

NMRLD

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Renewals Quick Reference Guide

Table of Contents

Overview	3
Accessing A License For Renewal	3
Renewal Steps	5
Payment Gateway	13
Checking Renewals Submissions	15

OVERVIEW

For the New Mexico Regulation and Licensing Department, Renewals Quick Reference Guide will guide on how to use the portal to renew a license.

ACCESSING A LICENSE FOR RENEWAL

Login to the BCD Licensing Portal. Scroll down to the **My Licenses** section on the Home Page.

The screenshot shows the 'Licenses & Applications' page in the BCD Licensing Portal. At the top right, there is a navigation menu with 'Home' and 'License' (with a dropdown arrow). Below the navigation, there is a header 'Licenses & Applications' and an orange button labeled 'Apply For Licenses'. The page is divided into two main sections: 'My Applications' and 'My Licenses'. The 'My Applications' section has a 'View All' button and a table with the following data:

Application ID	Application Type	Applied Date	License Type	Status	Action
PAR-000000524	New	08-12-2021	Continuing Education Units Provider	Approved	
PAR-000000521	New	08-12-2021	Licensed Mental Health Counselor (LMHC), Mental Health Track	Approved	
PAR-000000520	New	08-12-2021	Licensed Marriage and Family Therapist (LMFT)	Approved	

The 'My Licenses' section has a 'View All' button and a table with the following data:

Name	License Type	Period Start Date	Period End Date	Status	Print	Renew	Inspection
CTB-2021-0220	Continuing Education Units Provider	8/12/2021	9/30/2022	Active			

Click on **View All**

This close-up shows the 'My Licenses' section header and a 'View All' button. The 'View All' button is highlighted with a red rectangular box.

Check the license number that requires renewal.

Home License ▾

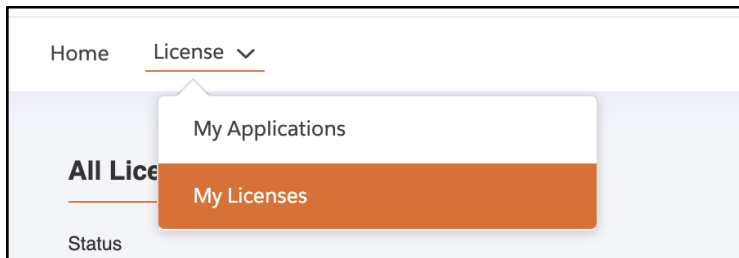
All Licenses

Status

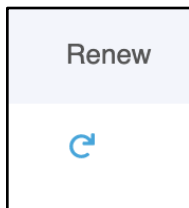
Search Clear

Name	License Type	Period Start Date	Period End Date	Status	Print	Renew	Inspection	Pay Fine
CTB-2021-0220	Continuing Education Units Provider	8/12/2021	9/30/2022	Active				
CTB-2021-0013	Licensed Professional Mental Health Counselor	7/30/2021	8/12/2021	Expired				
CTB-2021-0206	Licensed Substance Abuse Associate (LSAA)	6/30/2020	8/13/2021	Active				

NOTE: The same license can be accessed from License drop-down > My Licenses



Click on the Renew button under **Renew**



RENEWAL STEPS

1. You are now going to initiate the Renewal Process. Read the **Getting Started** section carefully. Click **Next**.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- Personal Information
- Address Information
- Questionnaire
- Continuing Education
- Upload Document
- Survey
- Attestation

Getting Started

- Review the Quick Reference Guide as needed for detailed instructions on how to renew a license
- You will be required to submit evidence of completed continuing education. Please have course information available, including the name, date, type, and number of hours for each CEU completed during the past 2 years. If you have not completed your required CEUs yet, please complete them before renewing your license
- If you need assistance to troubleshoot or answer questions, board staff are available to help and may be reached at counseling.board@state.nm.us or 505-476-4622

2. The personal information will be pre-populated. Click **Next**.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- **Personal Information**
- Address Information
- Questionnaire
- Continuing Education
- Upload Document
- Survey
- Attestation

Personal Information

Please carefully review and verify that all contact information is current and correct. This information is an official record. Communication regarding licensing and renewals will be sent through email, and any official legal communication will be sent to the mailing address on file. Name changes cannot be processed through the licensing portal, and must be requested by logging into your user profile and providing required documentation.

