



NIMRLD

**NEW MEXICO
REGULATION &
LICENSING DEPARTMENT**
MANUFACTURED HOUSING DIVISION

PERMITTING PORTAL USER GUIDE

MANUFACTURED HOUSING DIVISION | 5500 SAN ANTONIO DR NE, ALBUQUERQUE, NM 87109

(505) 222-9801 | RLD.NM.GOV/MANUFACTURED-HOUSING-DIVISION

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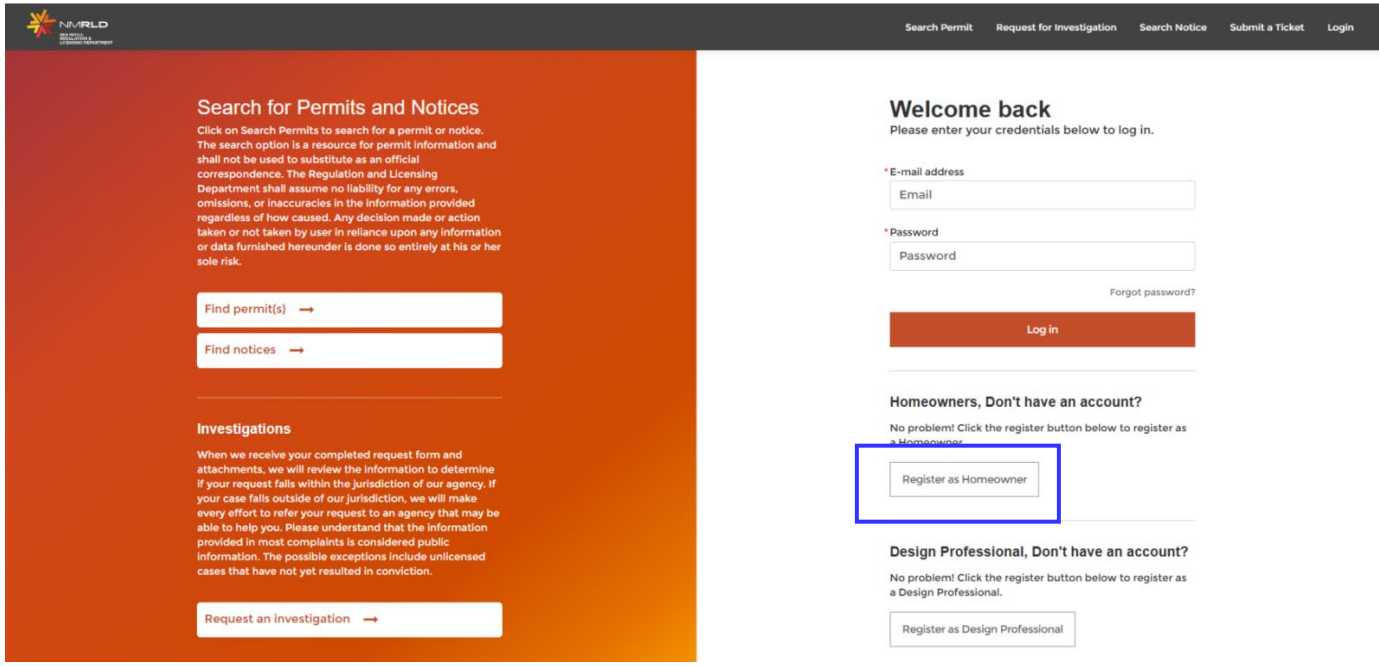
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LOGIN PAGE


Register as a Homeowner

1	<p>To register as the homeowner, users will need to navigate to the following link: https://nmrld.my.site.com/MHD/s/login/. Once they navigate to the link, they will need to click on the “Register as Homeowner” button.</p> 
2	<p>After clicking on the button, the user will be prompted to fill in the required information for registration. Please fill in the details and click on submit.</p>

	<div data-bbox="596 344 1094 394"><h2>Homeowner Registration</h2></div> <div data-bbox="596 396 974 454"><p>Manufactured Housing Division Please complete all fields to submit.</p></div> <div data-bbox="596 500 1087 1201"><ul style="list-style-type: none"><li data-bbox="596 500 1087 565">* First Name <input type="text"/><li data-bbox="596 591 1087 656">* Last Name <input type="text"/><li data-bbox="596 682 1087 747">* Email Address <input type="text"/><li data-bbox="596 773 1087 837">* Phone Number <input type="text"/><li data-bbox="596 863 1087 928">* Mailing Street <input type="text"/><li data-bbox="596 954 1087 1019">* Mailing City <input type="text"/><li data-bbox="596 1045 1087 1110">* Mailing State <input type="text" value="Select an Option"/><li data-bbox="596 1136 1087 1201">* Mailing Zip <input type="text"/></div> <div data-bbox="611 1224 716 1260"><p>Submit</p></div>
3	After a successful submission, the user will receive a confirmation on the screen.

Homeowner Registration

Manufactured Housing Division
 Please complete all fields to submit.

 Thank you for registration. A welcome email has been sent to your email address. Please activate your account by clicking on confirmation link from welcome email.

[← Back to Login](#)

4 To activate the account, users should access the welcome email and click on the link to continue with the registration process.

Sandbox: Welcome Email Inbox x

NM RLD harshit@mtxb2b.com via i754rebafh084n.1f-9zevuai.cs90.bnc.sandbox.salesforce.com 11:31 AM (3 minutes ago)
 to kiran.chawda+userguide@mtxb2b.com ▾

Hello,

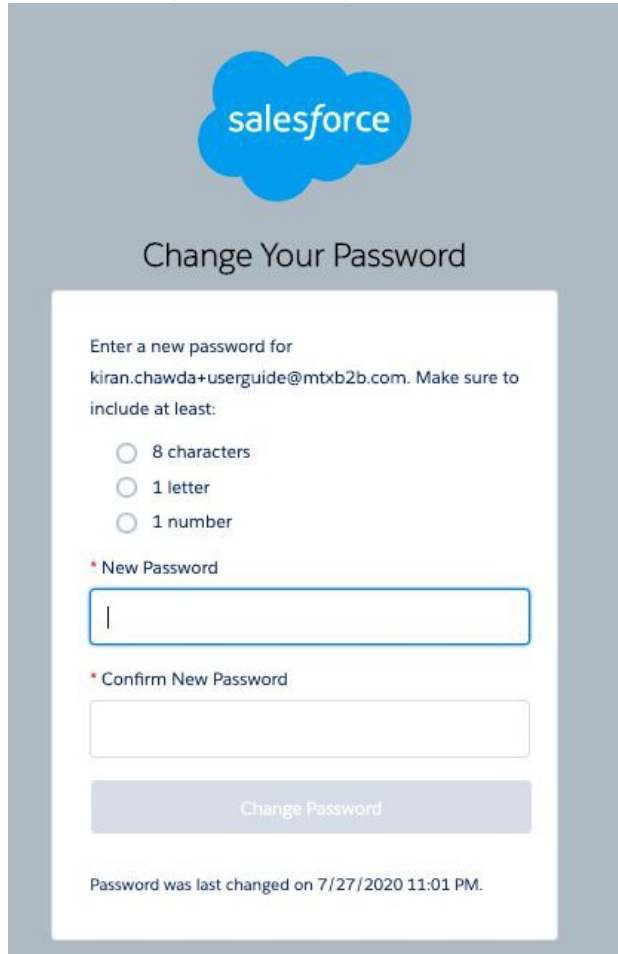
Welcome to New Mexico Manufacturing Housing Division Permitting portal. Please click on the [link](#) to be directed to the login page of the Portal. Thank you!

Regards,
 New Mexico Regulation & Licensing Department



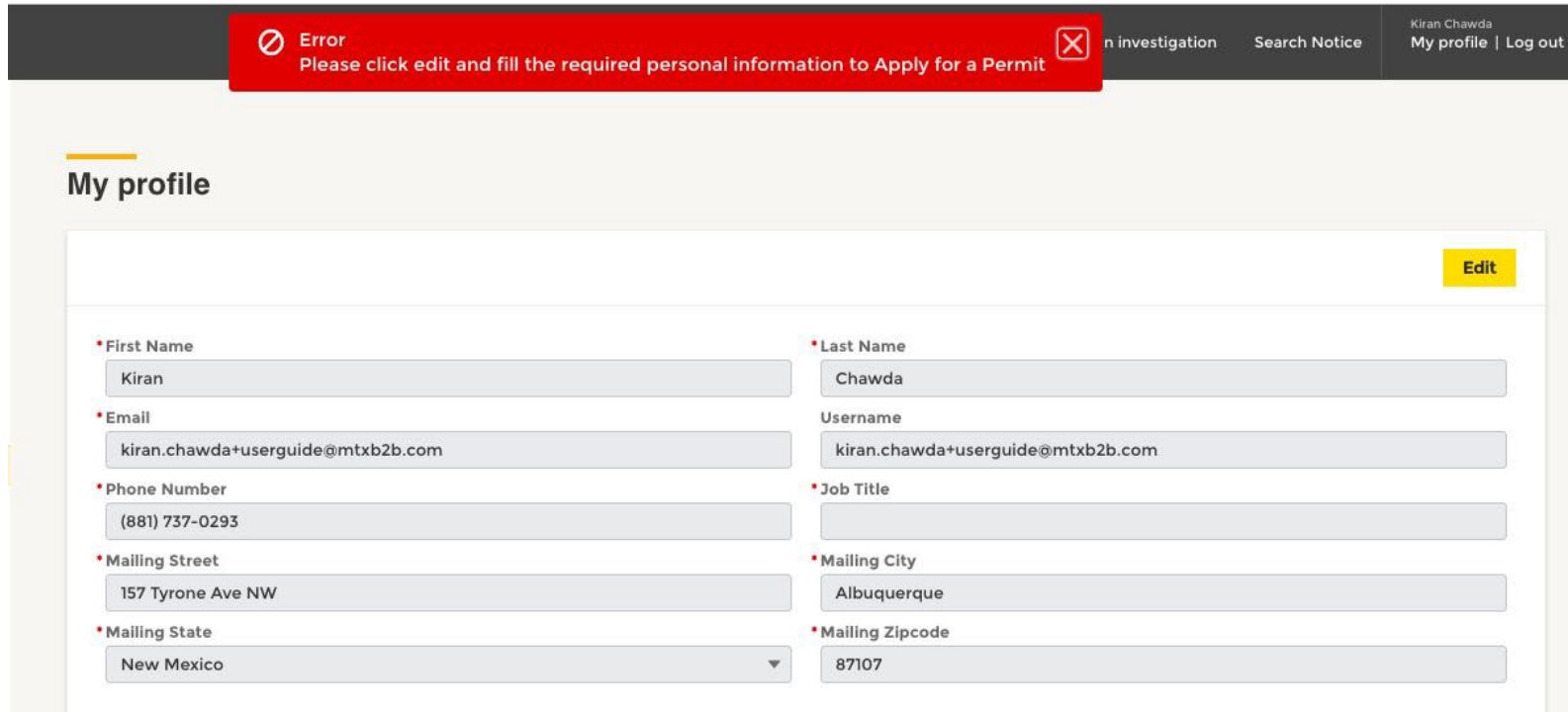
New Mexico Regulation and Licensing Department
 MANUFACTURED HOUSING DIVISION
 5500 San Antonio Dr. NE • Albuquerque, NM 87109 • Ph (505)222-9870
 Email: MHD.info@state.nm.us
 Web: NMRLD.GOV/MHD

- 5 The user will be redirected to the page where the password has to be generated. Please follow the instructions for the password and create a password for your account.



The screenshot shows the Salesforce 'Change Your Password' interface. At the top is the Salesforce logo. Below it, the heading 'Change Your Password' is centered. The main content area is a white box with a light gray border. It contains the following text: 'Enter a new password for kiran.chawda+userguide@mtxb2b.com. Make sure to include at least:'. Below this are three radio button options: '8 characters', '1 letter', and '1 number'. There are two required input fields: '* New Password' and '* Confirm New Password'. A 'Change Password' button is located below the input fields. At the bottom of the white box, it says 'Password was last changed on 7/27/2020 11:01 PM.'

- 6 After the user generates the password for their account, they will be redirected to the “My Profile” section where they need to complete the information on the page to continue with the portal. Click on “Edit,” fill in the information and then click on “Save to update the changes.



Error
Please click edit and fill the required personal information to Apply for a Permit

Kiran Chawda
My profile | Log out

My profile

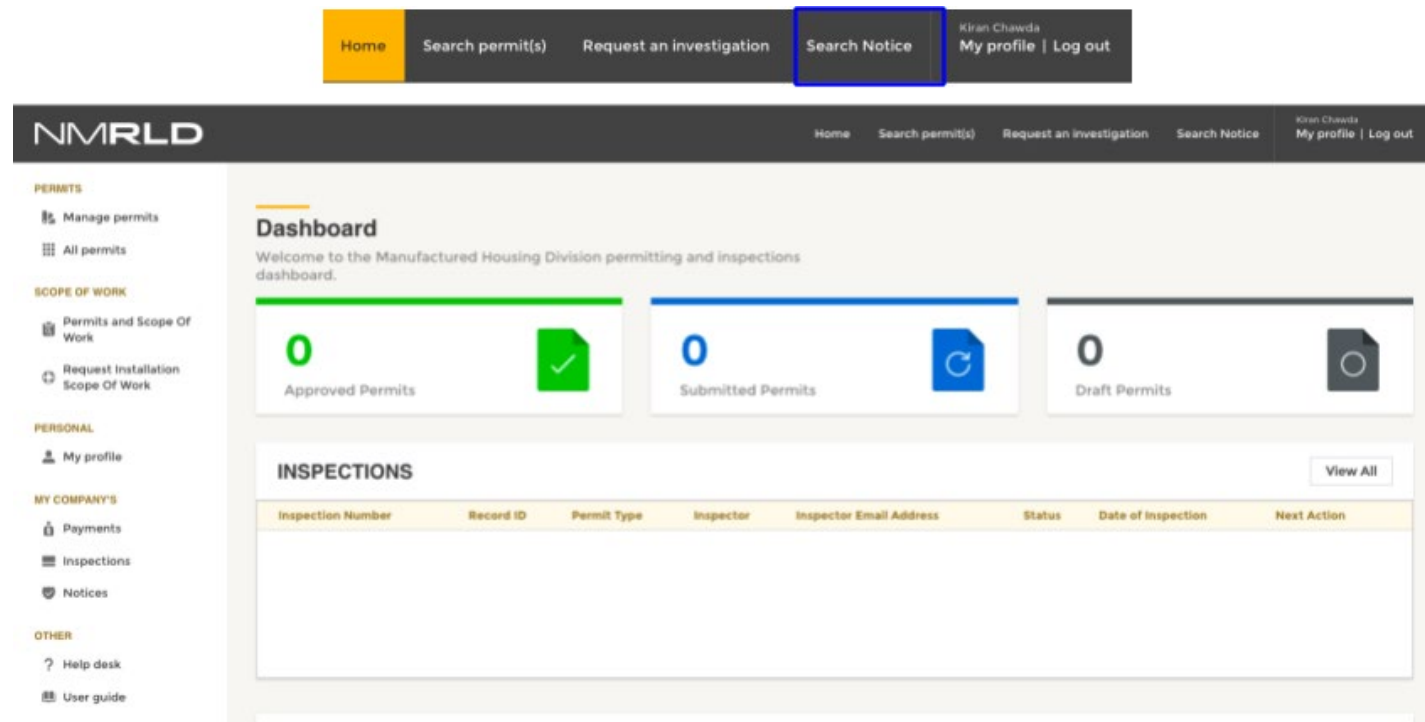
Edit

* First Name Kiran	* Last Name Chawda
* Email kiran.chawda+userguide@mtxb2b.com	Username kiran.chawda+userguide@mtxb2b.com
* Phone Number (881) 737-0293	* Job Title
* Mailing Street 157 Tyrone Ave NW	* Mailing City Albuquerque
* Mailing State New Mexico	* Mailing Zipcode 87107

Search Notices

1

The user can search for notices from the home page of the community portal. To search for a notice, click on the “Search for Notice” button at the top right of the page.



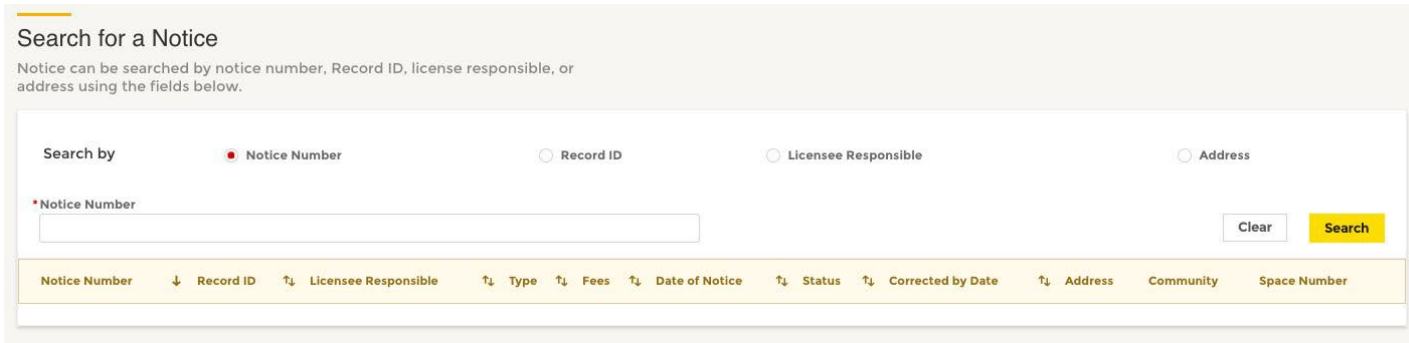
The screenshot shows the NMRLD Permitting Portal dashboard. At the top, there is a navigation bar with several buttons: Home, Search permit(s), Request an investigation, Search Notice (highlighted with a blue box), and a user profile section for Kiran Chawda with links for My profile and Log out. Below the navigation bar is the main dashboard area. On the left, there is a sidebar menu with categories: PERMITS (Manage permits, All permits), SCOPE OF WORK (Permits and Scope Of Work, Request Installation Scope Of Work), PERSONAL (My profile), MY COMPANY'S (Payments, Inspections, Notices), and OTHER (Help desk, User guide). The main dashboard content includes a 'Dashboard' section with a welcome message and three cards: 'Approved Permits' (0), 'Submitted Permits' (0), and 'Draft Permits' (0). Below this is an 'INSPECTIONS' section with a table header and a 'View All' button. The table header includes columns for Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action.

2

Once the user clicks on the button, he or she will be redirected to the page where they can share a notice number. The user can search for the notice from either of the following:

- Notice Number
- Record Id
- Licensee Responsible
- Address

Choose a type to search, fill in the information, and click on “Search.” The user will then see all the notices related to the search mentioned.



Search for a Notice
 Notice can be searched by notice number, Record ID, license responsible, or address using the fields below.

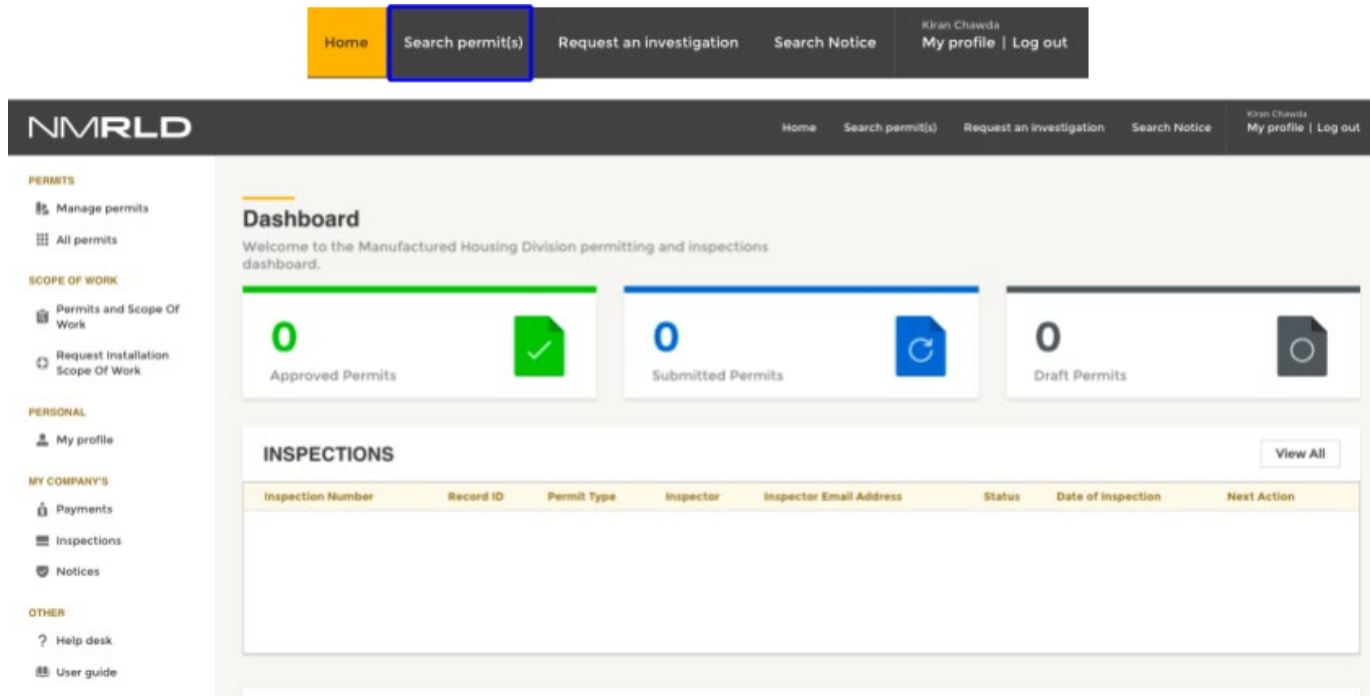
Search by Notice Number Record ID Licensee Responsible Address

*Notice Number

Notice Number	Record ID	Licensee Responsible	Type	Fees	Date of Notice	Status	Corrected by Date	Address	Community	Space Number
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Search Permits

- 1 The user can search for permits from the home page of the community portal. To search for permits, click on the “Search Permit(s)” button at the top right of the page.



