering your license number and Registration Code. Remember that your Registration Code is case-sensitive. You must enter the numbers and letters **exactly** as they are printed on your renewal notification. It can be difficult to differentiate between 0 (zero) and the capital letter "O" or the number "1" and the letter "l," so if you are having trouble you may want to try an alternative to each of these

**What if I forget my User ID?**

Simply register again as a new user using your previously supplied license number and Registration Code.

**Can I change my password?**

Yes. Selecting **Forgot Password** allows your password to be reset if you answer your previously provided question correctly.

**Will I lose my work if I log out and come back later?**

No. Clicking on **Complete** for each step will save your information to our database. You can log in later and finish those steps not yet checked off.

**I have more than one license in the system. How do I choose the right one to renew?**

If multiple professional licenses are held, all those in the database will appear after you login. Select the license type that you are renewing, and then click **Renew License**.

**[Renewal Process Questions](#)****When is my renewal due if I renew online?**

Online renewal does not change your license expiration date. Your license renewal must be submitted no later than midnight of the expiration date to avoid a late penalty. The earlier you renew, the less chance there is that your renewal will be late.

**What happens if I do not have the required Continuing Education?**

See the top of the renewal web page for details about CE requirements for your board.

**After I renew my license online, how soon will I receive my license?**

If you have met all Board renewal requirements and there are no credit card transaction difficulties, you should receive your license in five to seven business days, although this may take longer depending on your answers to professional practice questions. Renew early to assure the renewal is completed before the deadline.

**What if I want to change the status of my license to inactive during the renewal?**

You cannot change your license status online. If you would like to change your license status, you are required to submit a written renewal application and any applicable fee to the Board for processing.

**How do I change my address or phone number?**

You can edit this information on the **Demographics** page.

**How do I move through the online licensing process?**

Check **Complete** after you add, edit, or verify information on each page of the renewal process. This puts a check in the boxes next to **Demographics**, **CE Credits**, and **Questions** (on the left side of the window). When all those areas are completed, click **Finish** to bring up the **Pay Fee** window where you will be asked to review all your entries for accuracy and completeness.

If you notice something you missed or entered incorrectly, click **Edit** to make changes. If all the information appears to be correct, click **Check Out**.

Processing can take several minutes. Be patient. **Do NOT click Check Out more than once.**

**How do I tell if my online license renewal process was successful?**

At the end of a successful renewal application process, you will receive a confirmation message. Be sure to print the confirmation message for your records **immediately**. You cannot go back and print a confirmation later.

**How soon will my renewal be confirmed?**

Confirmation should be available by the close of the next business day. You can check your license status by logging back in to the online renewal program. If your license is no longer eligible for renewal it means your initial submission has been processed.

You may also use the Licensee Search on the Board website to check your license expiration date, since that data is updated every 24 hours.

Remember, the answer you provide to some professional practice questions may delay the processing of your renewal. For example, if you have had action against your license in another state, your New Mexico license will not be renewed until we receive a copy of the relevant action(s) from you.

**Why does the renewal fee appear higher than what I expected?**

If you are renewing late, the authorized late fee is automatically added to the renewal fee.

**[Payment Questions](#)****What credit/debit cards are accepted?**

The system accepts Visa and MasterCard credit cards and debit cards, but **NOT** ATM cards.

**Can my credit card information be saved with my User ID and password for the next time that I use online services?**

No. For your security, credit card information is not retained after the transaction is processed.

**Are my financial transactions protected from improper disclosure?**

Yes, the online licensing site uses 128-bit encryption to ensure secure transmission.

**Can I get a receipt for my online transaction?**

Your printed confirmation is your receipt, so be sure to **print a confirmation at the time of your transaction**. You **cannot** return and print a confirmation at a later time, as your credit card information is not retained after the transaction is processed.

**How will the credit card transaction show up on my statement?**

Your credit card bill will show a payment to “Boards ECommerce.”

**Why won't the website accept my credit card information?**

There are many reasons why credit card information may not be accepted. The billing name and address must be entered exactly as it appears on your credit card statement. Be sure that you do not use any hyphens, underlines, or spaces when you type your credit card number. If you find that all data is complete and correct, but the card is still not accepted, try a different card. Do not call the Board regarding invalid credit cards.