First Name	Middle Name	Last Name
<input type="text" value="Counseling Portal"/>	<input type="text"/>	<input type="text" value="User"/>
Date of Birth	Email	Contact Number Home
<input type="text" value="1997-12-23"/>	<input type="text" value="pauline.varela@state.nm.us"/>	<input type="text"/>
Other Names Used	Contact Number Work	
<input type="text" value="AA"/>	<input type="text" value="5051234567"/>	

3. Update the address information, if required. Click **Next**.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

Getting Started
 Personal Information
Address Information
 Questionnaire
 Continuing Education
 Upload Document
 Survey
 Attestation

Address Information

Please confirm that your contact information is accurate and up to date. Licensees are required to maintain a current mailing address for receiving official and legal mail.

*Mailing Street 1: 123
 Mailing Street 2:
 *Mailing City: New York
 *Mailing State: New Mexico
 *Mailing Zip: 11111

Previous Next

4. Answer the questions as required. Check the box if payment will be done by Operating Transfer. Enter the name of the State Agency. And Operating Transfer Number. Click **Next**.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

Getting Started
 Personal Information
 Address Information
Questionnaire
 Continuing Education
 Upload Document
 Survey
 Attestation
 Payment

Questionnaire

* You, the licensee, are solely responsible for providing the information requested below. By submitting this completed form, you personally assure that every statement contained herein is true and accurate.
 Yes No

* Since your last renewal, have you had any disciplinary action taken against you in any state?
 Yes No

* Are you currently providing supervision?
 Yes No

Note: Please only select 'Operating Transfer' if your license fee will be paid by another New Mexico state agency and you have received formal confirmation from the agency that it is transferring the funds to RLD through an operating transfer. Renewals will not be approved until an operating transfer is confirmed by RLD. If this option is selected, users can bypass the fee payment.

Payment to be made by Operating Transfer

* Name of New Mexico State Agency
 Test Data

* Operating Transfer Number
 123

Previous Next

Note: An Operating Transfer is where one government agency approves to pay the fees for renewing license to another government agency. These funds are transferred directly to / from via the state financial system called SHARE.

5. Select **Yes/No** in the Continuing Education Step.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- Personal Information
- Address Information
- Questionnaire
- Continuing Education**
- Upload Document
- Survey
- Attestation
- Payment

Continuing Education

To renew a license, it is required by law that all registered and licensed professionals submit proof of forty (40) hours of continuing education which have been completed between October 1, 2019 and September 30, 2021. Included in the total hours, six (6) CEU hours of ethics are required of all licensees, and three (3) CEU hours of supervision are required of licensees providing supervision.

Please use the button below to add new entries for each CEU course completed. If you have not completed your required CEUs yet, please complete them before renewing your license unless you have sought a waiver pursuant to Rule 16.27.16.11 NMAC.

Please select "No" below if your hours are less than required in order to proceed.

* Counseling CEU's - I attest that I have completed the required continuing education including ethics and if applicable supervision.

-- Clear --

Yes

No

NOTE: All Renewing Licensee (except for CEU provider) need to provide CEU. You can self-identify as 'No' but this will 'flag' the renewal and put it on hold, delaying approval. If you choose 'Yes', you must enter 40 CEU with six (6) CEU hours of ethics, which is required for all licensees, and three (3) CEU hours of supervision, which is required for licensees providing supervision. This is not optional but choosing 'No' will still allow you to submit the application without the minimum CEU hours.