The screenshot shows the NMRLD Permitting Portal Dashboard. At the top, there is a navigation bar with the following items: Home, Search permit(s) (highlighted with a blue box), Request an investigation, Search Notice, and a user profile section for Kiran Chawda with links for My profile and Log out. Below the navigation bar is the main dashboard area. On the left is a sidebar menu with categories: PERMITS (Manage permits, All permits), SCOPE OF WORK (Permits and Scope Of Work, Request installation Scope Of Work), PERSONAL (My profile), MY COMPANY'S (Payments, Inspections, Notices), and OTHER (Help desk, User guide). The main dashboard content includes a 'Dashboard' header with a welcome message, three summary cards for 'Approved Permits' (0), 'Submitted Permits' (0), and 'Draft Permits' (0), and an 'INSPECTIONS' table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action. A 'View All' button is located to the right of the table header.

- 2 Once the user clicks on the button, he or she will be redirected to the page where he or she can share the notices. The user can search for the notice from either of the following:
- Record Id
 - Permit Holder Name
 - License Number
 - Licensee Name
 - Address
- Choose a type to search, fill in the information, and click on “Search.” The user would get all the permits related to the search mentioned.

Search for a Permit

Permit can be searched by Record ID, holder name, license number, license name, or address using the fields below.

Search by Record ID Permit Holder Name License Number Licensee Name Address

*Record ID

Record ID	Status	Status Reason	Permit Holder Name	License Number	Licensee Name	Address	Community	Space Number	Action

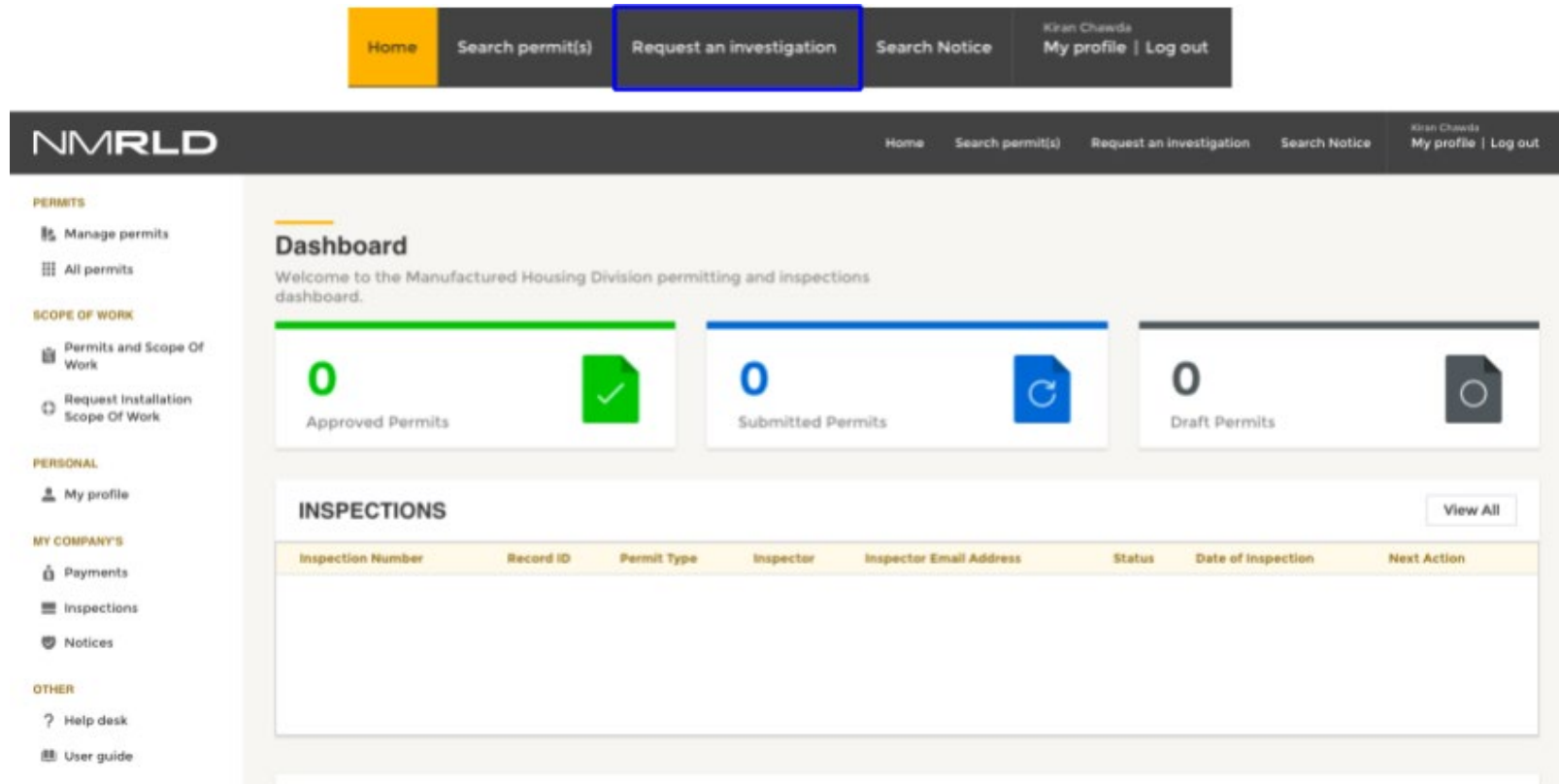
- 3 Let’s try searching for all the permits held by Kiran. For the same, click on Permit Holder Name and write “Kiran” in the text box and click on Search.

Record ID	Status	Status Reason	Permit Holder Name	License Number
A-000004	Draft		Kiran UAT	12
A-000018	Draft		Kiran UAT	12

Request an Investigation

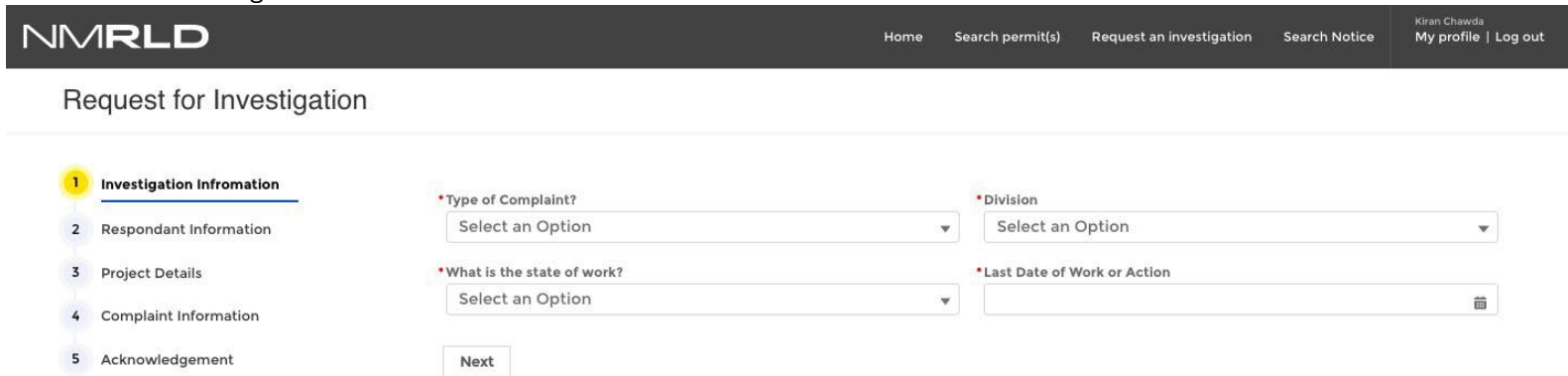
1

The user can request for investigation from the home page of the community portal. To request an investigation, click on “Request an investigation” button at the top right corner of the page.



The screenshot shows the NMRLD Permitting Portal dashboard. At the top, there is a navigation bar with the following items: Home, Search permit(s), Request an investigation (highlighted with a blue box), Search Notice, and Kiran Chawla My profile | Log out. Below this is a secondary navigation bar with the same items. The main content area is titled 'Dashboard' and includes a welcome message: 'Welcome to the Manufactured Housing Division permitting and inspections dashboard.' There are three summary cards: 'Approved Permits' (0), 'Submitted Permits' (0), and 'Draft Permits' (0). Below these is an 'INSPECTIONS' section with a table header and a 'View All' button. The table header includes columns for Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action.

2 Once the user clicks on the button, they will automatically navigate to the page where they can submit the information related to the investigation.

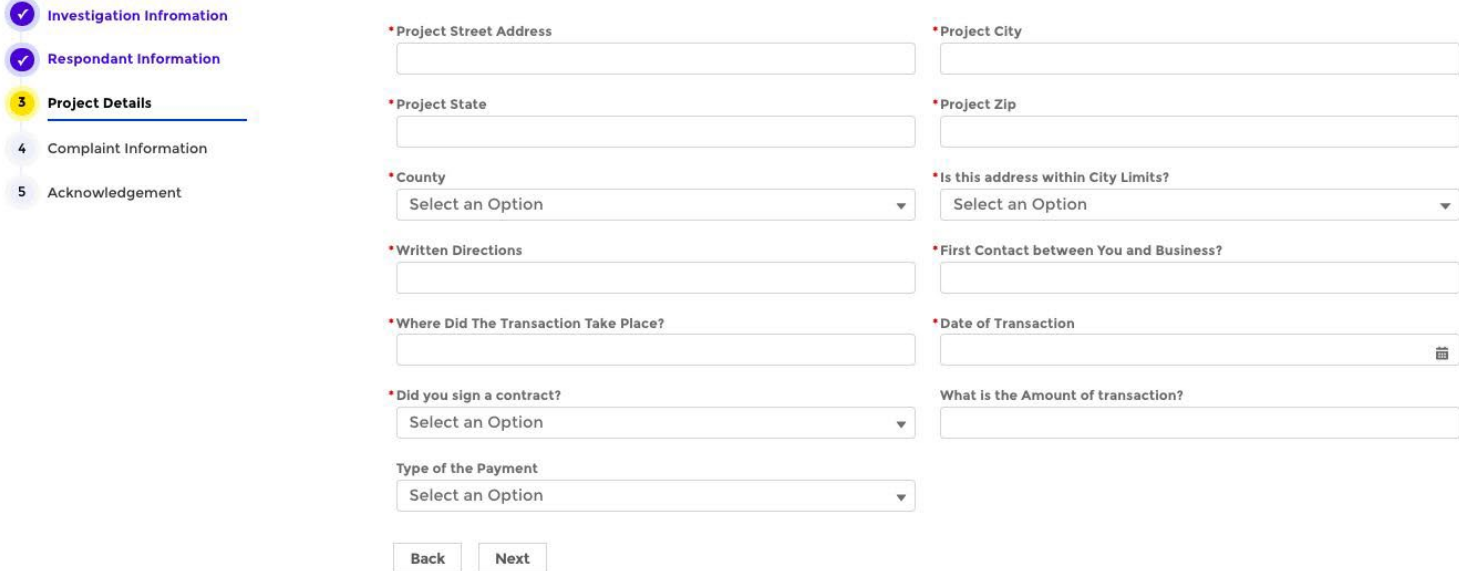



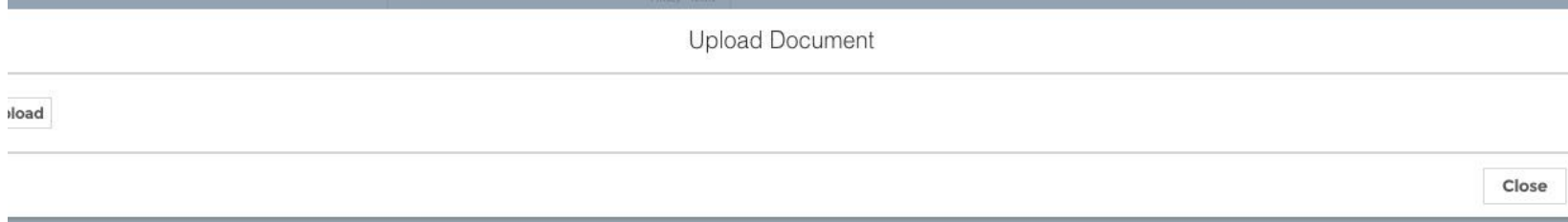
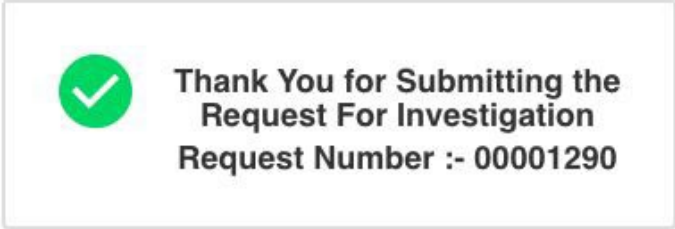
3 Step 1, fill the information including:

- Type of Complaint
- Division
- What is the state of the work
- Last Date of Work or Action

Once you fill in the information click on Next to continue.


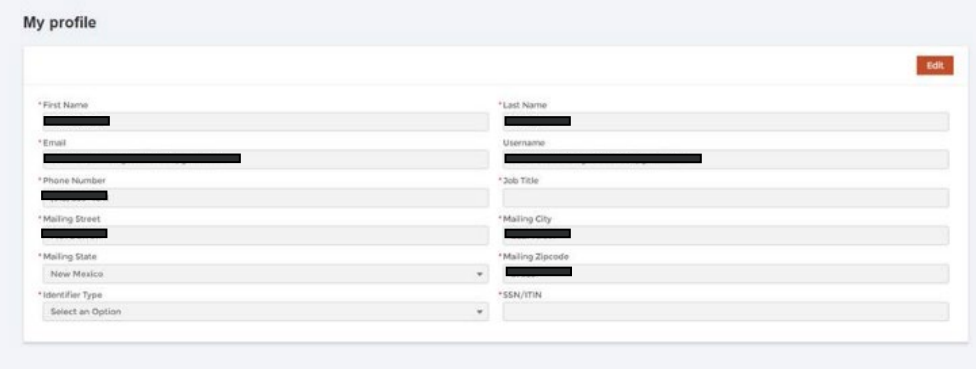


<p>4</p>	<p>On Step 2, fill in the information on the respondent. Please note that the fields with the red asterisk mark (*) are the required field and the others are optional to fill in. Fill all the requisite information and click on “Next” to continue.</p> 
<p>5</p>	<p>Fill in the project details on Step 3 and click on Next to move to the complaint information. On complaint information, the user will need to fill in the details of the complaint and click on Next to move further. Acknowledge the investigation request and click on either:</p> <ul style="list-style-type: none"> • Submit • Submit with document 

6	<p>When the user clicks on “Submit with Document,” they will be redirected to the “upload document” screen. They can upload the document and click on “Close” to submit the request for an investigation.</p> 
7	<p>After the process is completed, the user will receive the message on the screen with the request number for the investigation.</p> 

PORTAL

Complete Profile Registration

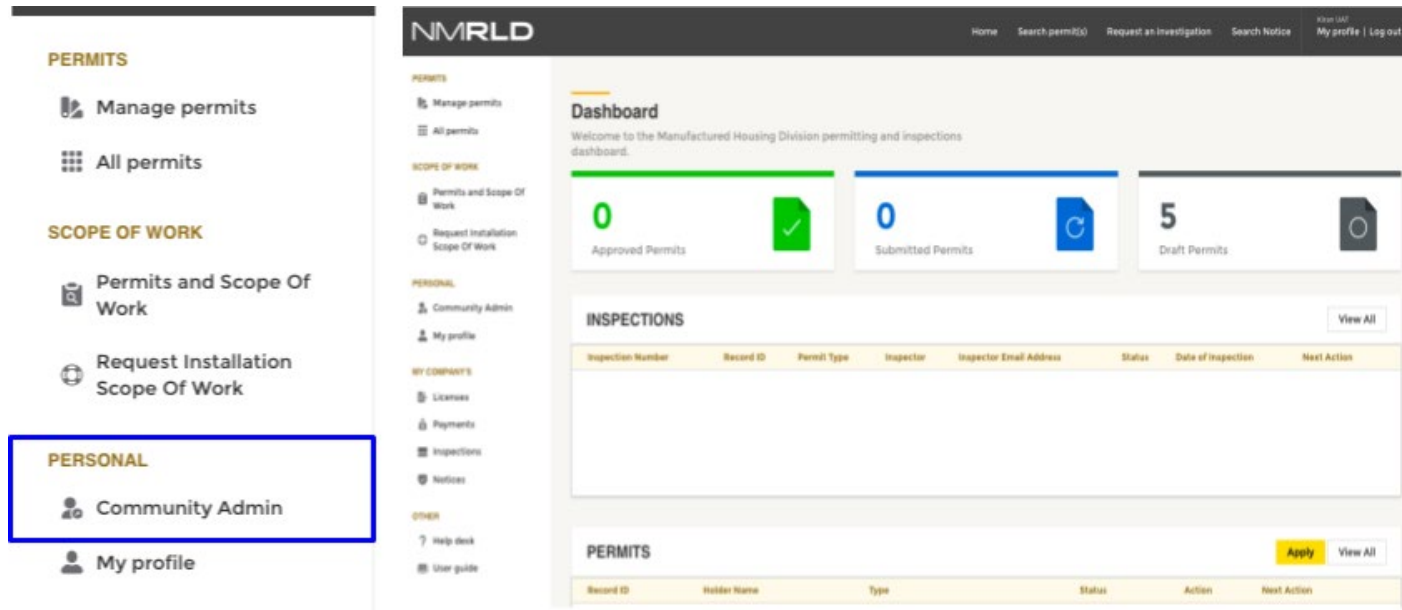
1	<p>To complete the profile information, the user should click on “My Profile” at the top right corner of the page below the name of the user.</p>  <p>A dark grey dropdown menu is shown with the text "Kiran Chawda" at the top. Below it are two options: "My profile" and "Log out", both in white text.</p>
2	<p>Once the user clicks on My profile, they will be redirected to the My Profile page where they can edit the profile details. To edit the details, click on “Edit.” Then fill in the information and click on save to update the changes. Please note: to be compliant with the Parental Responsibilities Act, licensees must submit their social security number.</p>  <p>The screenshot shows a "My profile" form with an "Edit" button in the top right corner. The form contains the following fields:</p> <ul style="list-style-type: none"> *First Name *Last Name *Email Username *Phone Number *Job Title *Mailing Street *Mailing City *Mailing State (dropdown menu with "New Mexico" selected) *Mailing Zipcode *Identifier Type (dropdown menu with "Select an Option" selected) SSN/ITIN

LICENSED PROFESSIONALS

Community Admin Actions

ADDING A USER

- 1 Login to the community portal with the help of the credentials. Navigate to the community admin tab from the panel available on the left side of the page and click on it.



The screenshot displays the NMRLD Permitting Portal interface. On the left, a navigation sidebar is visible with the following sections:

- PERMITS**
 - Manage permits
 - All permits
- SCOPE OF WORK**
 - Permits and Scope Of Work
 - Request Installation Scope Of Work
- PERSONAL** (highlighted with a blue box)
 - Community Admin
 - My profile

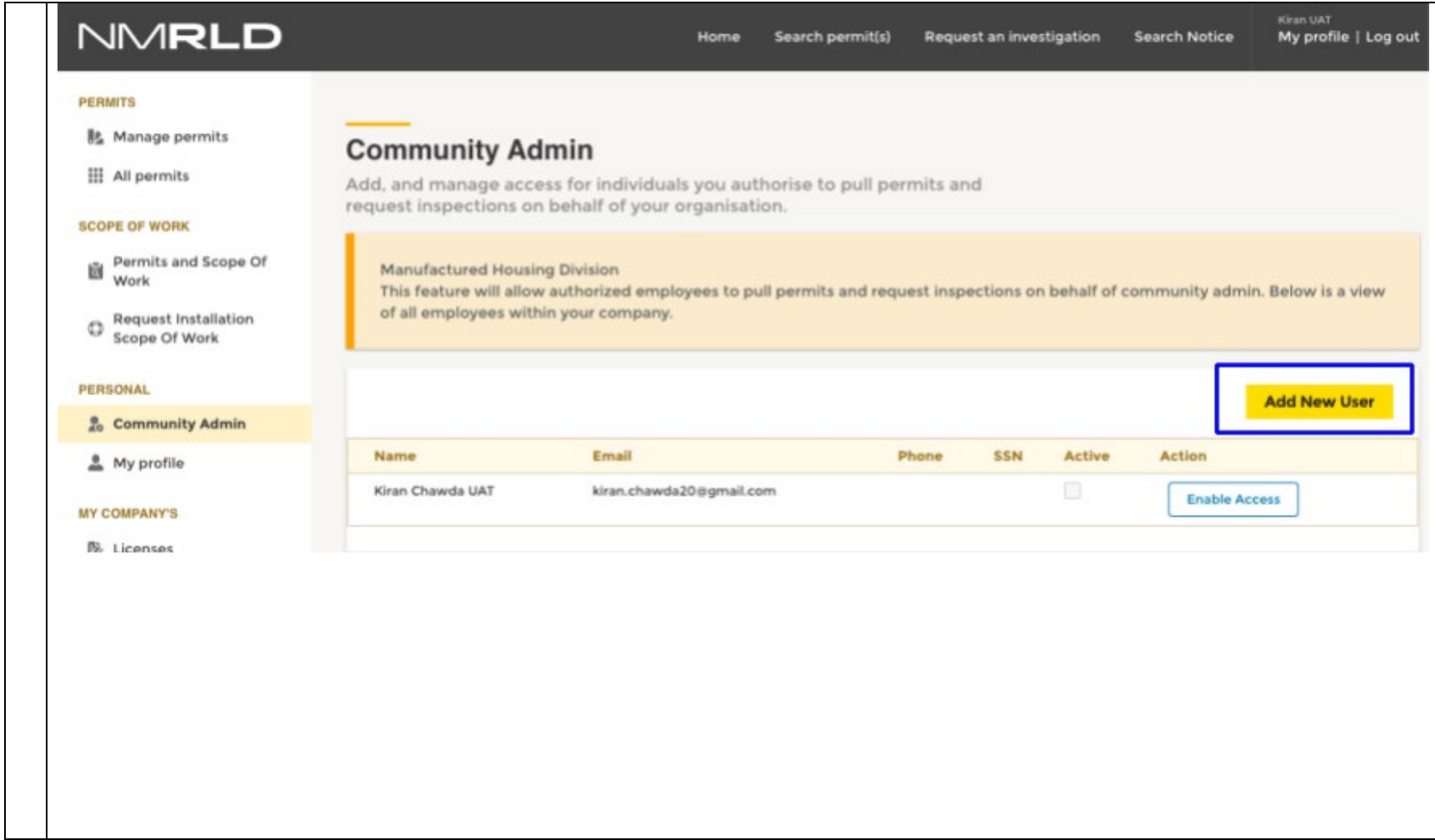
The main content area shows a 'Dashboard' with the following statistics:

- Approved Permits: 0
- Submitted Permits: 0
- Draft Permits: 5

Below the dashboard, there are two tables:

- INSPECTIONS**: A table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, Next Action. A 'View All' button is present.
- PERMITS**: A table with columns: Record ID, Holder Name, Type, Status, Action, Next Action. An 'Apply' button and a 'View All' button are present.

