

## *Frequently Asked Questions ~ Online Renewals*

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### **1. I didn't receive my renewal postcard and the site is asking me for a code, where do I find it?**

NMBLPEPS no longer mails out the renewal reminder post cards. Your renewal code is provided via email, to the email address on file with the Board office. Please check your email for a renewal notice, if you did not receive the email check in your junk/spam folder. If you still did not receive an email, please contact the office and any staff member can provide it to you.

### **2. I am entering my license number into the system and it is not bringing up my license, why not?**

First ensure you are using Internet Explorer or Microsoft Edge in IE mode web browser the renewal site is not compatible with, Google Chrome, Mozilla Firefox, Safari, or another web browser.\*

*\*We are presently working on an update to this, once completed a notice will be sent out and an update to these FAQs.*

Second, ensure you are on the BLPEPS renewal site and not on the RLD site.

Use this link: <https://pepsrenewal.rld.state.nm.us/PersonSearchResults.aspx>

*If you continue to have problems, please contact our office so we can further assist you.*

### **3. I am entering my employer information and my employer is not on file, what do I do?**

You will have to let the system do a search. If it does not locate your employer, you will need to create your employer file and save it so that the system will allow you to proceed.

Employer information was not imported from our previous records data system, so we ask that you update your employer information.

### **4. Do I need to enter my job position along with start and end date for the employment record?**

No, you do not need to enter your job position, nor start and end date, nor if you are part time or not.

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### 5. If I use the NCEES CPC Registry do I need to enter all the courses again?

You can enter “NCEES CPC Registry” for the course title, the current date, and the total number of PDH hours, minus the ethics hours. You will have to do this again to report your required ethics hours. To enter your ethic hours, remember to use the ‘PDH Category’ dropdown box option, as shown in the image below:

PDH Category: Board Approved  
Ethics

Course Title:

Date Taken:

Credit Hours:

Save

### 6. Do I need to enter every course individually?

No, simply enter “2021-2022 PDHs” into the course title field. Date taken would be the current date, and enter the total number of PDH hours, minus the ethics hours. You will do a second entry for the ethics hours. Enter “2021-2022 Ethics” into the course title field. Date taken would be the current date, and enter the total number of ethic PDH hours. **Remember to use the ‘PDH Category’ dropdown box option to indicate “Ethics”, as shown in the image above.**

PDH Category: Ethics  
Course Title: 2021-2022 Ethics  
Date Taken: 12/15/2022  
Credit Hours: 2.0  
Save

PDH Category: Board Approved  
Course Title: 2021-2022 PDHs  
Date Taken: 12/15/2022  
Credit Hours: 28.0  
Save

### 7. When I am entering my professional development hours it is asking me for a course number and I don't have one, what do I do?

We realize not all continuing education courses have numbers; unfortunately, the online system is set up to require a number for completion. You can just enter 11111 so that the space is filled otherwise it will not allow you to proceed or it may lock up the system and your license will not be renewed.

### 8. Am I required to have ethics training? How many hours are required?

Each licensee is required to have two (2) PDHs of ethics. This equates to one (1) PDH in ethics per year.

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### 9. How many ethics PDHs can I carryover?

There are no carryover for ethic PDHs. More than the required 2 PDHs in ethics will only count towards the general required 30 PDHs.

### 10. I'm having problems entering my required ethics training?

When entering your ethic hours remember to use the drop-down box to change the 'PDH Category' to 'Ethics', as shown in the image below:

PDH Category: Board Approved  
Ethics

Course Title:

Date Taken:

Credit Hours:

Save

### 11. How many Professional Development Hours (PDH) am I required to have?

Licensees are required to have a minimum of 30 PDH per biennium, of those 2 PDHs are required in ethics. If you do not meet this requirement, please do not renew until you do.

### 12. How many Professional Development Hours (PDH) can I carryover to the next renewal cycle?

Licensees can carryover up to a maximum of 15 PDHs over the required 30 PDHs.

### 13. How much does the license renewal cost?

License renewals cost \$155.00 for a single PE or PS license. Those with a dual license, PE and PS, license renewals cost \$310.00

### 14. I am trying to pay my renewal fee with my Discover card, why is it not allowing me to process it?

**MasterCard** and **Visa** are the only credit card forms that can be processed through our system.\*

*\*We are presently working on an update to this, once completed a notice will be sent out and an update to these FAQs.*

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**15. My company wants to submit a check for me renewal payment, can I complete the form online and then send in a check for payment?**

No, we are unable to accept checks for online renewal payments. All payments must be done with a credit card. For check payments please use the renewal form provided on our website.

**16. I am using a company credit card to pay for my renewal and my company requires a receipt, am I able to get one?**

Please be sure to print out the receipt that is made available to you once your payment transaction is processed, once you logout or go to another page you will not be able to go back to print the receipt.

You may also want to print out a copy of your renewal for your records which is an option when you are verifying the information.

As a reminder, you cannot print a receipt after the transaction has been completed. If your employer requires one for reimbursement, staff will be able to provide one upon request. When requesting the receipt from staff please ensure you have the card name available and the date you submitted for renewal.

**17. I have had a conviction in the last two years and answered “yes” to the question, what do I do next?**

You will be allowed to continue renewing your license. However, your license renewal will be on hold until we receive all the required documentation in our office. You can email the documents to [board.licensurepeps@state.nm.us](mailto:board.licensurepeps@state.nm.us) or mail it to the Board office at PO Box 1967, Santa Fe, NM 87504.

**Please note:** it is imperative that we receive the documentation shortly after you complete your renewal online. You will not be licensed if the information does not reach our office and **your license will still expire December 31<sup>st</sup> regardless if the fee has been paid.** If we do not receive the information in our office by March 1<sup>st</sup>, your license will lapse and you will be required to apply for Reinstatement of a Lapsed License.

**18. I have not read the Practice Act, Administrative Code nor the Minimum Standards for Surveying in New Mexico, where can I get the most current copies so that I may do so?**

Copies of all current laws and rules are listed under “Laws, Rules and Polices” on the board’s website. You may also request a hardcopy from the office by emailing us and providing your mailing address.

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**19. I reached the end of entering my information and it isn't allowing me to enter my credit card information, why can't I check out?**

If you have proceeded all the way to the end and unable to enter your credit card information, it is because you have not completed one of the sections. Look to the left-hand side of the page, if one of those boxes is not checked, you must go back to that section and complete the missing information. Once you have done so, the box will be checked, and you should be allowed to close out your renewal transaction. If the problem persists, please contact the board office at (505) 476-4565 and we will work to assist you.