6. Enter the new provider's details by clicking on the **Add New** button, if required. Click **Next** once done.

Enter the Provider Details **Add New**

Course Name or Title	Date of Certificate/Approval	CEU Hours	CEU Type	CEU Approved By	Action
<p>Total CEU - 0</p> <p style="color: orange;">You have not completed the minimum number of CEU hours in order to renew - please correct your renewal. 20 total CEU hours per year acquired from October 1 through September 30</p> <p style="color: orange;">You have not completed the minimum number of CEU hours in order to renew - please correct your renewal. Ethic - 6 hours in the specified period over the renewal duration</p>					

Previous **Next**

NOTE: The minimum number of CEU mentioned in orange in the above screen will appear only if 'Yes' is selected as an option in Step 5.

7. Fill all the details marked with an asterisk (*). Click on **Save**.

Continuing Education

Please provide all the required (*) inputs in order to proceed.

*Course Name or Title

*Date of Certificate/Approval

*CEU Hours

*CEU Type

*CEU Approved By

Save

8. Click on **Next**

Enter the Provider Details

Add New

Course Name or Title	Date of Certificate/Approval	CEU Hours	CEU Type	CEU Approved By	Action
A	08/01/2021	20	Ethics	NBCC, NAADAC, AMFTRB, ATCB, APA, or Other NPA led or Approved Course	▼
B	08/02/2021	3	Supervision	NBCC, NAADAC, AMFTRB, ATCB, APA, or Other NPA led or Approved Course	▼

Total CEU - 23

Previous **Next**

Note: Some Boards or Commissions are audited one in every tenth application but Real Estate Commission for the Associate Broker (AB) and Accountancy Board for Certified Public Accountant (CPA), every single record is audited, but only the Instructor License for Barbers and Cosmetologists requires CEU as a rule.

9. Click on **Upload** or **Select Existing** to upload a document for the fields marked with red asterisk (*).

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

Upload Document

OPTIONAL - You may, but are not required to, upload documentation of your CEU compliance (e.g. Certificate of Completion). You can complete your renewal without uploading any documents at this time.

However, if randomly selected for a CEU audit, you may be asked to provide documentation of your CEU compliance. If you chose to upload documentation now, the documents will be reviewed automatically as part of any audit. If you chose not to upload documentation now, you may be asked to provide these documents later in the event that you are selected for audit. Choosing to upload documentation now will not affect processing your renewal or the chance of being selected for audit. You may also use this feature to provide any additional information regarding a waiver or exceptions to CEU compliance.

Documents may be uploaded as individual files or a merged file.

Document Name	Description	Upload	Select Existing	Files
Continuing Education	Documentation of CEU Compliance			

Previous Next

If you click on **Upload Files**, the following screen will appear.

Upload

Please attach copy of valid CEU certifications.

Note that:

1. File size should not exceed 10MB.
2. File extensions will be accepted only of type doc, docx, pdf, png, tiff, jpg, jpeg, txt.

Upload Files Or drop files

Close

Click on **Done**

Upload Files

certificate.jpeg 55 KB

1 of 1 file uploaded


If you click on **Select Existing**, the following screen will appear. Click on **Use** to select the required file.

Choose

File Name	File Type	Action
External_License_CTB-2021-0013.pdf	PDF	Use
External_License_CTB-2021-0013.pdf	PDF	Use

Displaying page 1 of 1

Click on **Yes**.

 Do you want to upload the document?

Yes

10. Click on **Next**

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)




Getting Started
Personal Information
Address Information
Questionnaire
Continuing Education
Upload Document
Survey
Attestation
Payment

Upload Document

OPTIONAL - You may, but are not required to, upload documentation of your CEU compliance (e.g. Certificate of Completion). You can complete your renewal without uploading any documents at this time.

However, if randomly selected for a CEU audit, you may be asked to provide documentation of your CEU compliance. If you chose to upload documentation now, the documents will be reviewed automatically as part of any audit. If you chose not to upload documentation now, you may be asked to provide these documents later in the event that you are selected for audit. Choosing to upload documentation now will not affect processing your renewal or the chance of being selected for audit. You may also use this feature to provide any additional information regarding a waiver or exceptions to CEU compliance.

Documents may be uploaded as individual files or a merged file.