- 2 Once the user clicks on “Community Admin,” they will be redirected to the page for community admin. From there, click on the “Add New User” button to add a new user to the community.



The screenshot shows the 'Community Admin' page in the NMRLD portal. The page title is 'Community Admin' with a subtitle 'Add, and manage access for individuals you authorise to pull permits and request inspections on behalf of your organisation.' Below this is a yellow information box for the 'Manufactured Housing Division' explaining the feature. A table lists the current community admin users, with one entry for 'Kiran Chawda UAT'. An 'Add New User' button is highlighted with a blue box in the top right corner of the table area.

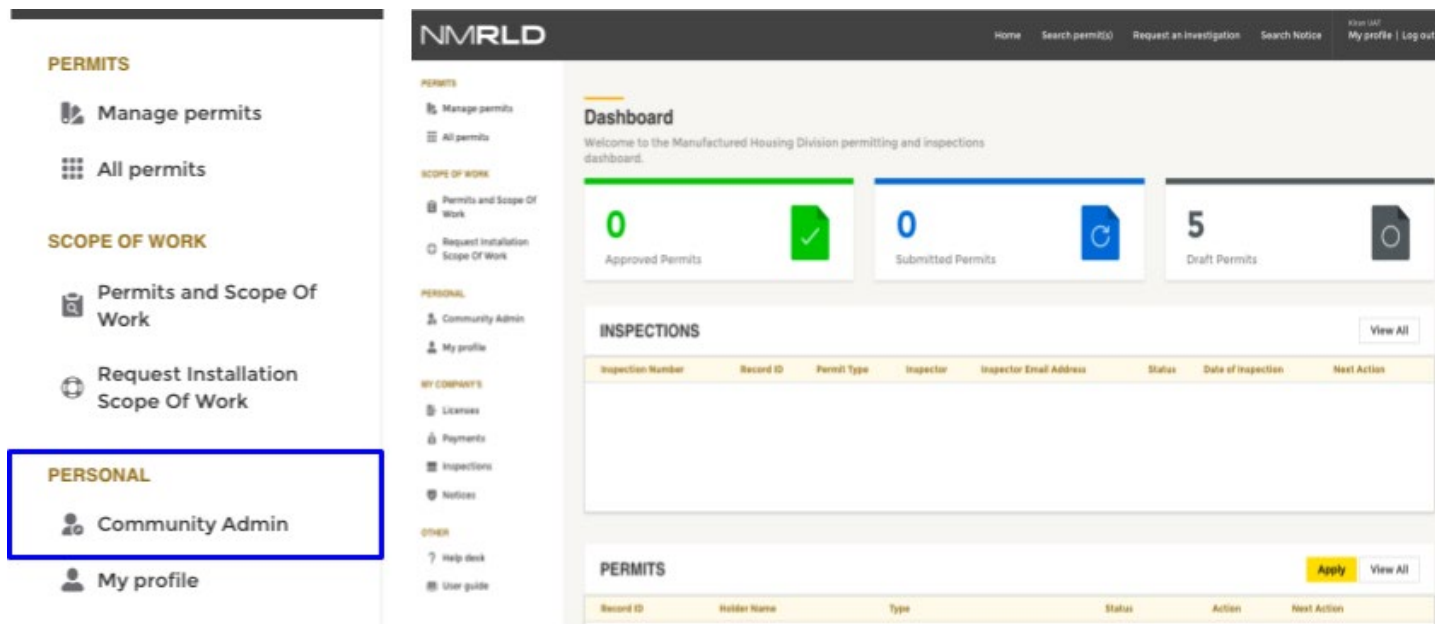
Name	Email	Phone	SSN	Active	Action
Kiran Chawda UAT	kiran.chawda20@gmail.com			<input type="checkbox"/>	Enable Access

3 Fill in the requisite information and click on Save to create a new user in the community.

	<div style="text-align: center;">Add New User</div> <p>Please enter the following information and the User will receive an email notification to setup his password to the NM RLD Community Portal</p> <p> <input type="text"/> First Name <input type="text"/> Last Name <input type="text"/> Email Address <input type="text"/> Phone Number <input type="text"/> SSN <input type="text"/> Job Title <input type="text"/> Mailing Street <input type="text"/> Mailing City <input type="text"/> Mailing State (undefined) <input type="text"/> Mailing Zip </p> <p><input type="checkbox"/> By clicking Agree and Continue, I hereby acknowledge and agree that the secure access is assigned personally to me and that I am solely and individually responsible for my or my organization's access to and use of the account pursuant to that all statutory and regulations as</p> <p style="text-align: right;"> <input type="button" value="Cancel"/> <input type="button" value="Save"/> </p>
4	<p>After clicking on Save, the user record will be created and it will be available in the list of users. The user can manage the list of users who are authorized to pull permits and request inspections on behalf of the organization.</p>

REVOKING ACCESS FOR A USER

- 1 Login to the community portal with the help of the credentials. Navigate to the community admin tab from the panel available on the left side of the page and click on it.



The screenshot displays the NMRLD community portal interface. On the left, a navigation sidebar is visible with the following sections:

- PERMITS**
 - Manage permits
 - All permits
- SCOPE OF WORK**
 - Permits and Scope Of Work
 - Request Installation Scope Of Work
- PERSONAL** (highlighted with a blue box)
 - Community Admin
 - My profile

The main content area shows the 'Dashboard' with the following statistics:

- Approved Permits: 0
- Submitted Permits: 0
- Draft Permits: 5

Below the dashboard, there are two table sections:

- INSPECTIONS**: A table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of inspection, Next Action. A 'View All' button is present.
- PERMITS**: A table with columns: Record ID, Holder Name, Type, Status, Action, Next Action. An 'Apply' button and a 'View All' button are present.

2 Click on the community tab and the user will see the list of available users in the system. The user could see the list of available users in the system. From the list, choose the user for which the access has to be revoked and click on the “Remove Access” button.



Add New User

Name	Email	Phone	SSN	Active	Action
Kiran Chawda UAT	kiran.chawda20@gmail.com			<input checked="" type="checkbox"/>	Remove Access

3 The user will be prompted to confirm the action. Click on Yes to continue and the access will be revoked for the user.



This feature will allow authorized employees to pull permits and request inspections on

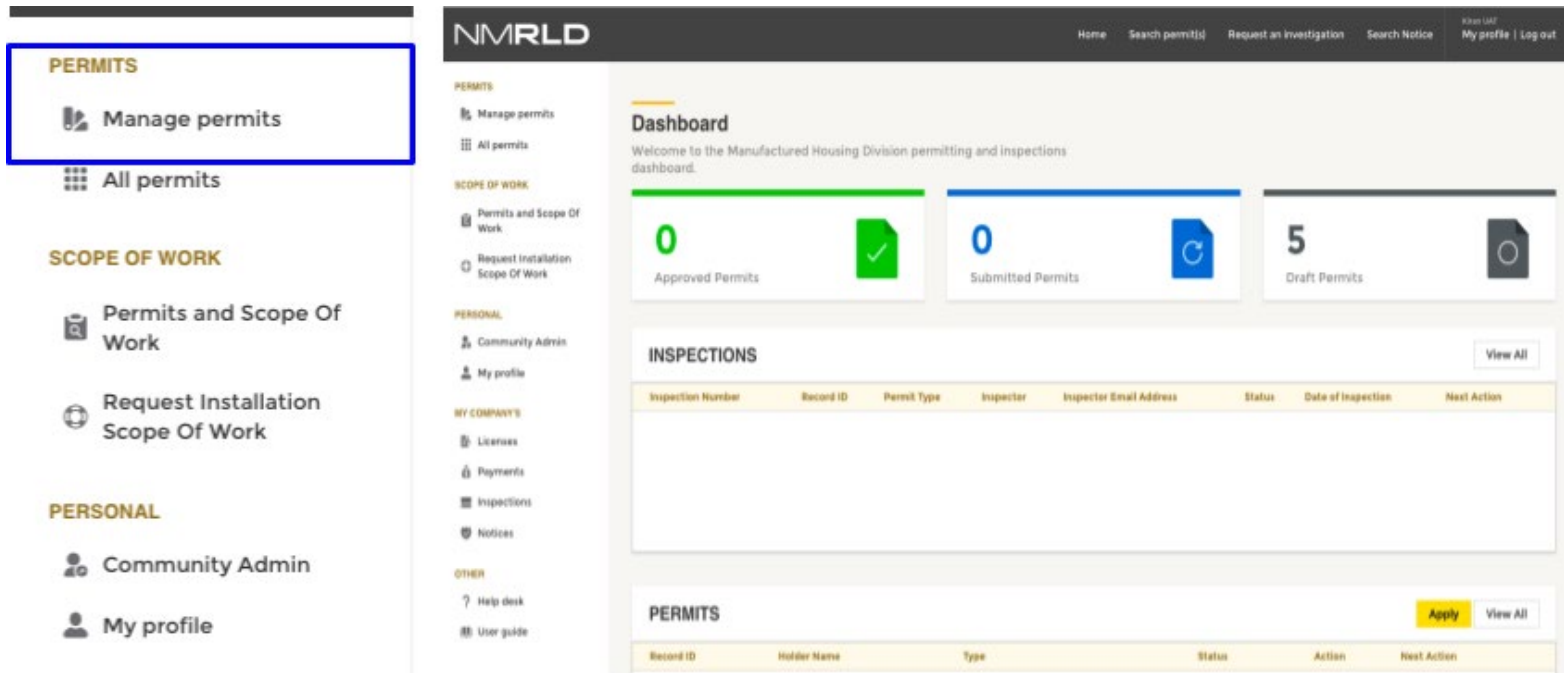
Confirm

Are you sure you want to remove access for this User?

Kiran Test kiran.chawda+test@mtxb2b.com

Licensed Professional Permit Application

- 1 Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.



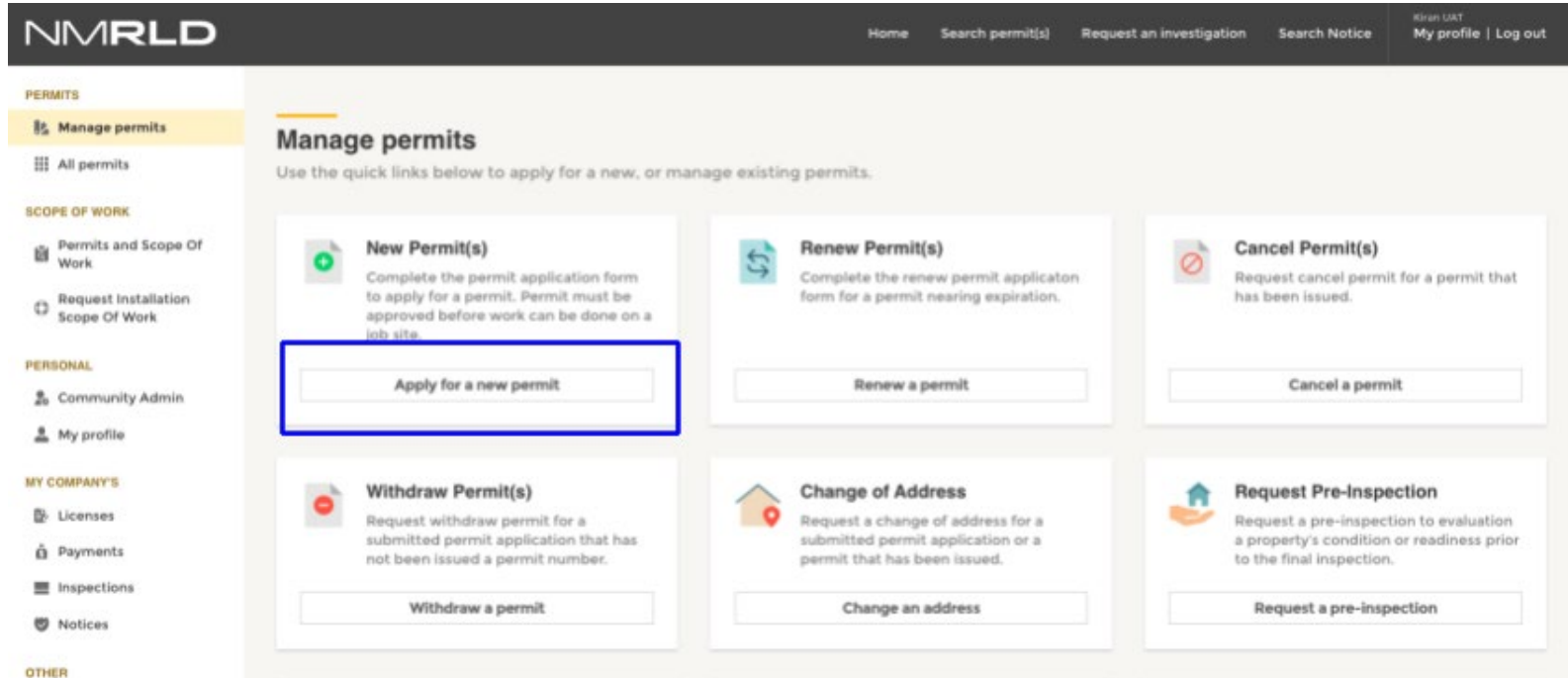
The screenshot displays the NMRLD Permitting Portal interface. On the left, a navigation sidebar is visible with the following sections:

- PERMITS**
 - Manage permits (highlighted with a blue box)
 - All permits
- SCOPE OF WORK**
 - Permits and Scope Of Work
 - Request Installation Scope Of Work
- PERSONAL**
 - Community Admin
 - My profile
- OTHER**
 - Help desk
 - User guide

The main dashboard area features a header with the NMRLD logo and navigation links: Home, Search permit(s), Request an Investigation, Search Notice, and user options (My profile, Log out). The dashboard content includes:

- Dashboard**: Welcome to the Manufactured Housing Division permitting and inspections dashboard.
- Permit Status Cards**:
 - Approved Permits: 0
 - Submitted Permits: 0
 - Draft Permits: 5
- INSPECTIONS**: A table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, Next Action. A 'View All' button is present.
- PERMITS**: A table with columns: Record ID, Holder Name, Type, Status, Action, Next Action. 'Apply' and 'View All' buttons are present.

- 2 When the user clicks on the Manage Permits tab, he will be redirected to the page of managing permits. They can see different options on the page. Now click on “Apply for a new permit.”



NMRLD Home Search permit(s) Request an investigation Search Notice USER LIST My profile | Log out

PERMITS

- Manage permits
- All permits

SCOPE OF WORK

- Permits and Scope Of Work
- Request Installation Scope Of Work

PERSONAL

- Community Admin
- My profile

MY COMPANY'S

- Licenses
- Payments
- Inspections
- Notices

OTHER

Manage permits

Use the quick links below to apply for a new, or manage existing permits.

New Permit(s)
Complete the permit application form to apply for a permit. Permit must be approved before work can be done on a job site.

[Apply for a new permit](#)

Renew Permit(s)
Complete the renew permit application form for a permit nearing expiration.

[Renew a permit](#)

Cancel Permit(s)
Request cancel permit for a permit that has been issued.

[Cancel a permit](#)

Withdraw Permit(s)
Request withdraw permit for a submitted permit application that has not been issued a permit number.

[Withdraw a permit](#)

Change of Address
Request a change of address for a submitted permit application or a permit that has been issued.

[Change an address](#)

Request Pre-Inspection
Request a pre-inspection to evaluation a property's condition or readiness prior to the final inspection.

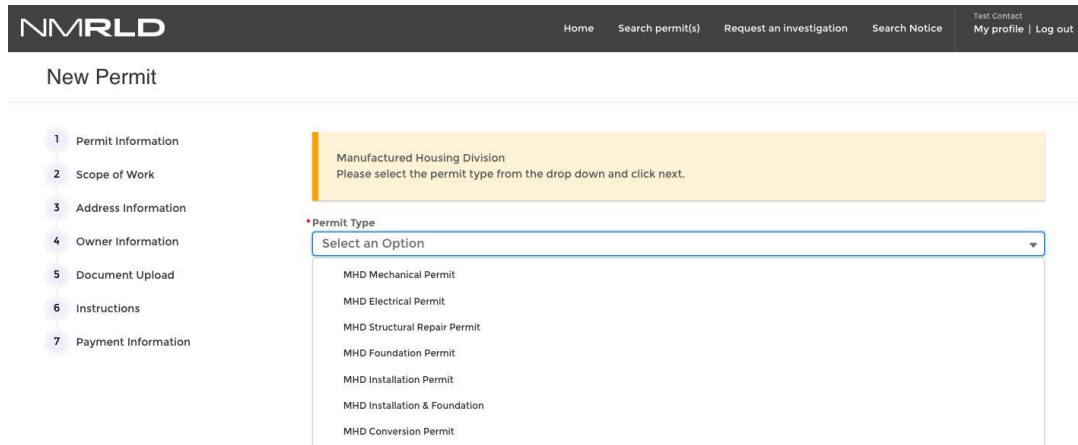
[Request a pre-inspection](#)

3 After clicking on the button, the user will be redirected to the new permit application page. The user can see a list of 7 steps to be completed for a new application. Let's look step by step on how and what to fill in these steps.

New Permit

- 1 Permit Information
- 2 Scope of Work
- 3 Address Information
- 4 Owner Information
- 5 Document Upload
- 6 Instructions
- 7 Payment Information

4 On Step1, choose the permit type and click on “Next.”



NMRLD Home Search permit(s) Request an Investigation Search Notice Test Contact My profile | Log out

New Permit


- 1 Permit Information
- 2 Scope of Work
- 3 Address Information
- 4 Owner Information
- 5 Document Upload
- 6 Instructions
- 7 Payment Information

Manufactured Housing Division
Please select the permit type from the drop down and click next.

*Permit Type
Select an Option

- MHD Mechanical Permit
- MHD Electrical Permit
- MHD Structural Repair Permit
- MHD Foundation Permit
- MHD Installation Permit
- MHD Installation & Foundation
- MHD Conversion Permit

5 When the user clicks on Next, they will be redirected to the second page for inputs on “Scope of Work.” Click on New and select the scope of work. Click on save and next to continue the application.



New Scope of Work

*Work Type
Select an Option

Cancel Save

6 Fill in the information for the address and click on Next to move to step 4.

Record ID: A-000062 Delete

- Permit Information
- Scope of Work
- Address Information
- Owner Information**
- Document Upload
- Instructions
- Payment Information

Manufactured Housing Division
Please enter all homeowner information.
Please enter the information on the Manufactured Home

Homeowner Information

*Homeowner Name *Homeowner Telephone Number

Homeowner Email Homeowner Address

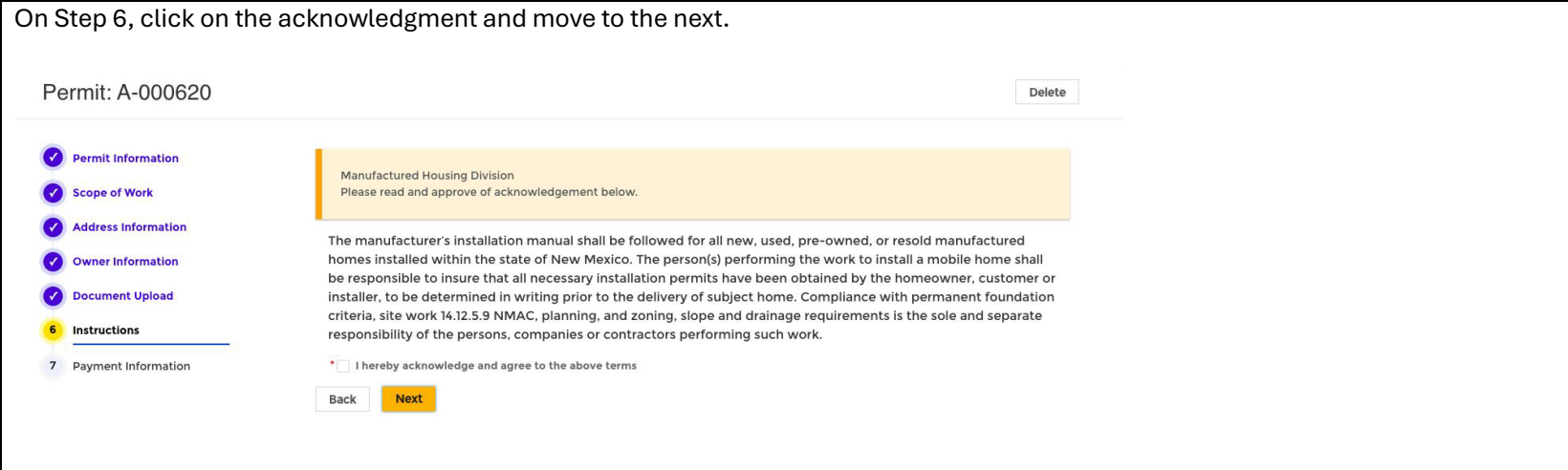
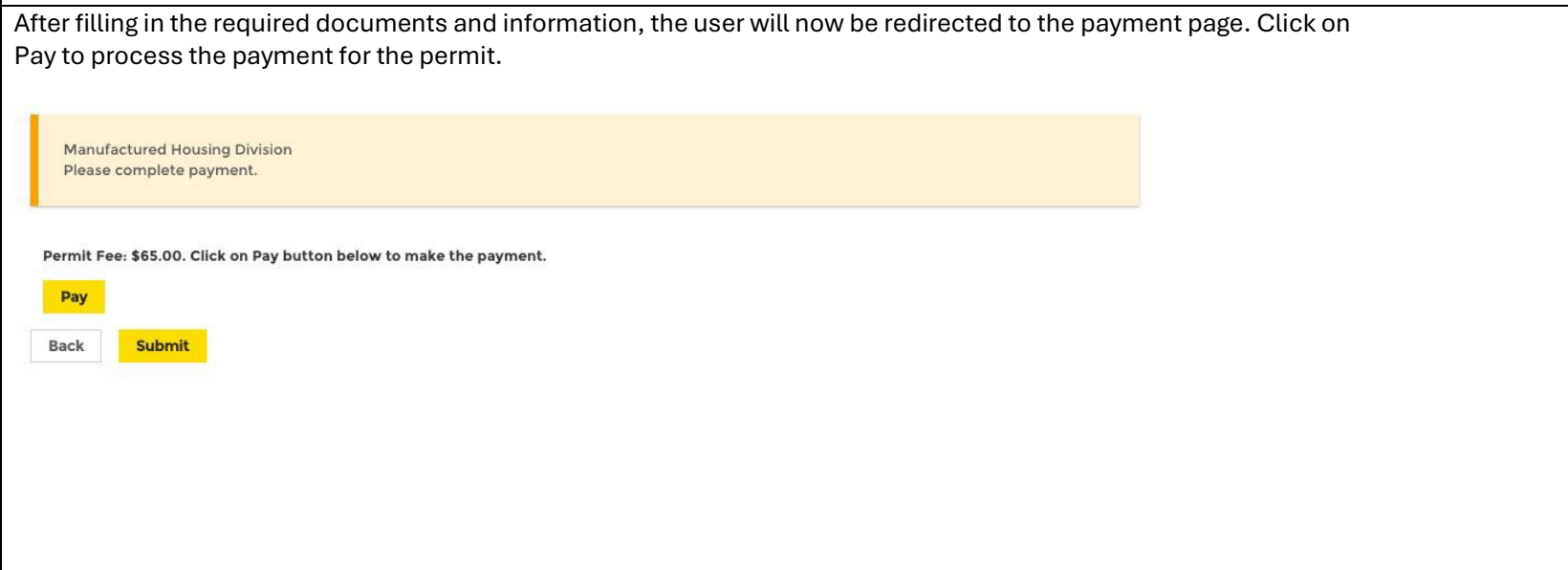
Home Information

*Project Name *Manufacturer

7 After filling in the details, reach to the next step for uploading the documents for permit. Click on upload, select the document to upload, and click on done. Click on Next to continue.

