**Subject:**               Attention MyLicense Users

## NMRLD

### NEW MEXICO
### REGULATION &
### LICENSING DEPARTMENT

## Office of the Superintendent
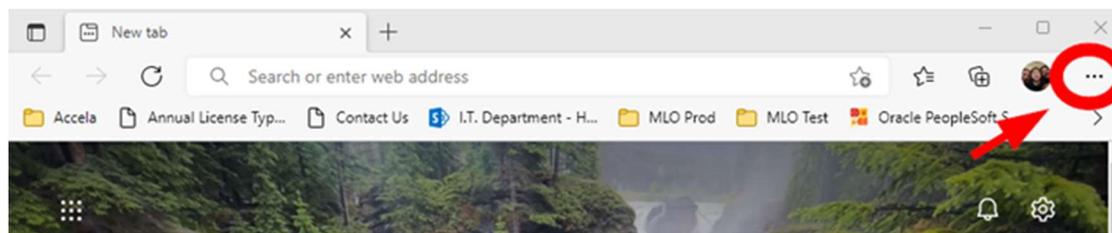
**July 14, 2022**

Dear Licensee,

Beginning tomorrow, June 15th 2022, the NMRLD MyLicense e-Government website for license renewals will no longer work with IE (Internet Explorer) if your computer is running on Windows 10 Version 20H2 or higher.

Below are instructions to set up the Microsoft Edge browser in order to access the licensing website going forward. Please apply these changes.
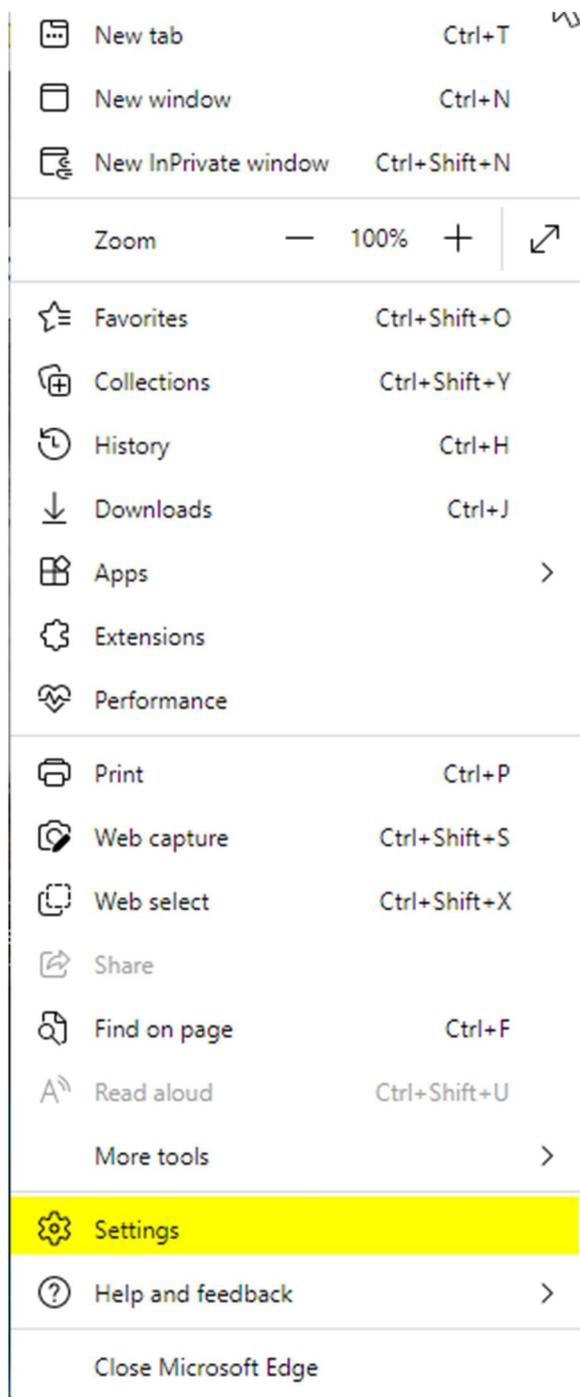
We apologize for any inconvenience this may cause.