Document Name	Description	Upload	Select Existing	Files
Continuing Education	Documentation of CEU Compliance			External_License_CTB-2021-0013.pdf 

Previous **Next**

11. Complete the survey and click on **Next**.

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- Personal Information
- Address Information
- Questionnaire
- Continuing Education
- Upload Document
- Survey**
- Attestation
- Payment

Survey

The New Mexico Health Care Work Force Data Collection, Analysis and Policy Act (NMSA 1978, §24-14C-1 to -6) requires the completion of a mandatory survey for all healthcare license renewals.

The Health Care Work Force Work Group may analyze the collected data and make recommendations to the legislature for building healthier communities and improving health outcomes, as well as incentives to attract qualified individuals to pursue health care education and practice in New Mexico. The Board and the Regulation and Licensing Department shall keep confidential and not release personally identifiable data collected.

Licenses will not be renewed without a completed survey.

*What is your New Mexico License Number?

*Current Work Status (Select all that apply):

<input type="checkbox"/> Practice in New Mexico	<input type="checkbox"/> Practice Medicine in another state	<input type="checkbox"/> Permanently or Temporarily inactive in New Mexico	<input type="checkbox"/> Retired but maintain an active license
<input type="checkbox"/> Retired and do not maintain an active license	<input type="checkbox"/> Current Resident of Fellowship Training	<input type="checkbox"/> TX	<input type="checkbox"/> CO
<input type="checkbox"/> AZ	<input type="checkbox"/> Other		

Current Activities

*How many weeks/years do you practice in NM? *How many hours per week do you practice in NM?

12. A confirmation message will appear after completing the survey. Click on **Next**.

Survey

 Survey Completed. Click next to continue with your application.

13. Check the box and enter your name in **Attestation Signature**. Click on **Next**

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- Personal Information
- Address Information
- Questionnaire
- Continuing Education
- Upload Document
- Survey
- Attestation**
- Payment

Attestation

* I hereby depose and state under penalty of perjury, I am the person described and identified in this application, the information given by me is true, correct, and complete to the best of my knowledge and belief. I understand that any information contained in this application may be investigated and any false or dishonest answer to any question in this application may be grounds for denial or revocation of my license.

* Attestation Signature

Apurv Agarwal

Attestation Date

08-14-2021

Previous **Next**

14. On the Payments step, click on **Pay and Submit**

Counseling and Therapy Practice Board Licensed Professional Clinical Counselor (LPCC)

- Getting Started
- Personal Information
- Address Information
- Questionnaire
- Continuing Education
- Upload Document
- Survey
- Attestation
- Payment**

Payment

Please select your method of payment and click pay and submit to input your payment information.

Payments made with credit cards will be charged a 2.5% transaction fee. This is a fee imposed directly by the bank, and no portion of the fee is paid to or collected by the Regulation and Licensing Department.

Payments made by ACH (online check) will not result in any transaction fee.

* Mode of Payment

Card Payment

The amount to be paid is \$220.

Please click the PAY button to proceed with the payment.

Previous **Pay and Submit**

NOTE: You will be redirected to the following Payment Gateway screen.
 Payment is a separate system, credit card info not stored/saved by RLD.
 Cybersource is a SoNM billing platform and this is not phishing or other malware.

PAYMENT GATEWAY

Enter the billing information and click **Next**.

The screenshot shows the 'Billing Information' step of a payment gateway. The header includes the 'cybersource A Visa Solution' logo and navigation tabs for 'Billing', 'Payment', 'Review', and 'Receipt'. The 'Billing Information' section contains the following fields:

- First Name** (Required field): Counseling Portal
- Last Name**: User
- Company Name**: (Empty)
- Address Line 1 ***: 123
- City ***: New York
- Country/Region ***: United States of America
- State/Province ***: New Mexico
- Zip/Postal Code ***: 11111
- Phone Number**: (Empty)
- Email ***: pauline.varela@state.nm.us

A **Next** button is highlighted with a red box. A [Cancel Order](#) link is located at the bottom left. On the right, the 'Your Order' summary shows a **Total amount** of **\$220.00**.

Enter Payment details and click on **Next**.