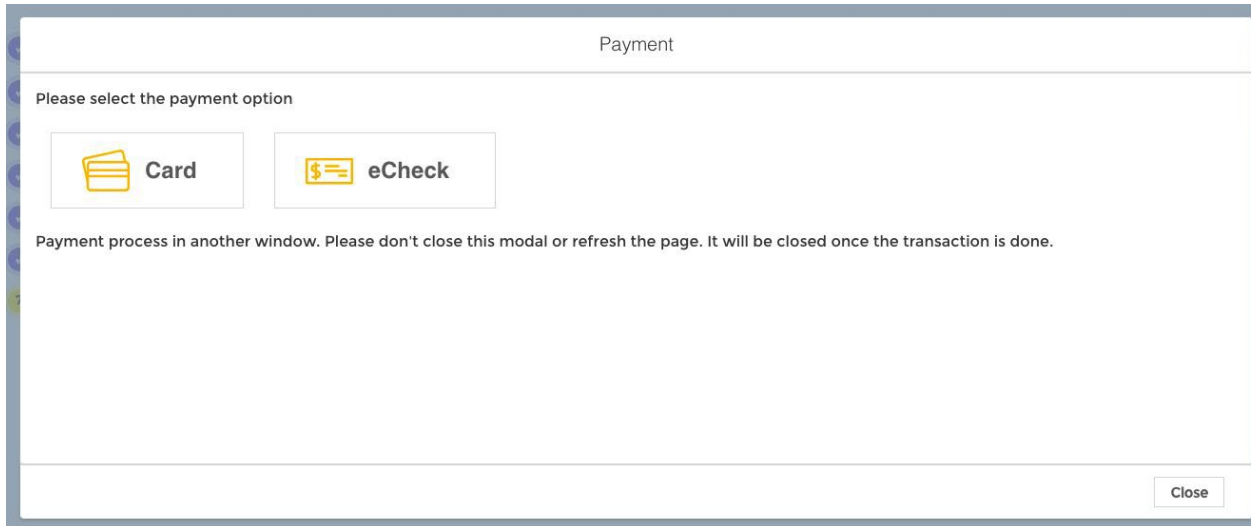
Manufactured Housing Division
Please upload all supporting documents needed for the permit.
Make sure to click Submit to Resubmit the application with revisioned plans.

Document Category	Status	Upload Document	Uploaded Document	Permit Holder's Comments
*Engineered drawings Engineer Letter Manufacturer Plan	Draft	<input type="button" value="Upload"/>		<input type="text"/>

<p>8</p>	<p>On Step 6, click on the acknowledgment and move to the next.</p> 
<p>9</p>	<p>After filling in the required documents and information, the user will now be redirected to the payment page. Click on Pay to process the payment for the permit.</p> 



10

Choose the payment option to proceed.



Payment

Please select the payment option

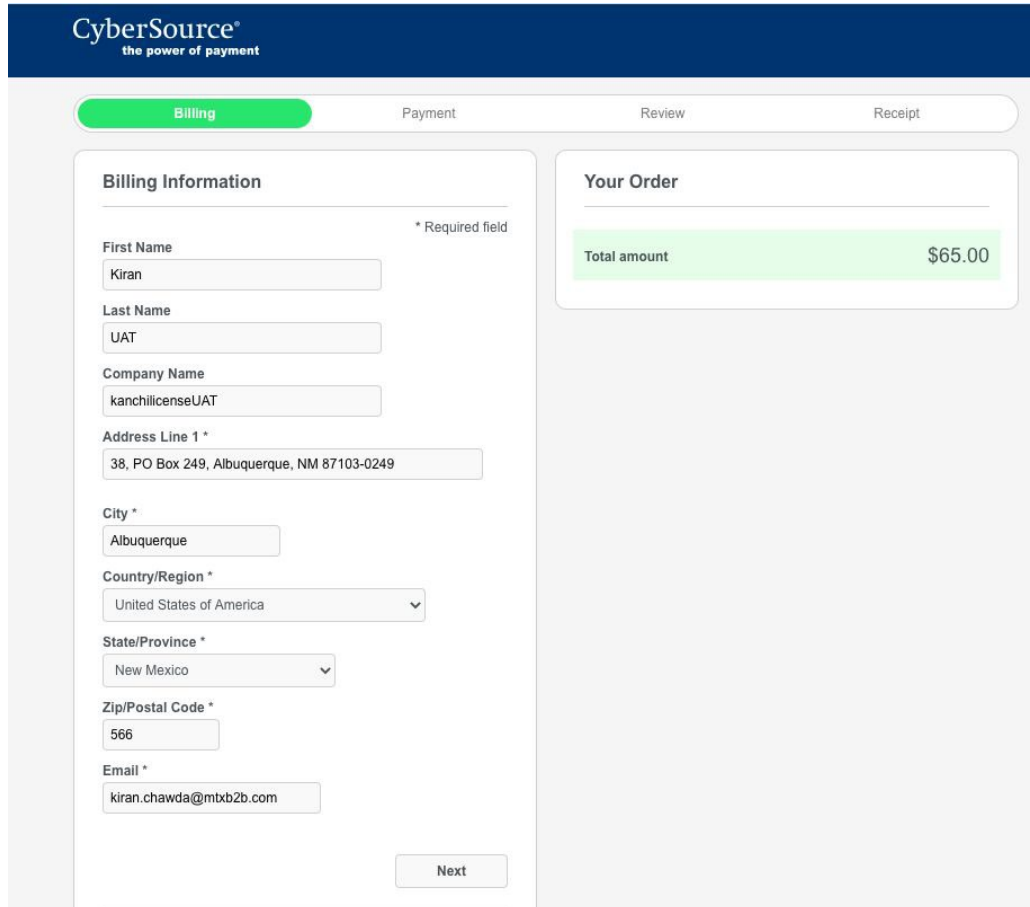
 Card  eCheck

Payment process in another window. Please don't close this modal or refresh the page. It will be closed once the transaction is done.

Close

11

After clicking on the option you will be redirected to the payment gateway page. Confirm the billing information and click on Next to continue.



CyberSource®
the power of payment

Billing Payment Review Receipt

Billing Information * Required field

First Name
Kiran

Last Name
UAT

Company Name
kanchlicenseUAT

Address Line 1 *
38, PO Box 249, Albuquerque, NM 87103-0249

City *
Albuquerque

Country/Region *
United States of America

State/Province *
New Mexico

Zip/Postal Code *
566

Email *
kiran.chawda@mtxb2b.com

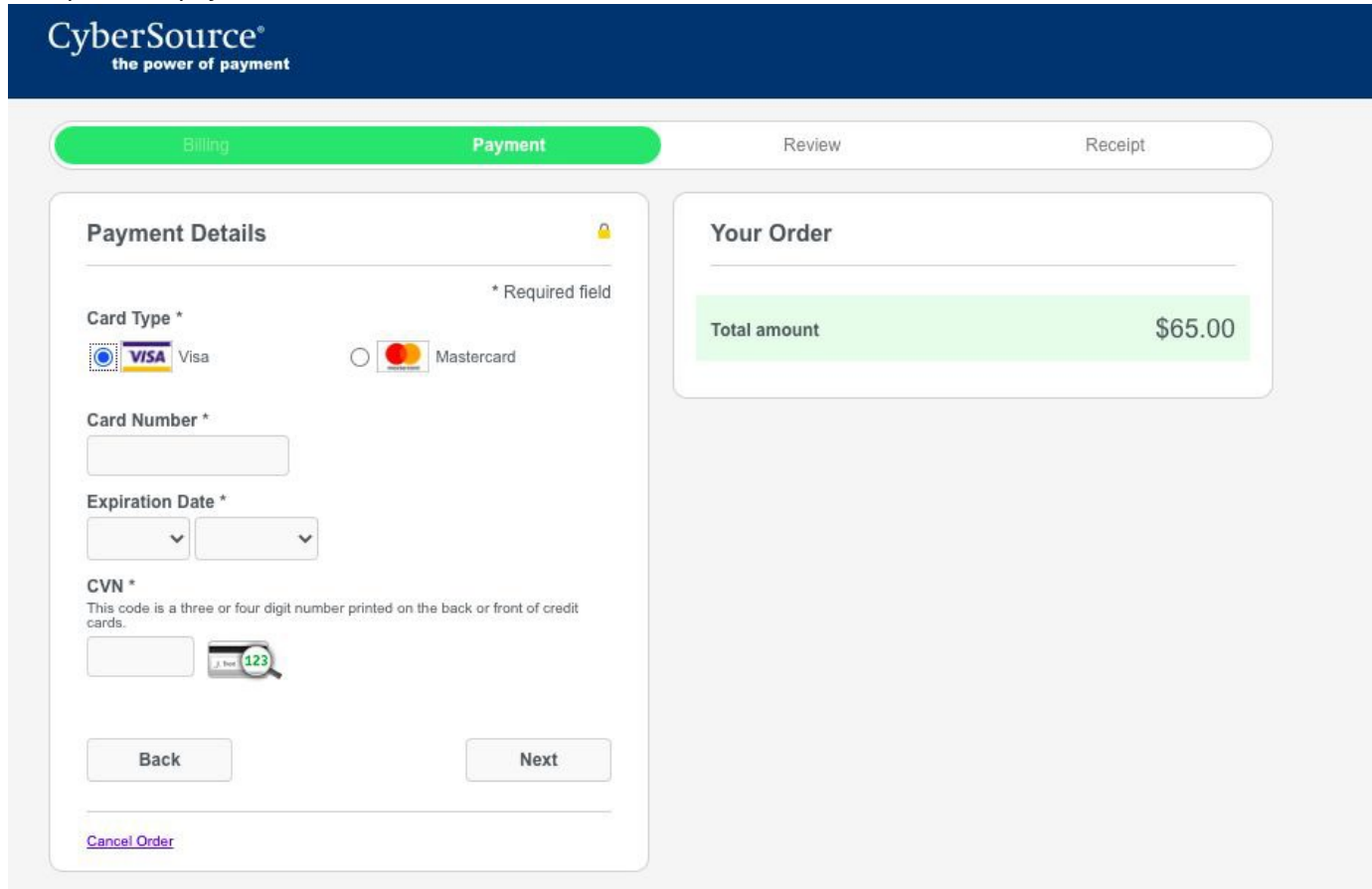
Next

Your Order

Total amount \$65.00


12

Complete the payment details and click on the Next button.





CyberSource
the power of payment

Billing **Payment** Review Receipt

Payment Details 

* Required field

Card Type *


 Visa  Mastercard

Card Number *

Expiration Date *

CVN *

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

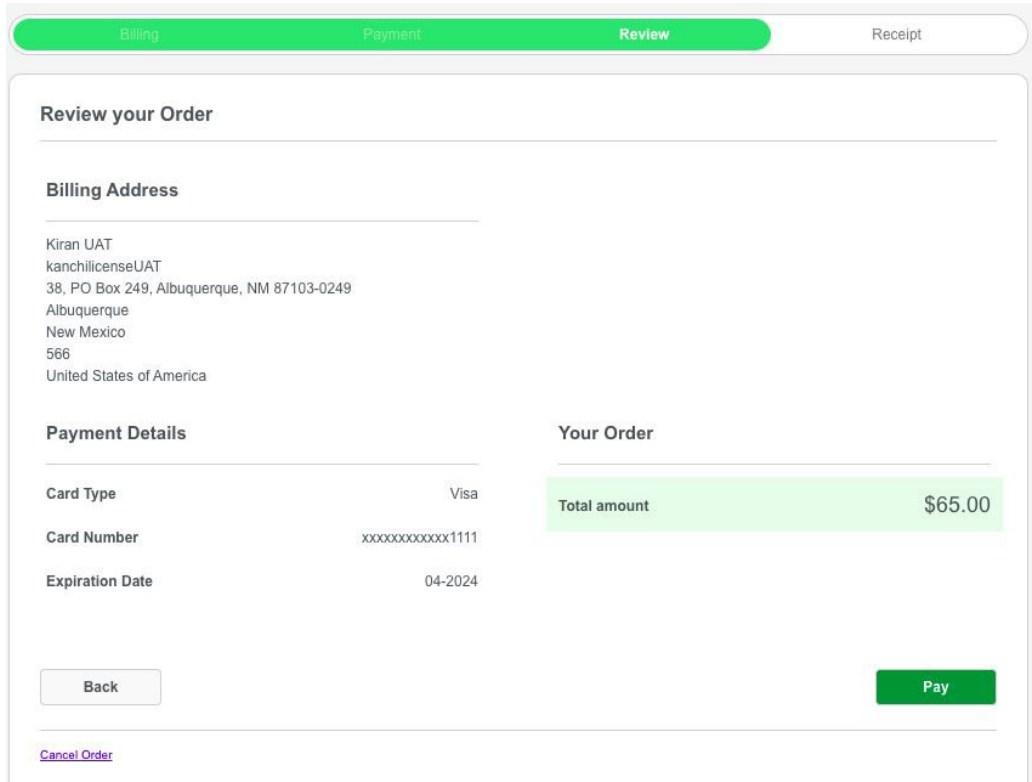


[Cancel Order](#)

Your Order

Total amount \$65.00

13 Review the order and click on pay to finish the payment. There's a smaller button for "Cancel Order" as well on the page if the user wants to cancel the order at any point in time.



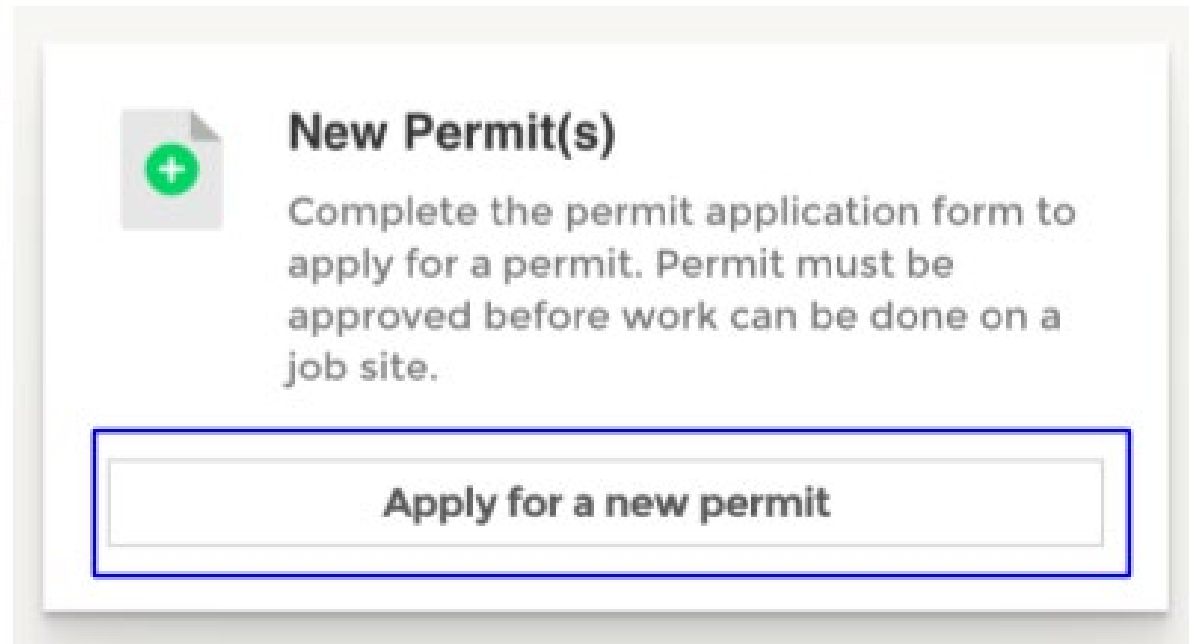
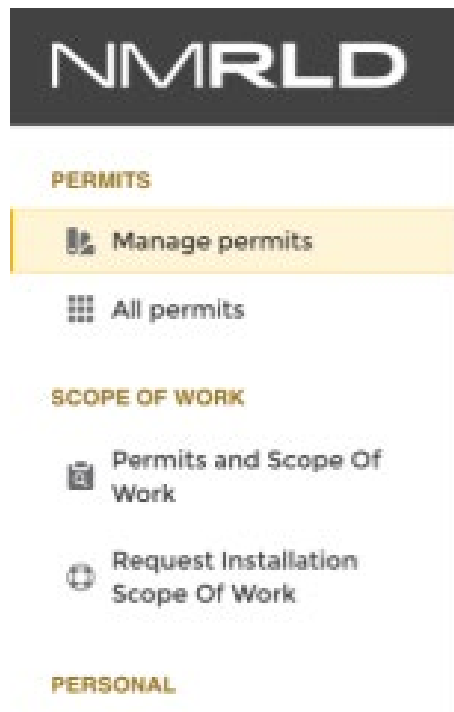
The screenshot displays the 'Review your Order' page. At the top, a progress bar includes 'Billing', 'Payment', 'Review' (highlighted), and 'Receipt'. Below the title 'Review your Order', there are three main sections: 'Billing Address', 'Payment Details', and 'Your Order'. The 'Billing Address' section lists: Kiran UAT, kanchilicenseUAT, 38, PO Box 249, Albuquerque, NM 87103-0249, Albuquerque, New Mexico, 566, United States of America. The 'Payment Details' section shows: Card Type: Visa, Card Number: xxxxxxxxxxxx1111, and Expiration Date: 04-2024. The 'Your Order' section shows: Total amount: \$65.00. At the bottom, there are buttons for 'Back', 'Pay', and a link for 'Cancel Order'.

14 Once the payment is complete, the user will be redirected to the portal and can see the payment completion information. Click on the submit button to submit the permit. Upon successful submission, the user will receive the confirmation screen saying that the permit has been received.

HOMEOWNERS

Homeowner Permit Application

- 1 After registering on the portal, the homeowners can apply for permits from the homepage. To create a permit from the portal click on the “Manage Permits” which will navigate the user to the page wherein the user can find quick links to apply for a new permit or manage an existing permit. Click on “Apply for a new permit button” on the card of New permit to proceed further.



- 2 From there the user will be navigated to the new permit page to fill in the details. Homeowners can apply only for the permits listed below and few of the permits do require the homeowner to go through the homeowner test as well. The user will need to contact the Manufactured Housing Division to complete the Homeowner Examination required. Choose the permit type and click Next to move forward with the application.

Manufactured Housing Division
 Please select the permit type from the drop down and click next.

* Permit Type
 Select an Option

Complete this field.

Next

On Step 2, choose the scope of work by clicking on New. The user will be given the options in the dropdown and they should select the one that applies. Click on “Next” to move forward.

Manufactured Housing Division
 Please select the scope of work for this permit.
Note: Installer must identify the subcontractor or the homeowner for each scope of work being performed.

New

Scope of Work	Scope of Work Sub Type	Accepted/Rejected Time	ACTION
No Records found.			

Back Next

3 Fill in the address and owner information on Step 3 and Step 4. Move to Step 5 and upload the relevant documents for the permit. The permit holder can also put in their comments on the uploaded documents. Click on “Next” to continue.