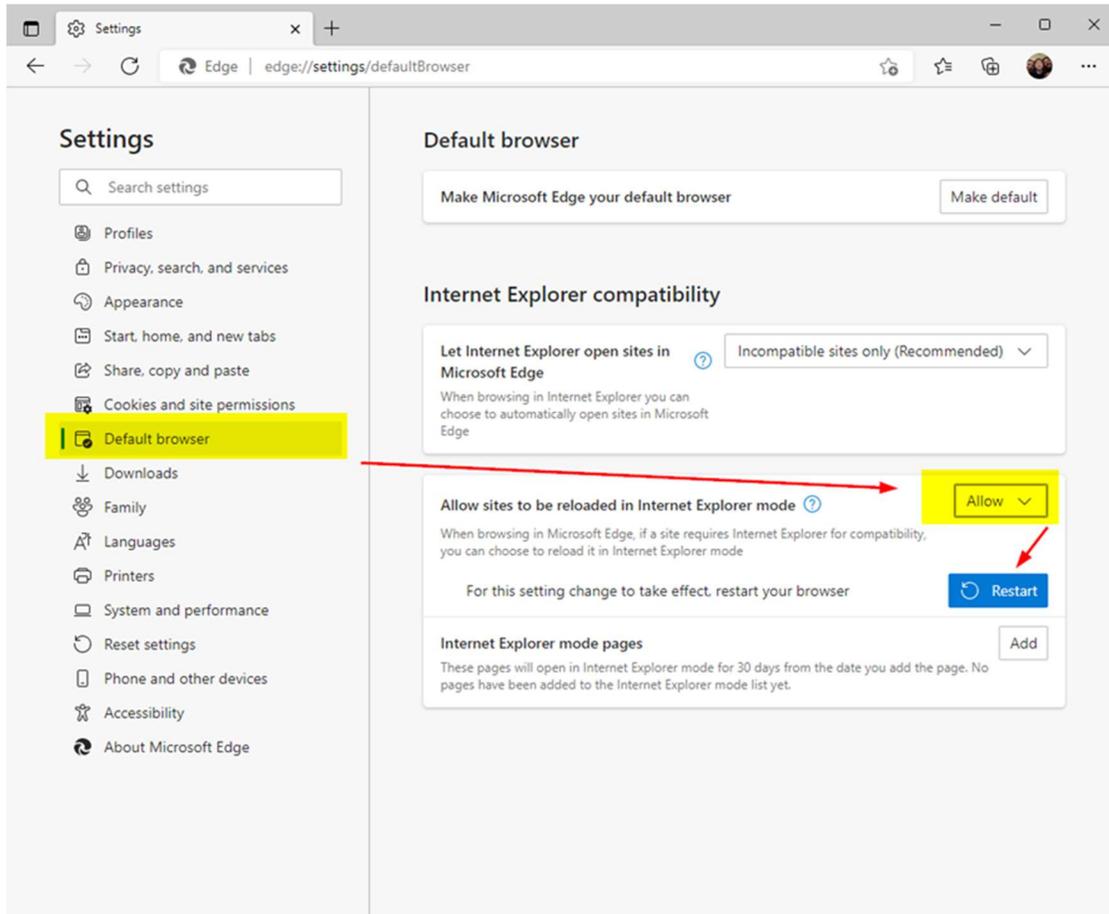## Setup of IE mode in EDGE for use with NMRLD MyLicense e-Government website

- Open the Edge browser and click the 3 dot menu on the top right of the window

- From the drop down select the settings menu.

| | | |
|---|---|---|
| ⊞ New tab | Ctrl+T | |
| ☐ New window | Ctrl+N | |
| ⧉ New InPrivate window | Ctrl+Shift+N | |
| Zoom — 100% + | ↗ | |
| ⭐ Favorites | Ctrl+Shift+O | |
| ⊞ Collections | Ctrl+Shift+Y | |
| ⏱ History | Ctrl+H | |
| ↓ Downloads | Ctrl+J | |
| ⊞ Apps | > | |
| ⧉ Extensions | | |
| ♡ Performance | | |
| 🖶 Print | Ctrl+P | |
| ◉ Web capture | Ctrl+Shift+S | |
| ⬚ Web select | Ctrl+Shift+X | |
| ↗ Share | | |
| 🔍 Find on page | Ctrl+F | |
| A⁾ Read aloud | Ctrl+Shift+U | |
| More tools | > | |
| ⚙ Settings | | |
| ⑦ Help and feedback | > | |
| Close Microsoft Edge | | |

- Find the Default Brower menu and click on it. From there change the "Allow Sited to be Reloaded in Internet Explorer mode" drop down field and change the value to "Allow". Then click the Restart button to restart your browser.



- When the browser restarts go to the appropriate renewal website.
  - For Boards and Commissions Users:
    - https://mylicense.rld.state.nm.us/Login.aspx
  - For Board of Engineering Users:
    - https://pepsrenewal.rld.state.nm.us/PersonSearchResults.aspx
  - For Medical Board Users:
    - https://mylicensebom.rld.state.nm.us/Login.aspx
- Click the menu button and find the "Reload in Internet Explorer mode"

- When the page reloads, you will see the IE mode icon up top. Make sure the Compatibility view settings are enabled and click the done button.

**This page is open in Internet Explorer mode**

Most pages work better in Microsoft Edge. For security reasons, we recommend you leave this mode as soon as you're done browsing this page.

Learn more

Open this page in Compatibility view

Open this page in Internet Explorer mode next time

Manage    Done

Compatibility Mode: IE5

Protected Mode: Off

Zone: Intranet

...se e-Government

...REGARDING PAY PAL MIGRATION:

...e will be a 2.5% transaction fee applied to all online license, registration and ...ulation and Licensing Department with a credit card, this fee is paid directly as ...t paid to the Regulation and Licensing Department. The Regulation and ...ing on development of an electronic check (e-check) payment option that will ...future. Use of the e-check option will not result in any transaction fees. Thank ...you.

The New Mexico Regulation & Licensing Department offers licensees the opportunity to renew a license, request duplicate licenses, update address information, via our new secure web interface. **\*This site only works with Internet Explorer 11 or greater.**

- **If you are a new user**, you will need to register by creating a used ID and password that you will use to access the site each time you visit. Click **here** to register.

- **If you hold an MD, Telemedicine or Resident MD License** with the New Mexico Medical Board please click **here** to renew.

- **If you hold a controlled substance license,** your user ID and password for that license are different from any other licenses you have with the state. If you are a returning user and want to login below, be sure to use the user ID and password associated with the license you want to renew.

- **NOTICE: Your License will NOT update the same day the payment is made. Please be aware that it may take anywhere from 2 to 5 business days for license to update after payment has been made online.**

**RETURNING USERS LOGIN HERE**

User Id:

Password:

- Log into the My License system as normal and complete your renewal.

If you have any questions, please contact your appropriate Board or Commission.  You can find a staff director on our website at: rld.nm.gov.

The New Mexico Regulation and Licensing Department regulates more than 500,000 individuals and businesses in 35 industries, professions and trades across the state. Its mission is to ensure qualified professionals provide quality care and services to all people of New Mexico.

**SERVICE | DEDICATION | INTEGRITY**