Billing Payment Review Receipt


Payment Details

* Required field

Card Type *
 VISA Visa Mastercard Mastercard

Card Number *
1111

Expiration Month * Expiration Year *
 01 2022

CVN *
 This code is a three or four digit number printed on the back or front of credit cards.
 ... 

Back **Next**

[Cancel Order](#)

Your Order

Total amount \$220.00

Review the Order and click on **Pay**.

Billing Payment **Review** Receipt

Review your Order

Billing Address

Counseling Portal User
 123
 New York
 New Mexico
 11111
 United States of America

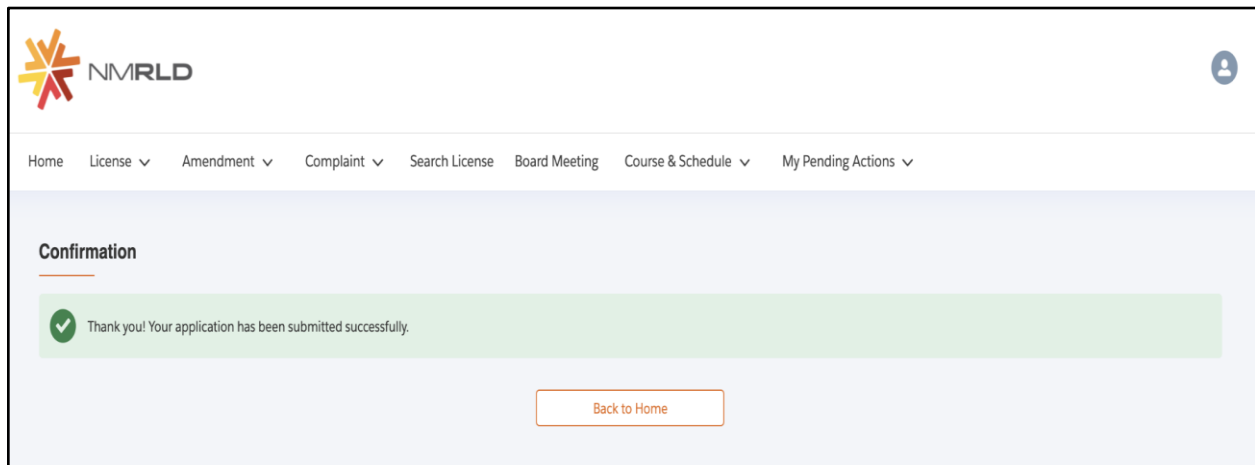
Payment Details		Your Order	
Card Type	Visa	Subtotal	\$220.00
Card Number	xxxxxxxxxxxx1111	Service fee	\$5.50
Expiration Date	01-2022	Total amount	\$225.50

By clicking Pay, I agree to the [Service Fee Terms & Conditions](#)

Back **Pay**

[Cancel Order](#)

You will be shown a confirmation message once the payment is complete.



NOTE: You will receive a payment receipt in the email entered in the Payment Gateway.

CHECKING RENEWALS SUBMISSIONS

On the Home Page, the Renewal submission will appear under **My Renewals** with submitted status.

The 'My Renewals' table displays the following data:

Application ID	Application Type	Applied Date	License Type	Status	Action
PAR-0000000602	Renewal	08-14-2021	Licensed Professional Clinical Counselor (LPCC)	Draft	Continue
PAR-0000000565	Renewal	08-13-2021	Licensed Professional Clinical Counselor (LPCC)	Draft	Continue
PAR-0000000564	Renewal	08-13-2021	Licensed Associate Marriage and Family Counselor (LAMFT)	Submitted	View

Click on the **print** button to generate a digital certificate (PDF) under **My Licenses**.

The 'My Licenses' table displays the following data:

Name	License Type	Period Start Date	Period End Date	Status	Print	Renew	Inspection
CTB-2021-0210	Licensed Professional Clinical Counselor (LPCC)	6/30/2020	7/1/2021	Expired			
CTB-2021-0206	Licensed Substance Abuse Associate (LSAA)	6/30/2020	8/13/2021	Active			