✓ Permit Information

✓ Scope of Work

✓ Address Information

✓ Owner Information

5 Document Upload

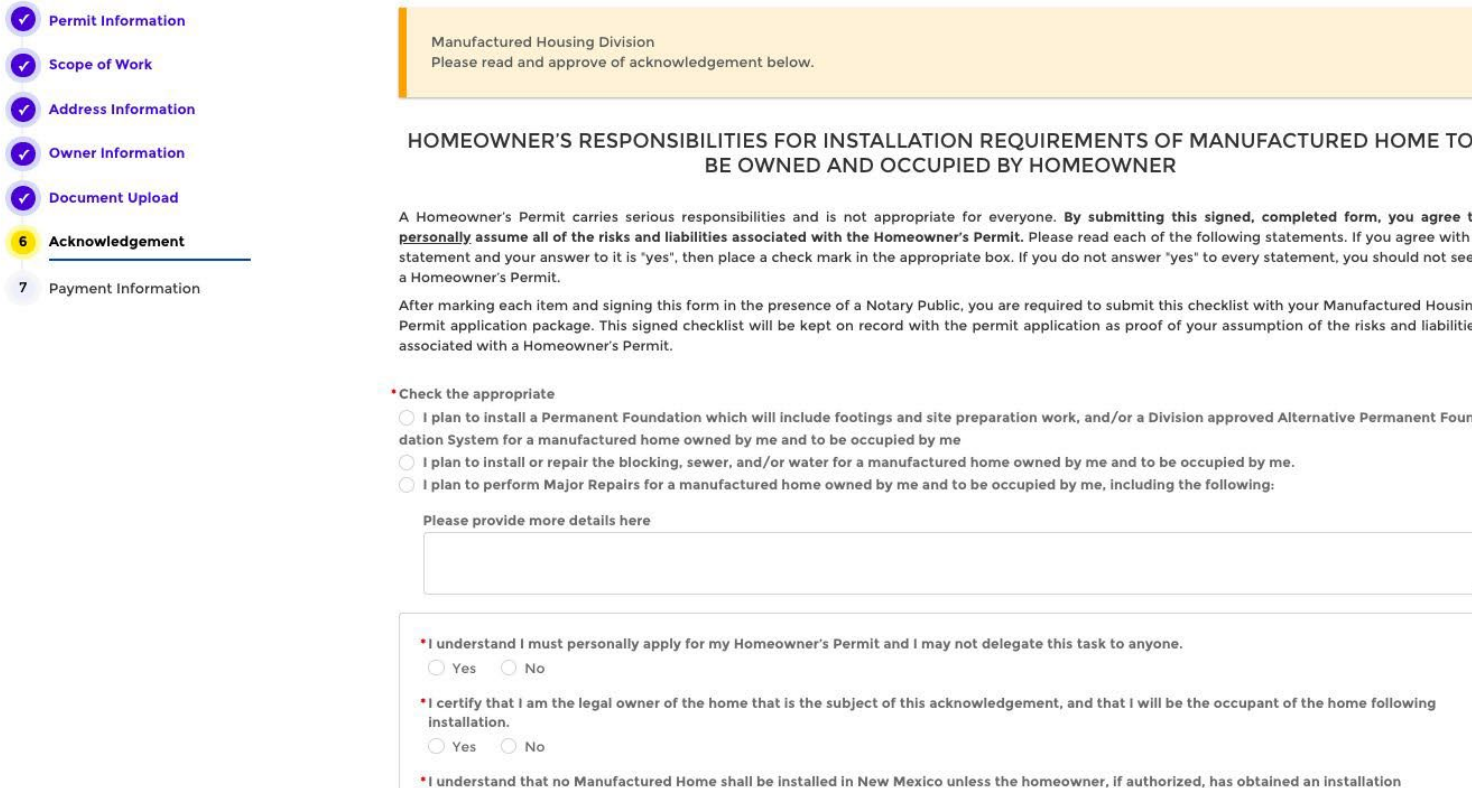
6 Acknowledgement

7 Payment Information

Manufactured Housing Division
 Please upload all supporting documents needed for the permit.
 Make sure to click Submit to Resubmit the application with revisioned plans.

Document Category	Status	Upload Document	Uploaded Document	Permit Holder's Comments
* Manufacturer Installation Instructions	Draft	<input type="button" value="Upload"/>		<input type="text"/>

4 On Step 6, the user will be presented with the acknowledgment document page wherein they will have to provide the acknowledgment on various questions. Please go through the questions and carefully provide the acknowledgment for every question on the screen. Once the user provides acknowledgment for the points, he or she should click on Next to continue.



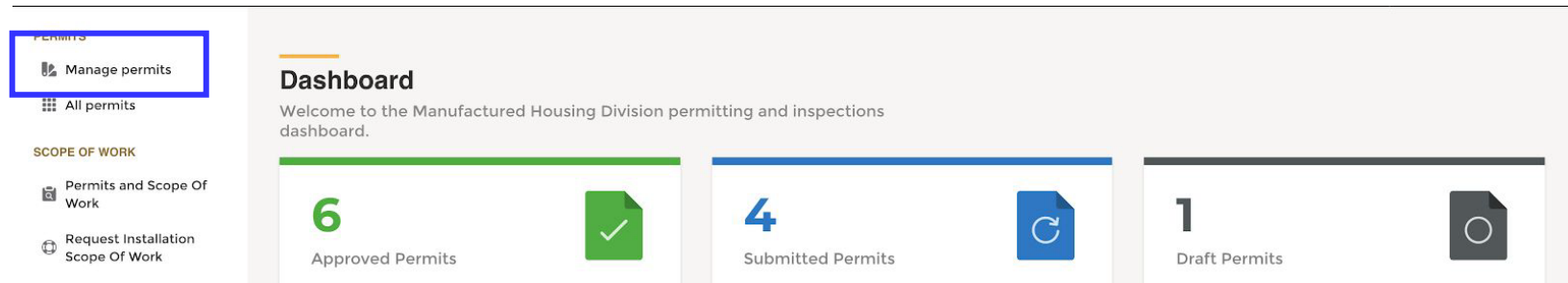
The screenshot shows a web interface for the Acknowledgement step. On the left is a vertical navigation menu with seven items: Permit Information, Scope of Work, Address Information, Owner Information, Document Upload, Acknowledgement (highlighted in yellow), and Payment Information. The main content area has a yellow header box with the text: "Manufactured Housing Division Please read and approve of acknowledgement below." Below this is the title "HOMEOWNER'S RESPONSIBILITIES FOR INSTALLATION REQUIREMENTS OF MANUFACTURED HOME TO BE OWNED AND OCCUPIED BY HOMEOWNER". The text explains that the permit carries serious responsibilities and that the user agrees to personally assume all risks and liabilities. It instructs the user to check the appropriate option for foundation, plumbing, or major repairs. There are three radio button options: "I plan to install a Permanent Foundation...", "I plan to install or repair the blocking, sewer, and/or water...", and "I plan to perform Major Repairs...". Below these is a text input field for details. At the bottom, there are three statements with radio buttons for Yes/No: "I understand I must personally apply for my Homeowner's Permit...", "I certify that I am the legal owner of the home...", and "I understand that no Manufactured Home shall be installed in New Mexico unless the homeowner, if authorized, has obtained an installation permit."

5 The user will reach the payment information page at the end of all the steps from where they can pay for the permit.

INSTALLATION/INSTALLATION & FOUNDATION PERMITS

Add a Contractor

- 1 On the New Mexico RLD community portal, navigate to the manage permits tab from the panel available on the left side of the page and then apply for a new permit.



The screenshot shows the 'Manage permits' tab selected in the left-hand navigation menu. The main content area is titled 'Dashboard' and displays a welcome message: 'Welcome to the Manufactured Housing Division permitting and inspections dashboard.' Below the message, there are three summary cards: 'Approved Permits' with a count of 6, 'Submitted Permits' with a count of 4, and 'Draft Permits' with a count of 1. Each card includes a representative icon (a green checkmark, a blue refresh icon, and a dark document icon respectively).

- 2 On the second step of creating a permit, you can add contractors for the scope of work. Click on the pencil icon under Action to add the contractor name. Do this for all scope of work fields.

New ⓘ

Scope of Work	Scope of Work Sub Type	Status	Contractor	Accepted/Rejected Time	ACTION
Plumbing		Pending (Awaiting Assignment)			
HVAC ⓘ		Pending (Awaiting Assignment)			
Gas		Pending (Awaiting Assignment)			
Skirting		Pending (Awaiting Assignment)			
Hardwire / Yardline		Pending (Awaiting Assignment)			

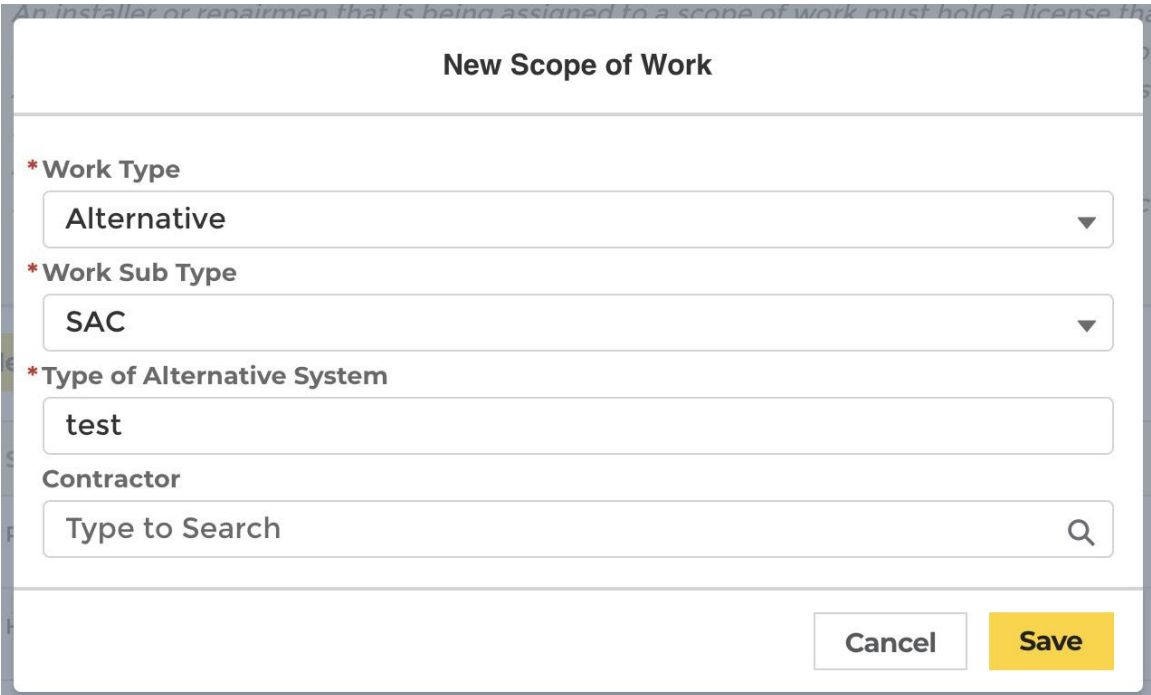
Edit Scope of Work

Work Type
Plumbing

*Work Sub Type
Plumbing System

Contractor
Type to Search

- Adam EZ
Licensed Professional • EZ Construction
- Akshat Jain
Licensed Professional • AJ Constructions
- AL FRANCO
Licensed Professional • BACKHOE SERVICES INC.
- Aldrich L. Kuchera
Licensed Professional • Gray Heating & Air Conditioning, Inc.
- Alfoso De La Torre
Licensed Professional • KGB Plumbing
- Armando Lira
Licensed Professional • LIRA'S PLUMBING

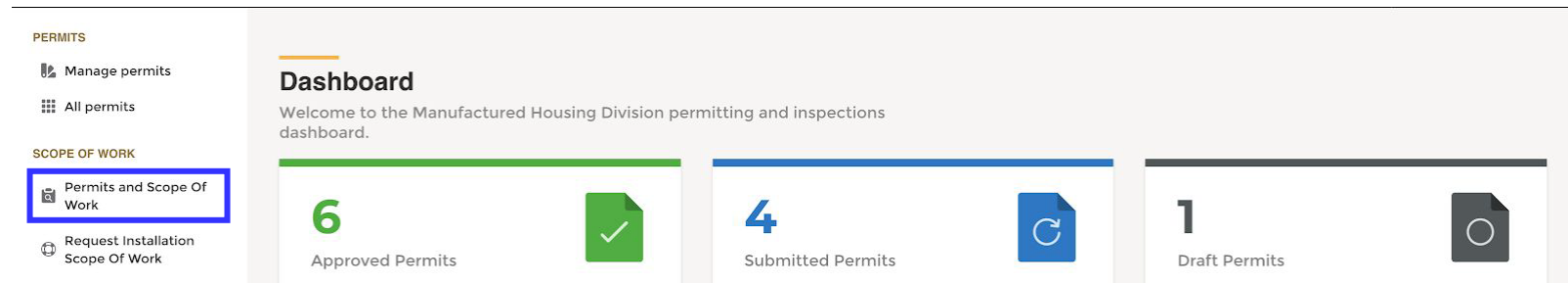
<p>3</p>	<p>You can add another scope of work field with a contractor as well by clicking on new. Choose Work Type, Sub Work type, type of alternative system, and then a contractor.</p> 
<p>4</p>	<p>Finish the rest of the new permit and once it is complete additional contractors will Approve or Decline the Scope of Work that was requested.</p>

Approve/Decline Scope of Work

Note: This section should be used by the Installer/Permit holder

1

On the New Mexico RLD community portal, Navigate to the Permits and Scope of Work tab from the panel available on the left side of the page.



The screenshot shows the user interface of the NMRLD Permitting Portal. On the left, a navigation menu is visible with two main sections: 'PERMITS' and 'SCOPE OF WORK'. Under 'PERMITS', there are options for 'Manage permits' and 'All permits'. Under 'SCOPE OF WORK', there are options for 'Permits and Scope Of Work' (which is highlighted with a blue box) and 'Request Installation Scope Of Work'. The main content area is titled 'Dashboard' and includes a welcome message: 'Welcome to the Manufactured Housing Division permitting and inspections dashboard.' Below this, there are three summary cards: 'Approved Permits' with a count of 6 and a green checkmark icon, 'Submitted Permits' with a count of 4 and a blue refresh icon, and 'Draft Permits' with a count of 1 and a dark grey document icon.

2 Find the record for the permit that you pulled. Use the whole permit number including the first 4 letters and the underscore. Under the permit number the scope of work area will show up. Here you will select the arrow on the scope of work to open details on the record.

PERMITS

- Manage Applications
- All Applications

SCOPE OF WORK

- Permits and Scope Of Work**
- Request Installation Scope Of Work

PERSONAL

- Community Admin
- My profile

MY COMPANY'S

- Licenses

Permit Number	Permit Type	Permit Status	Permit Holder	Submission Date	Address	Space Number
SETF_2023305266	MHD Installation & Foundation	Closed	Shawn Fuller	Jul 26, 2023	6874 Vineyard Road, Dexter, New Mexico, USA	

▼ Scope Of Work

Work Type	Sub Type	Assigned To	Status	Created Date	Accepted/Rejected Time	Action
Plumbing	Plumbing System	[REDACTED]	Closed (Accepted)	Jul 26, 2023	8/14/2023, 12:24 PM	
Blocking		[REDACTED]	Closed (Accepted)	Jul 26, 2023	7/26/2023, 12:11 PM	
Skirting		[REDACTED]	Pending (Contractor Approval Pending)	Jul 26, 2023		
Hardwire		[REDACTED]	Pending (Permit Holder Approval Pending)	Jul 26, 2023		<input type="button" value="Approve"/> <input type="button" value="Decline"/>
Alternative	Oliver	[REDACTED]	Closed (Accepted)	Jul 26, 2023	7/26/2023, 12:11 PM	
HVAC	Air Conditioning	[REDACTED]	Closed (Accepted)	Oct 20, 2023	10/20/2023, 04:29 PM	

3 You will notice the status of each work type that are assigned to contractors. To approve the contractor after they have added themselves you can click on the approve/decline button from here. If you added them at the beginning of the permit, they will have to accept or reject in the request installation scope of work area.

Permit Number	Permit Type	Permit Status	Permit Holder	Submission Date	Address	Space Number
INST_2024326530	MHD Installation Permit	Approved	Shawn Fuller	Dec 29, 2024	3837 Hwy 47, Peralta, New Mexico, USA	

▼ Scope Of Work

Work Type	Sub Type	Assigned To	Status	Created Date	Accepted/Rejected Time	Action
Blocking		[REDACTED]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	
Plumbing	Plumbing System	[REDACTED]	Pending (Permit Holder Approval Pending)	Dec 29, 2024		<input type="button" value="Approve"/> <input type="button" value="Decline"/>
Hardwire			Pending (Awaiting Assignment)	Dec 29, 2024		<input type="button" value="Assign"/>
Skirting		[REDACTED]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	

4 Lastly, once you accept you will agree to the acknowledgment form.

Acknowledgement

Prior Plan approval on all Permanent Foundations requires a New Mexico Licensed Engineer or Manufacturer Design as required by Manufactured Housing Rules and Regulations 14.12.5.11(A). Any Alternative or "other" types of foundation systems require submittal of installation instructions, calculations and design layouts. All submissions shall be stamped by a New Mexico licensed engineer, and each application shall be region specific 14.12.5.11(I). Please contact The Manufactured Housing Division with any questions regarding the scope of work or documentation required for plan submittal.

* I acknowledge the above.

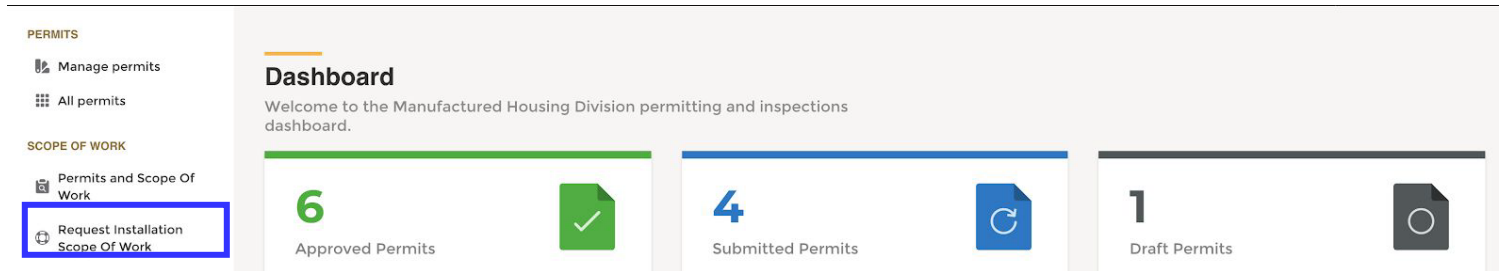
Yes **No**

Request Installation Scope of Work

Note: This section should be used by contractors approving to be added and to pull scope of work on a permit

1

On the New Mexico RLD community portal, Navigate to the Request Installation Scope of Work tab from the panel on the left side of the page.



The screenshot shows a web dashboard with a left-hand navigation menu. Under the 'SCOPE OF WORK' section, the 'Request Installation Scope Of Work' option is highlighted with a blue border. The main content area is titled 'Dashboard' and includes a welcome message. Below the message are three summary cards: 'Approved Permits' with a green checkmark icon and the number 6, 'Submitted Permits' with a blue refresh icon and the number 4, and 'Draft Permits' with a dark grey document icon and the number 1.

Category	Count	Icon
Approved Permits	6	Green checkmark
Submitted Permits	4	Blue refresh
Draft Permits	1	Dark grey document

- 2 On the record search bar, enter the permit number, address, or homeowner name to locate the permit. Please make sure to use the full permit ID, adding the first 4 letters and the underscore then the permit number provided. If you don't do this then the permit will not populate, and system will say no records found. Once you get permit to populate, you will see a red box.

Manage Applications

All Applications

SCOPE OF WORK

Permits and Scope Of Work

Request Installation Scope Of Work

PERSONAL

Community Admin

My profile

MY COMPANY'S

Licenses

Payments

Inspections

Notices

Request Installation Scope Of Work

Requests can be filtered by number, type, or address using the fields below.

Search by Permit Number
 Address
 Homeowner Name

* Homeowner Name

Gabe Perez

Clear

Search

Homeowner Name	Permit Number	Permit Holder	Submission Date	Address	Community	Space Number	Action
Gabe Perez	INST_2024326530	[REDACTED]	Dec 29, 2024	3837 Hwy 47, Peralta, New Mexico, USA	<input type="checkbox"/>		Pull Scope Of Work

Page 1 of 1

First

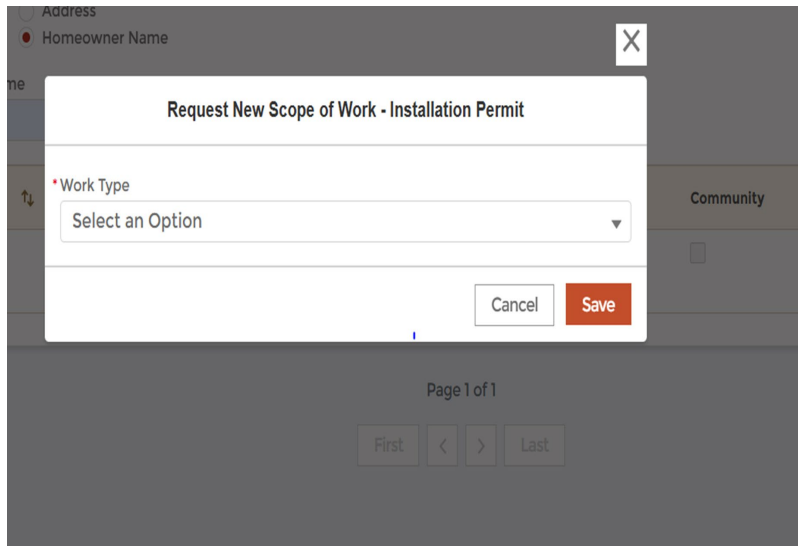
<

>

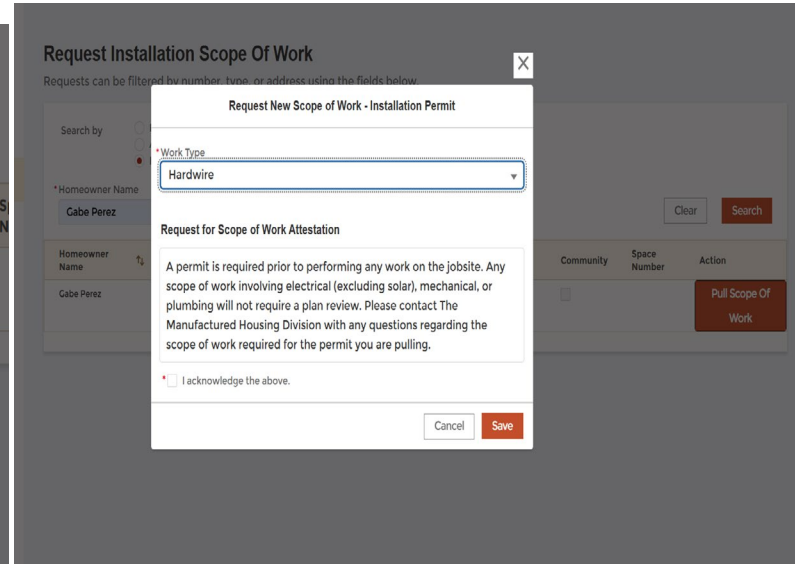
Last

- 3 Click on that red button that says "Pull Scope of Work."

- 4 Choose the Work type specific to your license classification, choose the work subtype when applicable (e.g., alternative foundation type). Lastly, agree to the acknowledgment by clicking on the box, then click save.

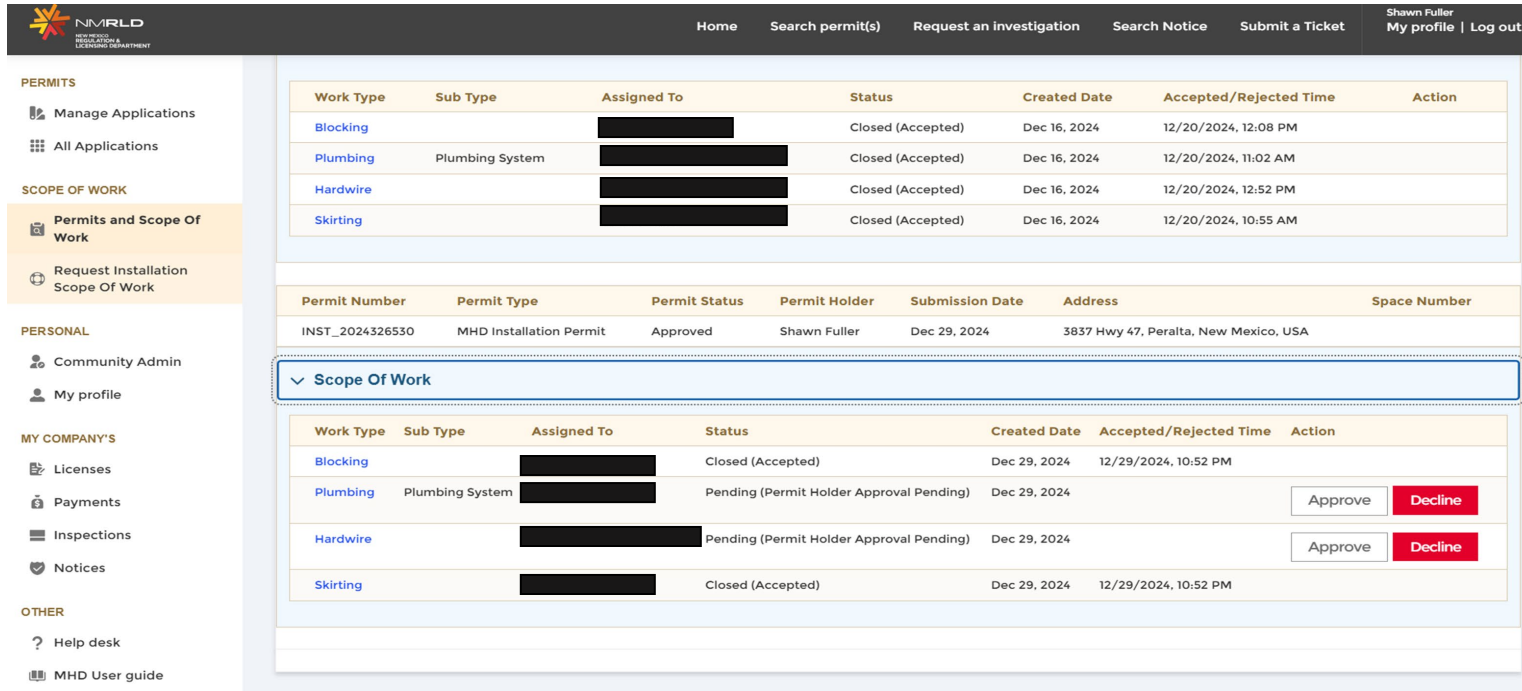


This screenshot shows a modal dialog box titled "Request New Scope of Work - Installation Permit". It features a search bar at the top with a close button (X). Below the search bar is a dropdown menu labeled "* Work Type" with the text "Select an Option" and a downward arrow. At the bottom of the dialog are two buttons: "Cancel" and "Save".



This screenshot shows a modal dialog box titled "Request Installation Scope Of Work". It includes a search bar and a close button (X). Below the search bar is a dropdown menu labeled "* Work Type" with "Hardwire" selected. Underneath is a section titled "Request for Scope of Work Attestation" containing a paragraph of text: "A permit is required prior to performing any work on the jobsite. Any scope of work involving electrical (excluding solar), mechanical, or plumbing will not require a plan review. Please contact The Manufactured Housing Division with any questions regarding the scope of work required for the permit you are pulling." Below this text is a checkbox labeled "I acknowledge the above." At the bottom right are "Cancel" and "Save" buttons.

5 If you added yourself to the permit and pulled a scope of work, the permit holder, Installer who applied for the permit will be notified via email to approve or decline contractors request for scope of work on Installation permit. Follow the steps under approve/ decline scope of work area.



The screenshot shows the NMRLD Permitting Portal interface. The top navigation bar includes links for Home, Search permit(s), Request an investigation, Search Notice, Submit a Ticket, and user profile options for Shawn Fuller. The left sidebar contains navigation menus for PERMITS, SCOPE OF WORK, PERSONAL, MY COMPANY'S, and OTHER. The main content area displays a table of work items under the 'Scope Of Work' section.

Work Type	Sub Type	Assigned To	Status	Created Date	Accepted/Rejected Time	Action
Blocking		[REDACTED]	Closed (Accepted)	Dec 16, 2024	12/20/2024, 12:08 PM	
Plumbing	Plumbing System	[REDACTED]	Closed (Accepted)	Dec 16, 2024	12/20/2024, 11:02 AM	
Hardwire		[REDACTED]	Closed (Accepted)	Dec 16, 2024	12/20/2024, 12:52 PM	
Skirting		[REDACTED]	Closed (Accepted)	Dec 16, 2024	12/20/2024, 10:55 AM	

Permit Number	Permit Type	Permit Status	Permit Holder	Submission Date	Address	Space Number
INST_2024326530	MHD Installation Permit	Approved	Shawn Fuller	Dec 29, 2024	3837 Hwy 47, Peralta, New Mexico, USA	

▼ Scope Of Work

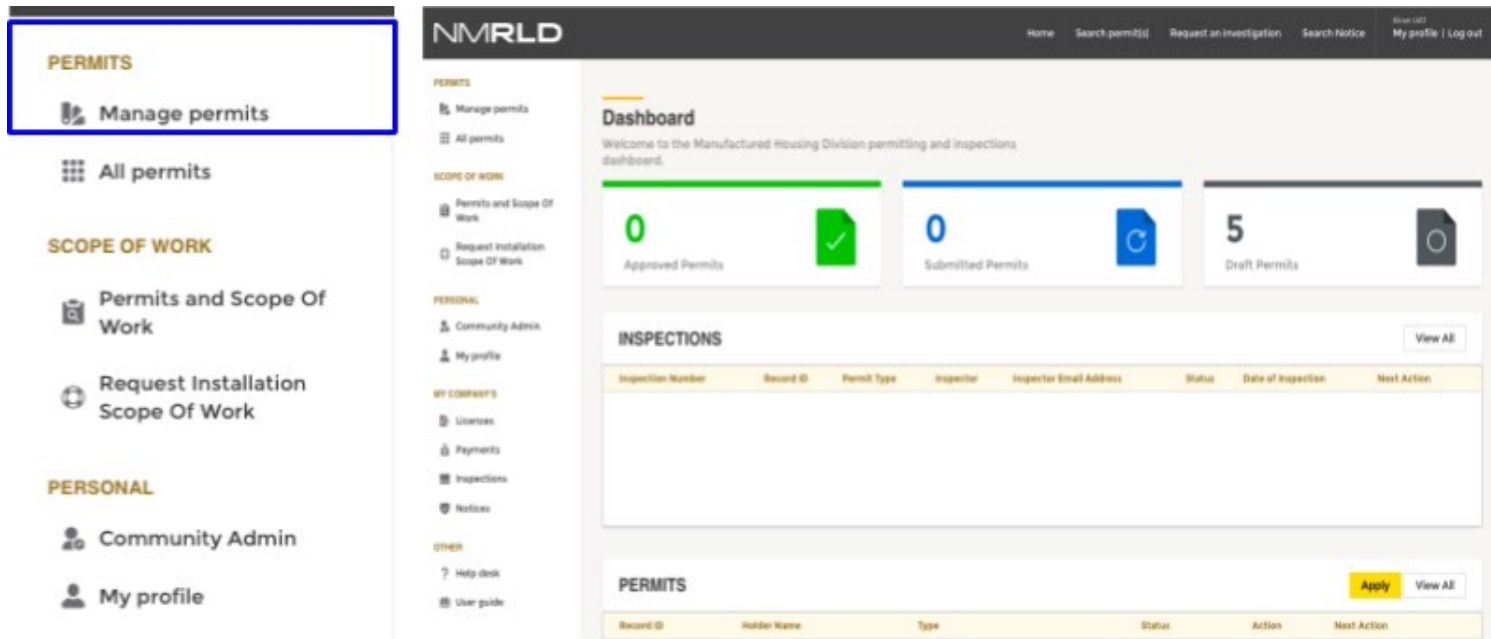
Work Type	Sub Type	Assigned To	Status	Created Date	Accepted/Rejected Time	Action
Blocking		[REDACTED]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	
Plumbing	Plumbing System	[REDACTED]	Pending (Permit Holder Approval Pending)	Dec 29, 2024		Approve Decline
Hardwire		[REDACTED]	Pending (Permit Holder Approval Pending)	Dec 29, 2024		Approve Decline
Skirting		[REDACTED]	Closed (Accepted)	Dec 29, 2024	12/29/2024, 10:52 PM	

TICKET MANAGEMENT

Request for Address Change

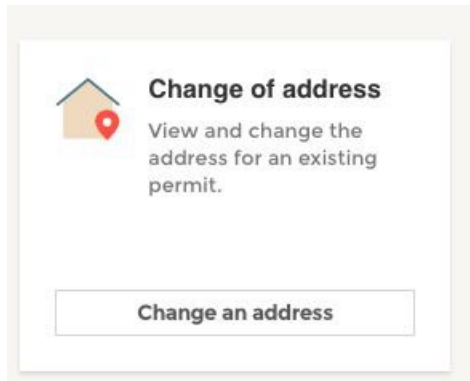
1

Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.



The screenshot shows the NMRLD Permitting Portal interface. On the left sidebar, the 'PERMITS' section is highlighted with a blue box, and the 'Manage permits' option is selected. The main dashboard area displays a 'Dashboard' with three cards: 'Approved Permits' (0), 'Submitted Permits' (0), and 'Draft Permits' (5). Below this is an 'INSPECTIONS' table with columns for Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action. At the bottom, there is a 'PERMITS' table with columns for Record ID, Holder Name, Type, Status, Action, and Next Action.

2 Click on the Change of Address card.



3 When the user clicks on “Change an Address,” they will see a list of the permits available. Click on the change address adjacent to the permit application on which the address has to be changed.

Address Change

Address Change can be filtered by number, name, type, or status using the fields below.

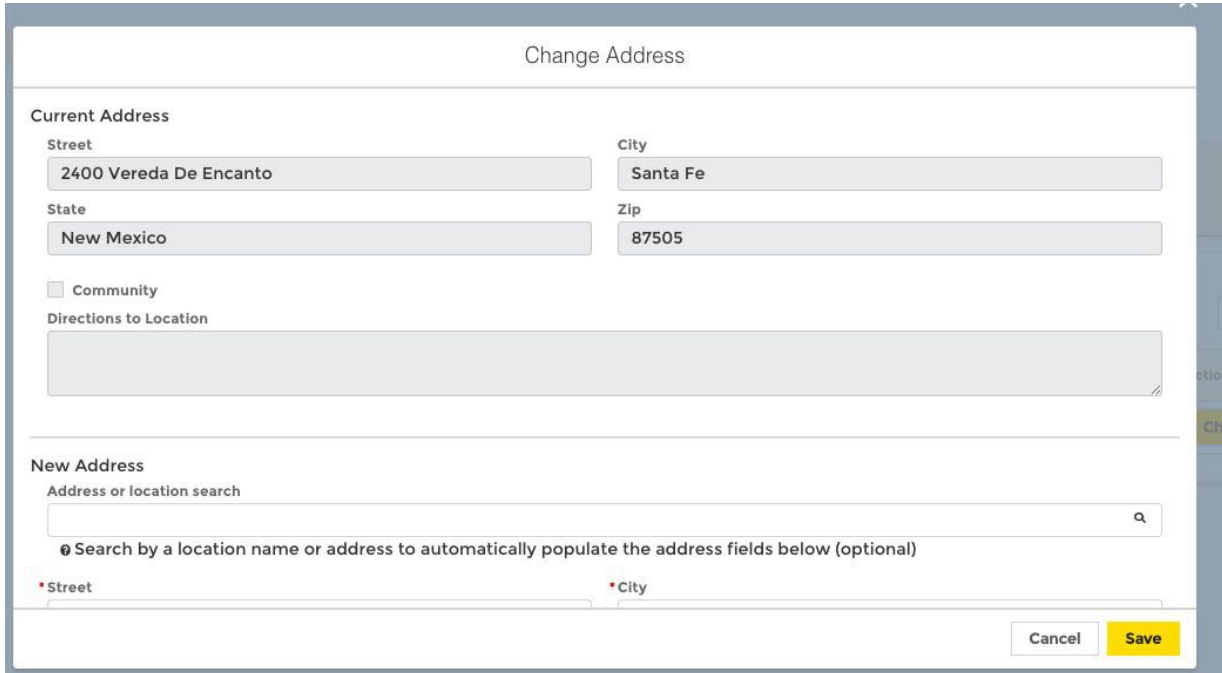
Manufactured Housing Division
Please select the eligible application/permit below to request an address change.

Permit Number: Permit Name: Permit Type: Status:

Permit Name	Permit Number	Permit Type	Status	Address	Community	Space Number	Action
A-000620		MHD Foundation Permit	Submitted	2400 Vereda De Encanto, Santa Fe, New Mexico, USA	<input type="checkbox"/>		<input type="button" value="Change Address"/>

Page 1 of 1

- 4 Fill in the correct address and click on save to update the address. Once the user saves it, a request is automatically generated for the change of address on that application.



The screenshot shows a web form titled "Change Address". It is divided into two main sections: "Current Address" and "New Address".

Current Address:

- Street:** 2400 Vereda De Encanto
- City:** Santa Fe
- State:** New Mexico
- Zip:** 87505
- Community
- Directions to Location:** A large empty text area for providing directions.

New Address:

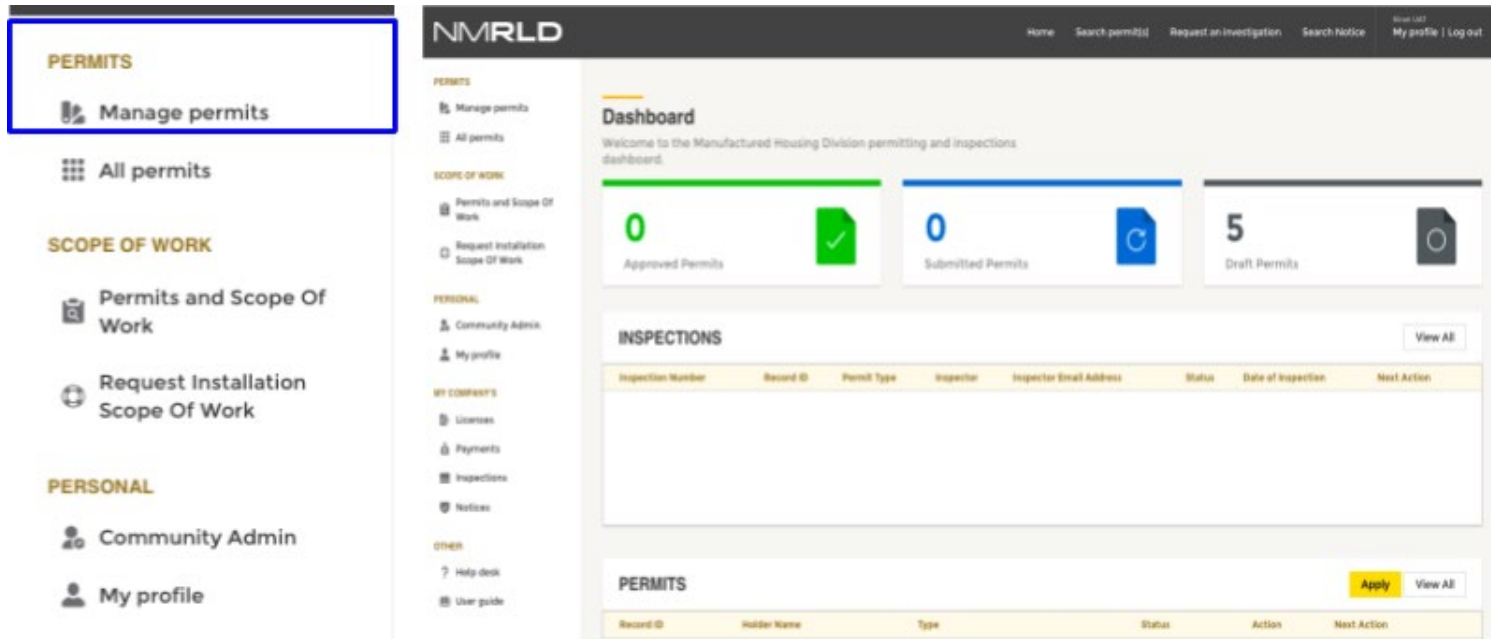
- Address or location search:** A search input field with a magnifying glass icon.
- Search by a location name or address to automatically populate the address fields below (optional)
- * Street:** An empty input field.
- * City:** An empty input field.

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

Withdraw a Permit

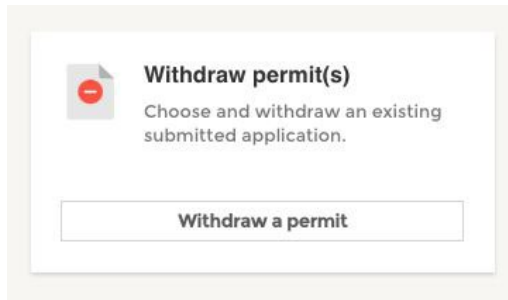
1

Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.

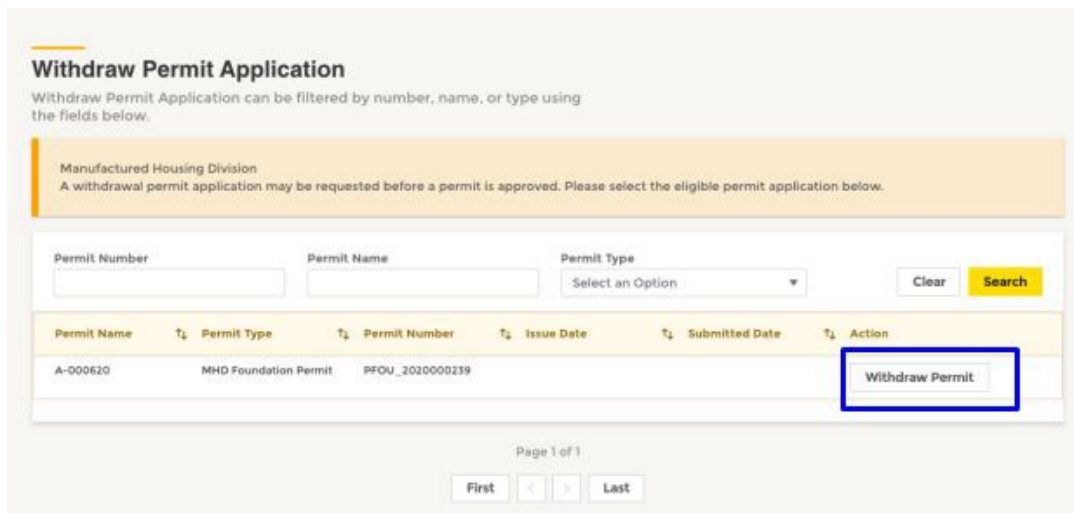


The screenshot shows the NMRLD Permitting Portal interface. On the left sidebar, the 'PERMITS' section is expanded, and 'Manage permits' is highlighted with a blue box. The main content area displays a 'Dashboard' with three cards: 'Approved Permits' (0), 'Submitted Permits' (0), and 'Draft Permits' (5). Below the dashboard is an 'INSPECTIONS' section with a 'View All' button and a table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action. At the bottom, there is a 'PERMITS' section with an 'Apply' button and a 'View All' button, and a table with columns: Record ID, Holder Name, Type, Status, Action, and Next Action.

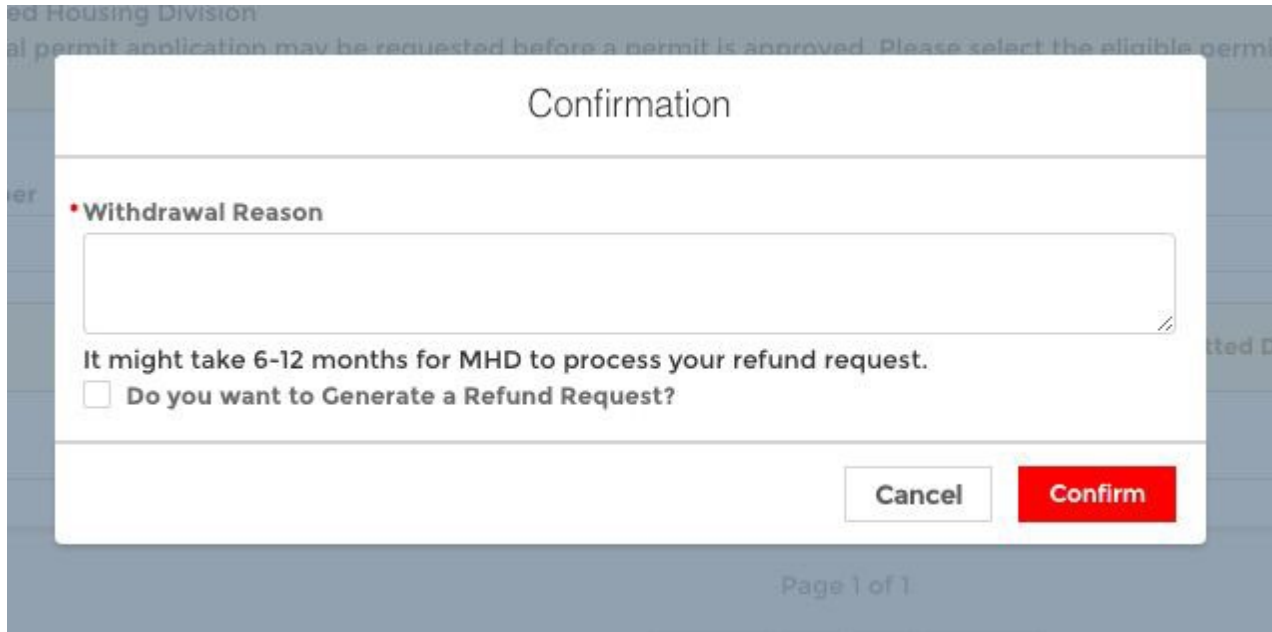
2 Click on the “Withdraw permit(s)” card.



3 The user will see the list of available permits on the page, click on the withdrawal permit button adjacent to the permit for which the withdrawal is to be requested.



- 4 Provide the confirmation and click on confirm to save the changes.



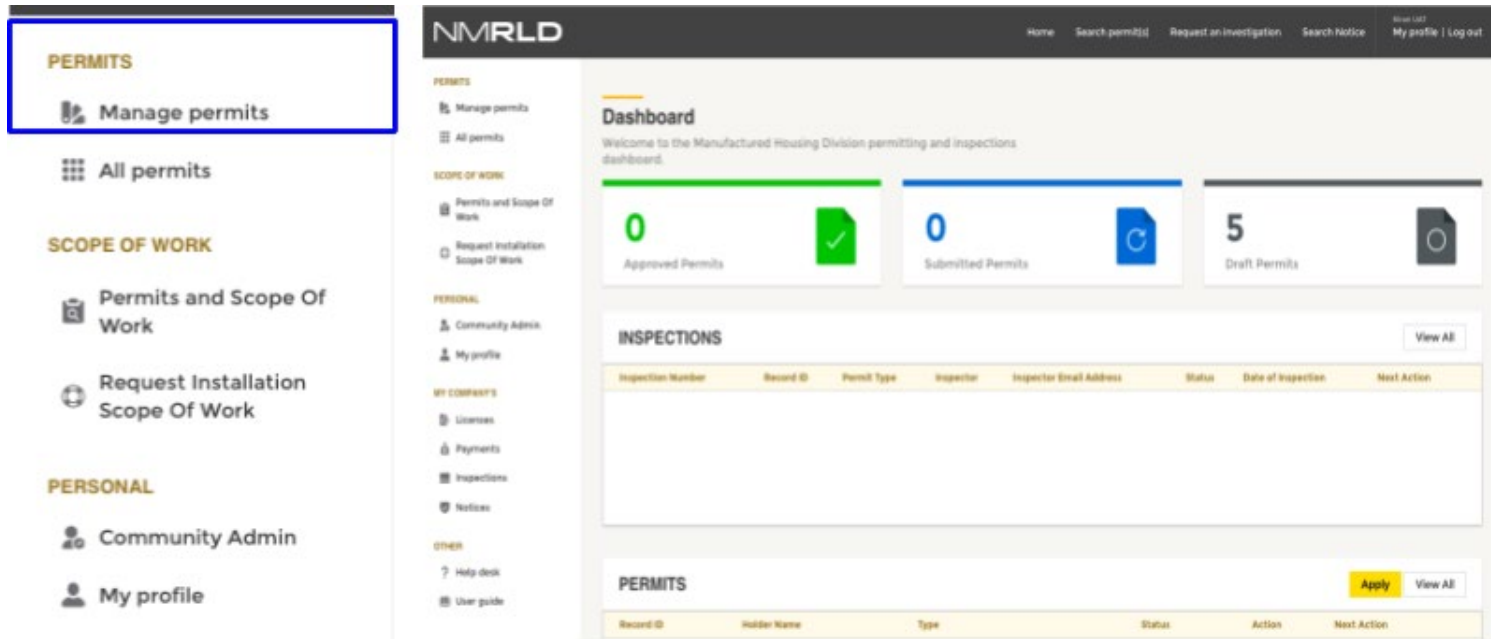
The image shows a confirmation dialog box titled "Confirmation" overlaid on a blurred background of a web application. The dialog box contains the following elements:

- Title:** Confirmation
- Field:** A text input field with the label "Withdrawal Reason" and a red asterisk indicating it is required.
- Text:** "It might take 6-12 months for MHD to process your refund request."
- Checkbox:** A checkbox with the label "Do you want to Generate a Refund Request?".
- Buttons:** Two buttons at the bottom right: "Cancel" (white with black text) and "Confirm" (red with white text).

At the bottom of the background page, the text "Page 1 of 1" is visible.

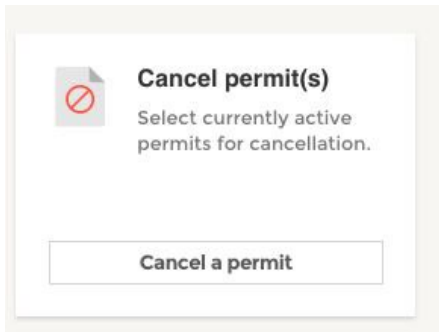
Cancel a Permit

- 1 Login to the community portal with the help of the credentials. Navigate to the manage permits tab from the panel available on the left side of the page and click on it.

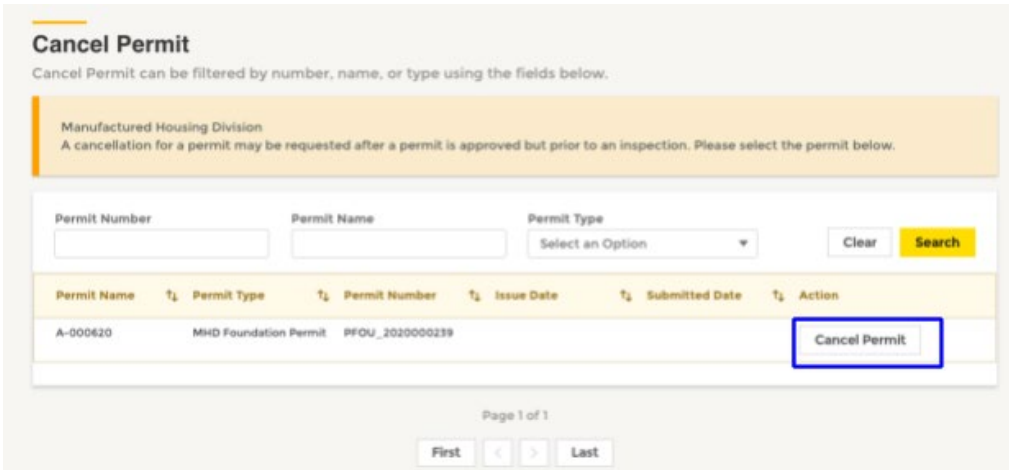


The screenshot shows the NMRLD Permitting Portal interface. On the left, a navigation menu is visible with the 'PERMITS' section highlighted by a blue box, containing the 'Manage permits' option. The main dashboard area displays a 'Dashboard' with three key metrics: 0 Approved Permits (green checkmark icon), 0 Submitted Permits (blue document icon), and 5 Draft Permits (grey document icon). Below this, there is an 'INSPECTIONS' section with a 'View All' button and a table with columns: Inspection Number, Record ID, Permit Type, Inspector, Inspector Email Address, Status, Date of Inspection, and Next Action. At the bottom, there is a 'PERMITS' section with an 'Apply' button and a 'View All' button, and a table with columns: Record ID, Holder Name, Type, Status, Action, and Next Action.

2 Click on the Cancel a Permit card.



3 Once the user clicks on the button, they will be redirected to the cancel permit page. The user should fill in the information on the page and click confirm.



Cancel Permit
 Cancel Permit can be filtered by number, name, or type using the fields below.

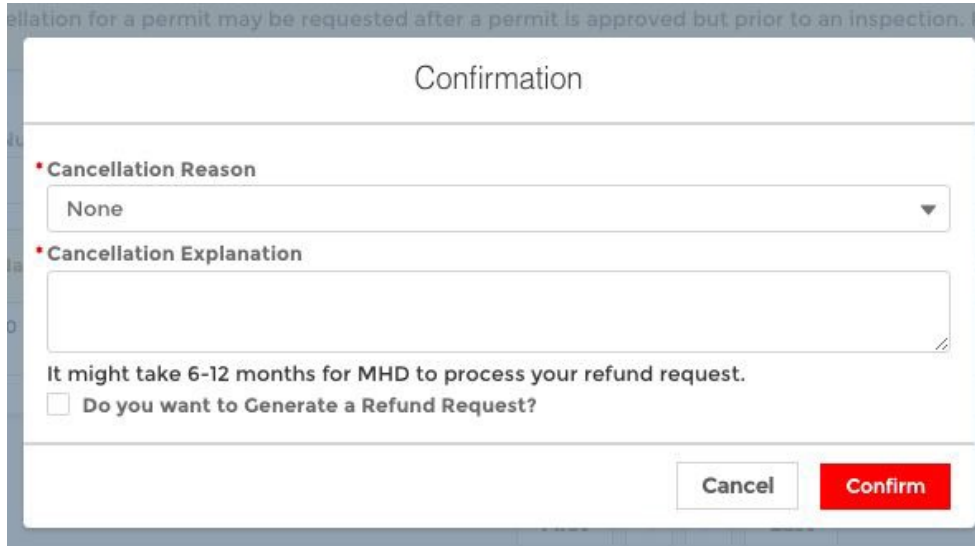
Manufactured Housing Division
 A cancellation for a permit may be requested after a permit is approved but prior to an inspection. Please select the permit below.

Permit Number: Permit Name: Permit Type:

Permit Name	Permit Type	Permit Number	Issue Date	Submitted Date	Action
A-000620	MHD Foundation Permit	PFOU_2020000239			<input type="button" value="Cancel Permit"/>

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- 4 The user will be prompted with a screen to confirm the action. They should fill in the cancellation reason, explanation, and click on confirm to finalize canceling the permit application.



Cancellation for a permit may be requested after a permit is approved but prior to an inspection. Please

Confirmation


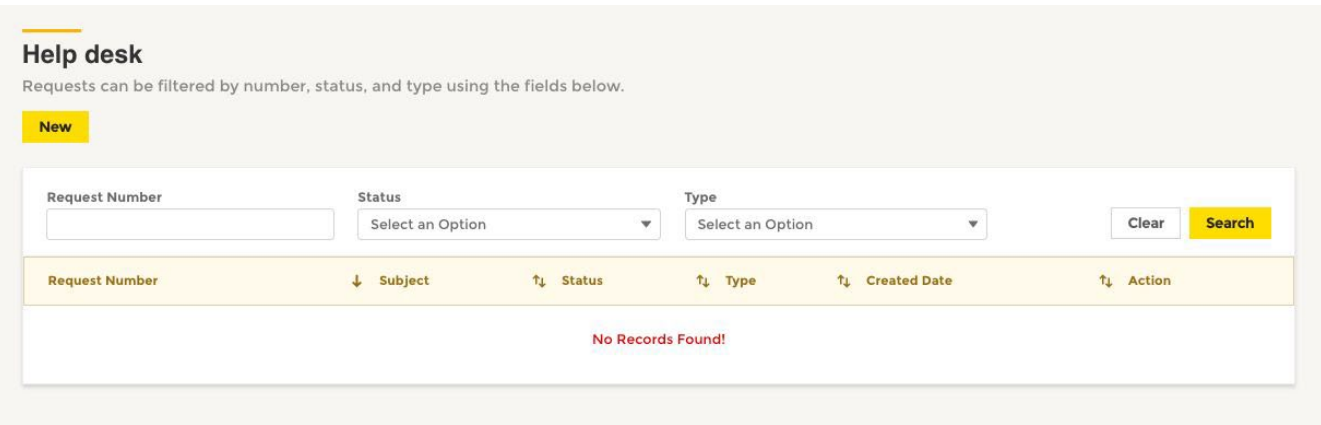
* Cancellation Reason
None

* Cancellation Explanation

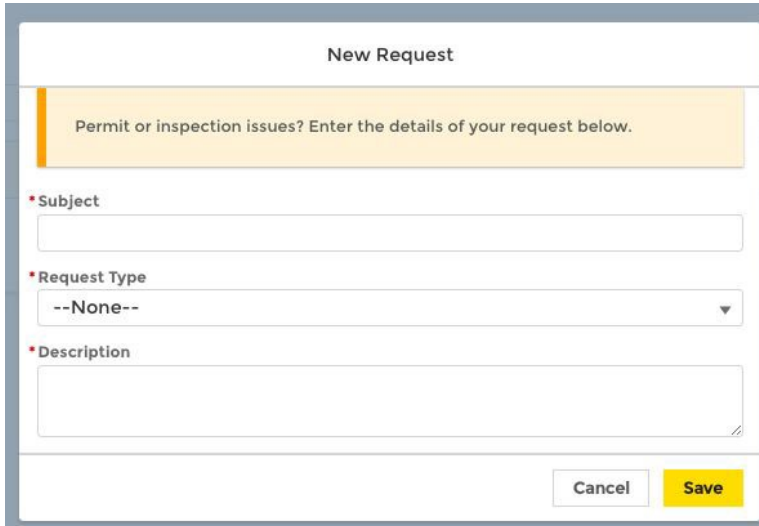
It might take 6-12 months for MHD to process your refund request.
 Do you want to Generate a Refund Request?

Cancel Confirm

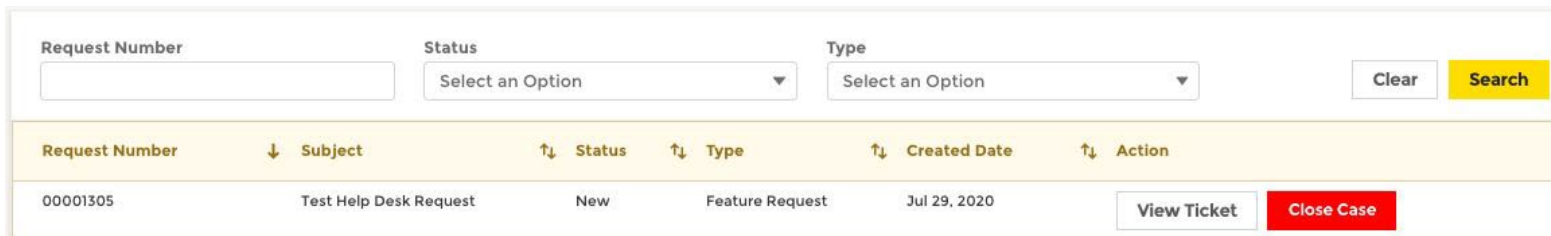
Help Desk

<p>1</p>	<p>Using the help desk button, the user can raise their concerns and requests quickly. To raise a help desk request, the user should navigate to the “Help desk” button on the bottom of the left side panel. Click on the button.</p> 
<p>2</p>	<p>Once the user clicks on the button they will be redirected to the help desk page. Here the user can see all the available requests, create a new request, and can filter them by number, status, and type using the fields on the page.</p> 

3 To create a new request, click on the “New” button. Once the user clicks on the new button, they will be prompted to fill in the details for the request. Fill in the details and click on Save.



4 After successfully submitting the request, the user can see that the request now appears in the list and there are actions associated with it, which the user can perform.



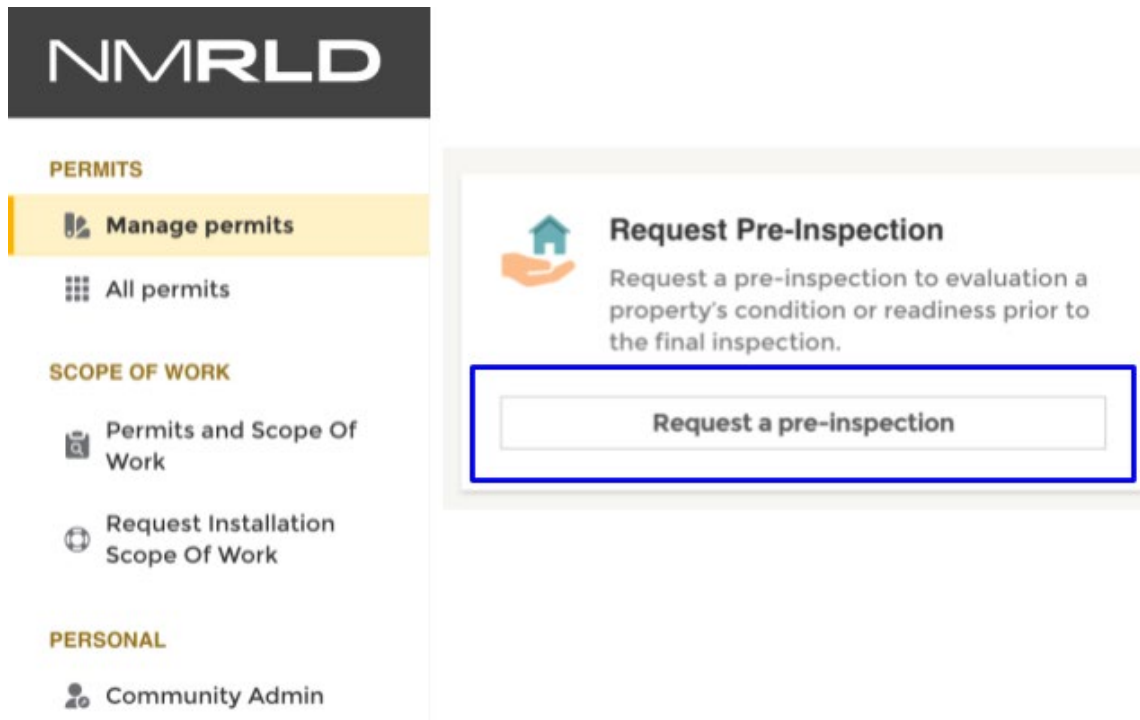
Request Number	Subject	Status	Type	Created Date	Action
00001305	Test Help Desk Request	New	Feature Request	Jul 29, 2020	View Ticket Close Case

REQUEST INSPECTIONS

Pre-Inspection

1

To request a pre-inspection on the permit application, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request a pre-inspection” button on the Request Pre-Inspection card.

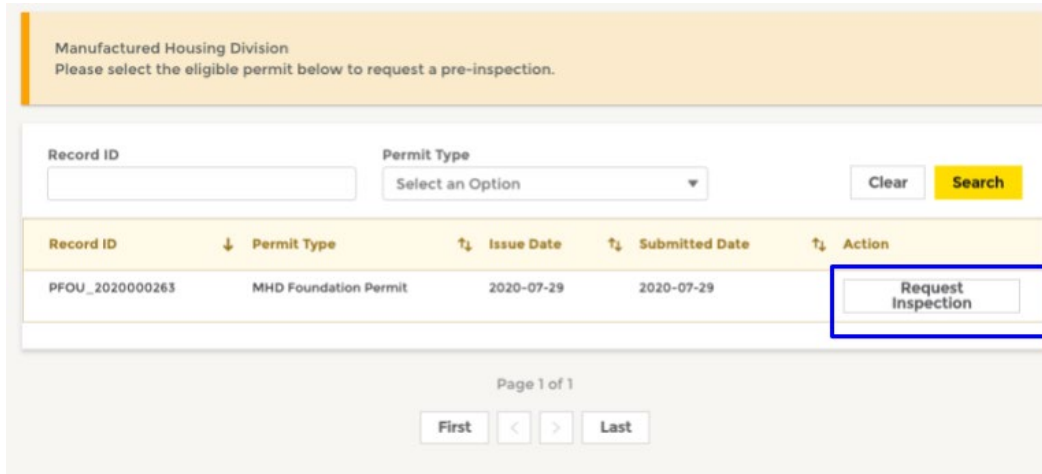


The screenshot displays the NMRLD Permitting Portal interface. On the left is a navigation menu with the following sections:

- PERMITS**
 - Manage permits (highlighted)
 - All permits
- SCOPE OF WORK**
 - Permits and Scope Of Work
 - Request Installation Scope Of Work
- PERSONAL**
 - Community Admin

The main content area features a card titled "Request Pre-Inspection" with a house icon and a hand icon. The card text reads: "Request a pre-inspection to evaluation a property's condition or readiness prior to the final inspection." Below the text is a button labeled "Request a pre-inspection", which is highlighted with a blue border in the image.

- 2 The user will be redirected to the page for inspections and there they can see the available permits applicable for pre-inspection. Click on the “Request Inspection” button adjacent to the permit.



Manufactured Housing Division
Please select the eligible permit below to request a pre-inspection.

Record ID Permit Type

Record ID	Permit Type	Issue Date	Submitted Date	Action
PFOU_2020000263	MHD Foundation Permit	2020-07-29	2020-07-29	<input type="button" value="Request Inspection"/>

Page 1 of 1

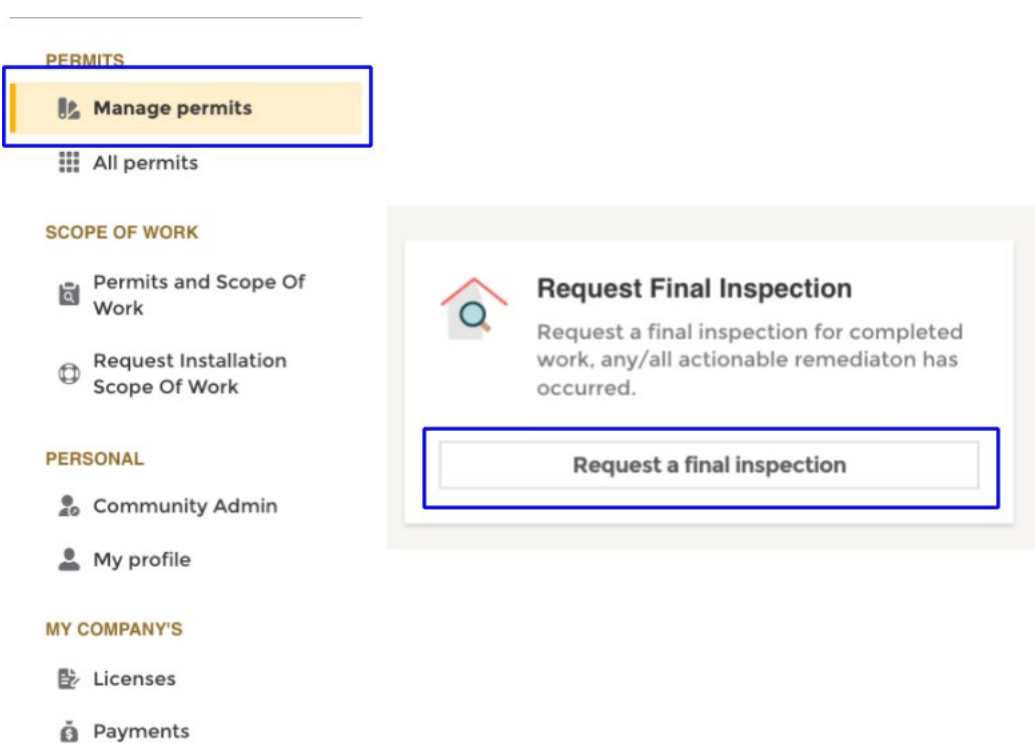
- 3 Once they click on the button, there will be a confirmation modal that will pop up. The user should click on Confirm to raise the request for inspection.



Confirmation

Are You Sure?

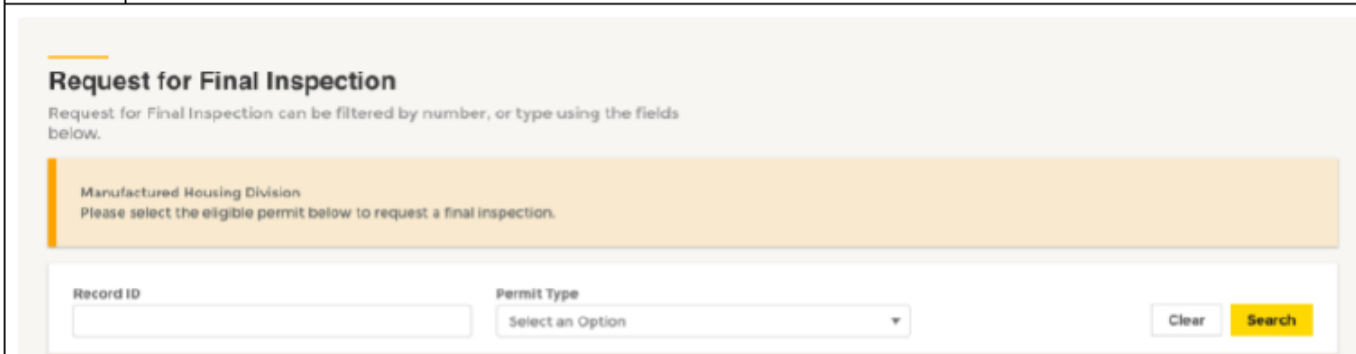
Final Inspection

<p>1</p>	<p>To request a final inspection on the permit application, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request a final-inspection” button on the Request Final Inspection card.</p>  <p>The screenshot displays the user interface of the Permitting Portal. On the left side, there is a navigation sidebar with several sections: PERMITS (containing 'Manage permits' and 'All permits'), SCOPE OF WORK (containing 'Permits and Scope Of Work' and 'Request Installation Scope Of Work'), PERSONAL (containing 'Community Admin' and 'My profile'), and MY COMPANY'S (containing 'Licenses' and 'Payments'). The 'Manage permits' option is highlighted with a blue border. On the right side of the main content area, there is a card titled 'Request Final Inspection' which includes a magnifying glass icon over a house, a description: 'Request a final inspection for completed work, any/all actionable remediation has occurred.', and a prominent 'Request a final inspection' button also highlighted with a blue border.</p>
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- 2 The user will be redirected to the page for inspections and there they can see the available permits applicable for final inspection. Please be advised all scopes of work will need to be accepted and closed before final can be requested. If all scopes are closed and accepted, click on the “Request Inspection” button adjacent to the permit.

NMRLD

User Guide for Portal User

2	The user will be redirected to the page for inspections and there they can see the available permits applicable for final-inspection. Click on the “Request Inspection” button adjacent to the permit.
	

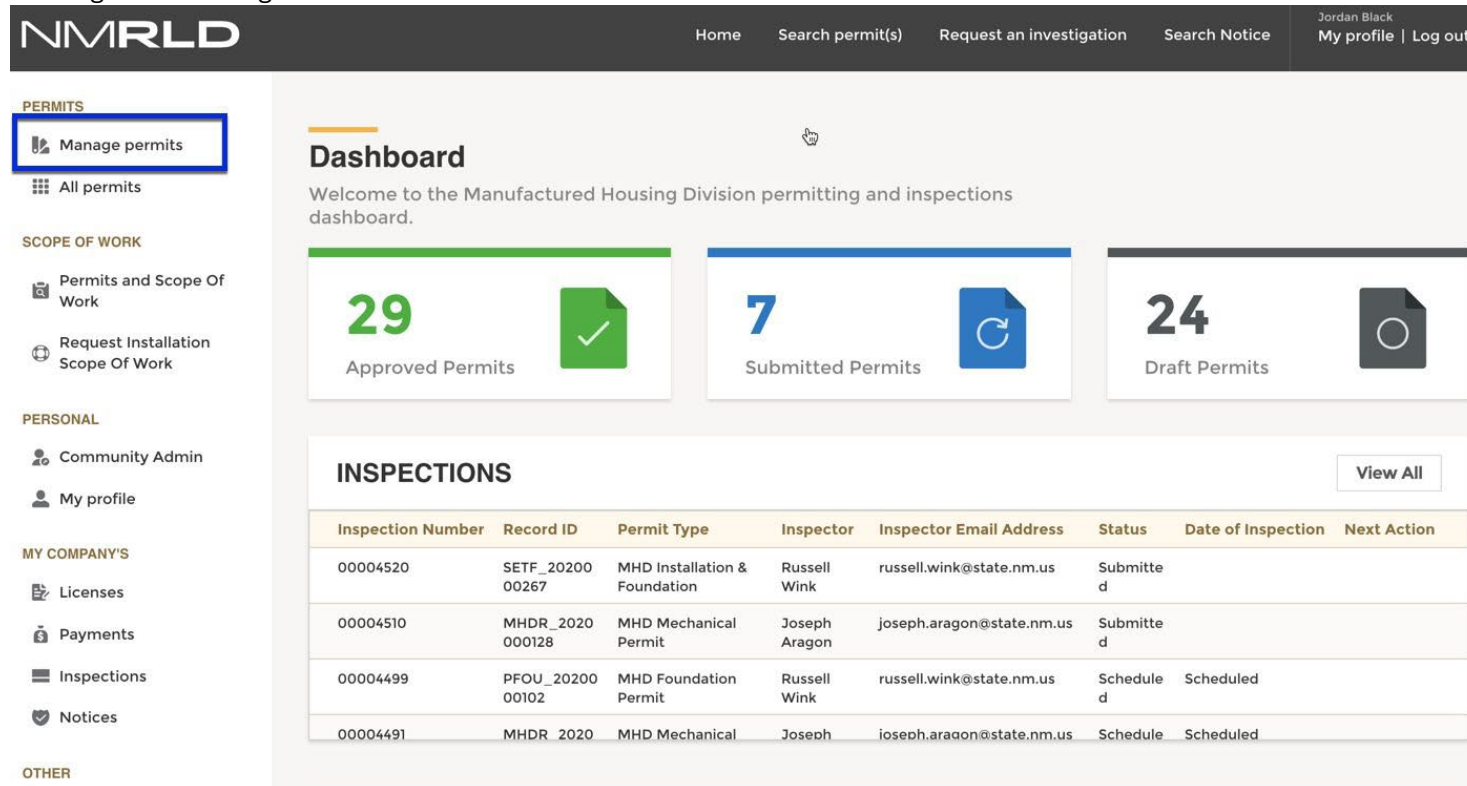
- 3 Once they click on the button, there will be a confirmation that will pop up. The user should click confirm to raise the request for inspection.



Re-Inspection

1

Upon Failure of an Inspection, the user will be eligible to request a Re-Inspection on the Portal. This can be done by clicking on the Manage Permits Tab.



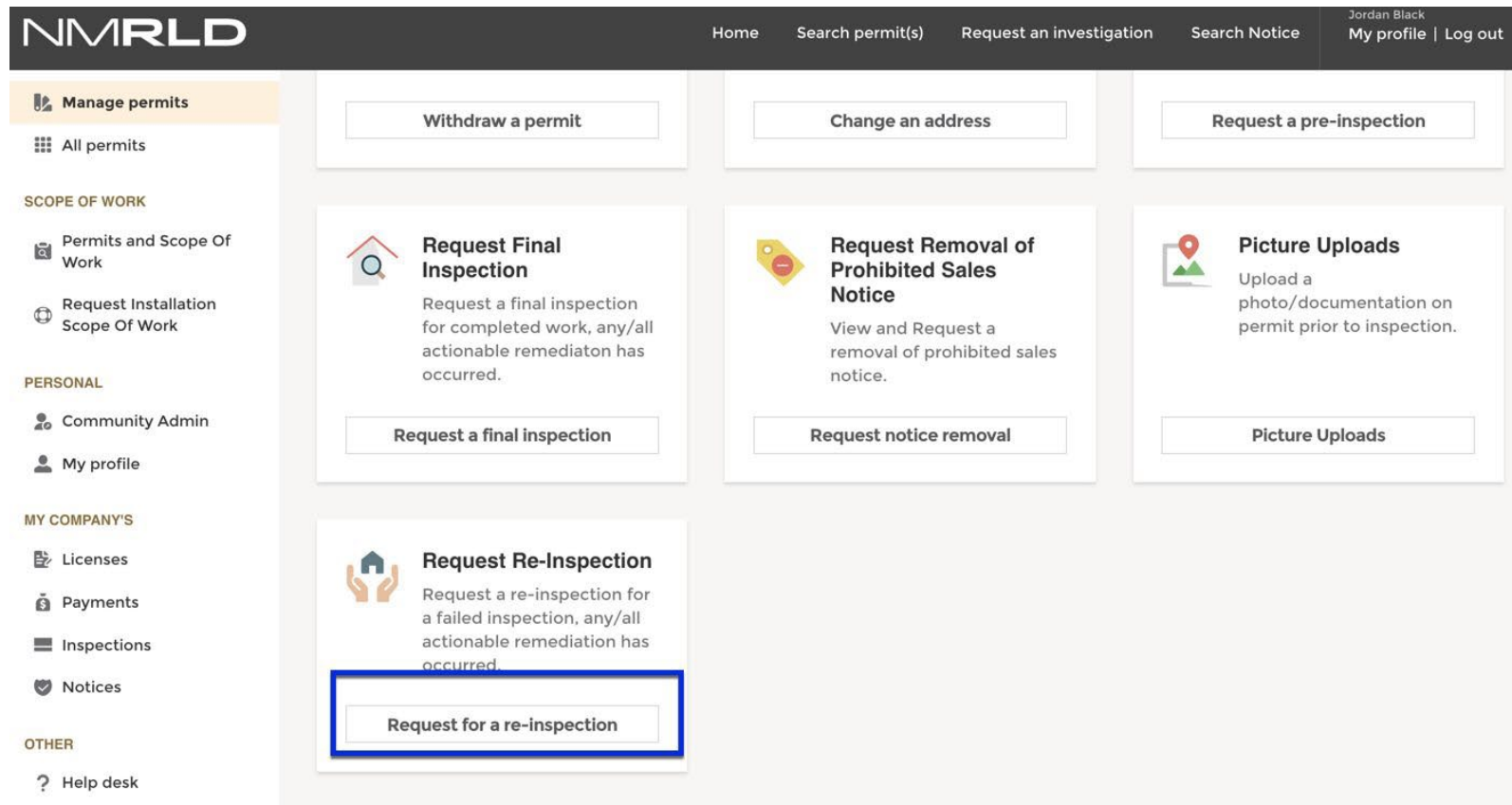
The screenshot shows the NMRLD Permitting Portal Dashboard. The top navigation bar includes the NMRLD logo, a search bar, and links for Home, Search permit(s), Request an investigation, Search Notice, and user profile (Jordan Black) with a Log out option. The left sidebar contains navigation tabs: PERMITS (Manage permits, All permits), SCOPE OF WORK (Permits and Scope Of Work, Request Installation Scope Of Work), PERSONAL (Community Admin, My profile), MY COMPANY'S (Licenses, Payments, Inspections, Notices), and OTHER.

The main dashboard area is titled "Dashboard" and includes a welcome message: "Welcome to the Manufactured Housing Division permitting and inspections dashboard." Below this are three summary cards: "29 Approved Permits" (green checkmark icon), "7 Submitted Permits" (blue refresh icon), and "24 Draft Permits" (grey document icon).

Below the summary cards is an "INSPECTIONS" table with a "View All" button. The table contains the following data:

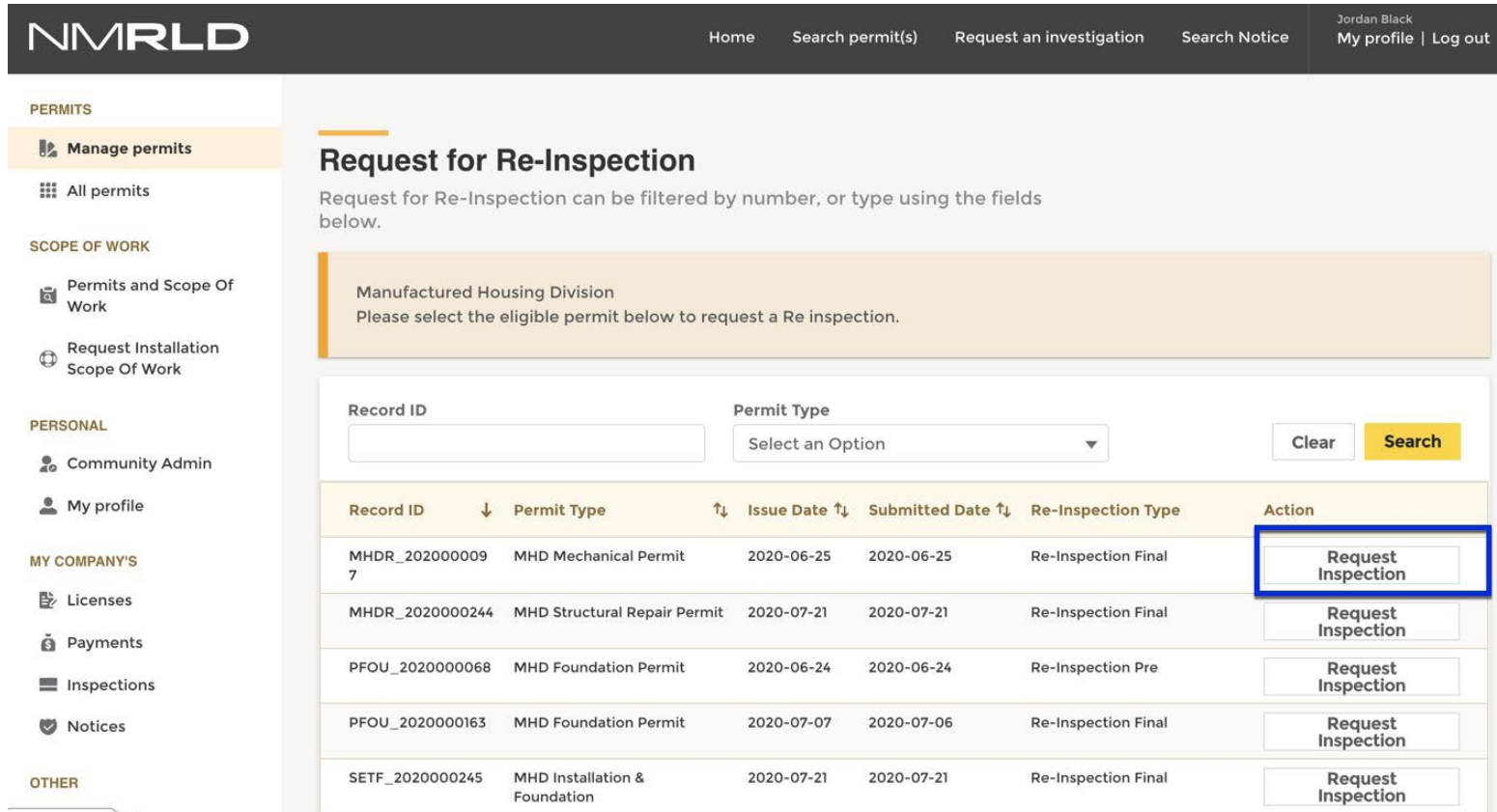
Inspection Number	Record ID	Permit Type	Inspector	Inspector Email Address	Status	Date of Inspection	Next Action
00004520	SETF_202000267	MHD Installation & Foundation	Russell Wink	russell.wink@state.nm.us	Submitted		
00004510	MHDR_202000128	MHD Mechanical Permit	Joseph Aragon	joseph.aragon@state.nm.us	Submitted		
00004499	PFOU_202000102	MHD Foundation Permit	Russell Wink	russell.wink@state.nm.us	Scheduled	Scheduled	
00004491	MHDR_2020	MHD Mechanical	Joseph	joseph.aragon@state.nm.us	Scheduled	Scheduled	

2 Access the Request Re-Inspection title.



The screenshot displays the NMRLD Permitting Portal interface. At the top, the NMRLD logo is on the left, and navigation links for Home, Search permit(s), Request an investigation, Search Notice, and user profile (Jordan Black) with a Log out option are on the right. A left-hand sidebar contains several menu categories: Manage permits (with a sub-item All permits), SCOPE OF WORK (with sub-items Permits and Scope Of Work and Request Installation Scope Of Work), PERSONAL (with sub-items Community Admin and My profile), MY COMPANY'S (with sub-items Licenses, Payments, Inspections, and Notices), and OTHER (with a sub-item Help desk). The main content area features a grid of service tiles. The 'Request Re-Inspection' tile, located in the bottom row, is highlighted with a blue rectangular box. This tile includes a house icon with hands, the title 'Request Re-Inspection', a description: 'Request a re-inspection for a failed inspection, any/all actionable remediation has occurred.', and a button labeled 'Request for a re-inspection'.

- 3 Click on Request Inspection Next to the permit. In case of Installation permits, the Permit Holder as well as the Contractors who failed the initial Inspection on Scope of work assigned could request a Re-Inspection.



NMRLD Home Search permit(s) Request an investigation Search Notice Jordan Black My profile | Log out

PERMITS

- Manage permits
- All permits

SCOPE OF WORK

- Permits and Scope Of Work
- Request Installation Scope Of Work

PERSONAL

- Community Admin
- My profile

MY COMPANY'S

- Licenses
- Payments
- Inspections
- Notices

OTHER

Request for Re-Inspection

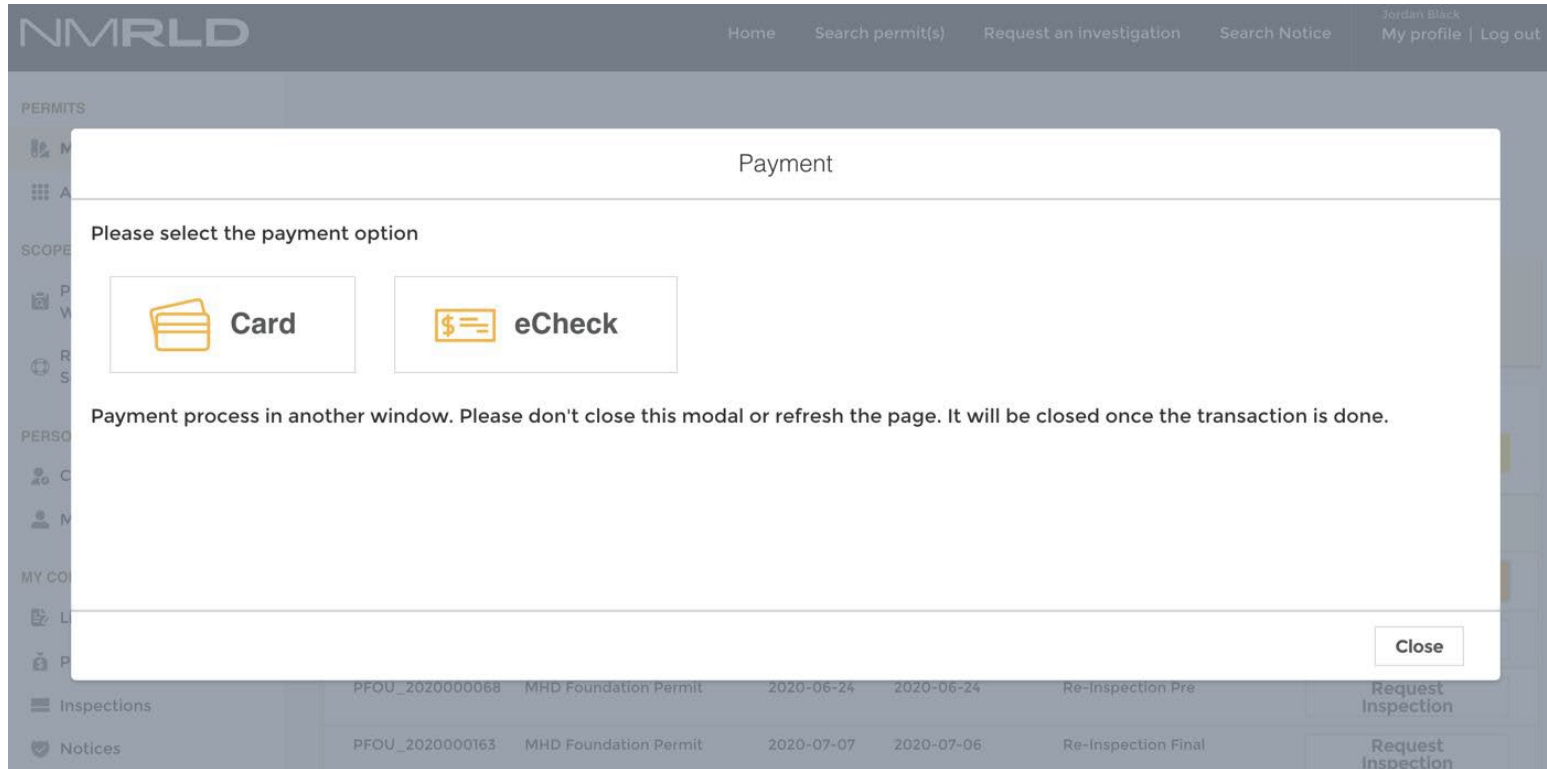
Request for Re-Inspection can be filtered by number, or type using the fields below.

Manufactured Housing Division
Please select the eligible permit below to request a Re inspection.

Record ID: Permit Type:

Record ID	Permit Type	Issue Date	Submitted Date	Re-Inspection Type	Action
MHDR_2020000097	MHD Mechanical Permit	2020-06-25	2020-06-25	Re-Inspection Final	<input type="button" value="Request Inspection"/>
MHDR_2020000244	MHD Structural Repair Permit	2020-07-21	2020-07-21	Re-Inspection Final	<input type="button" value="Request Inspection"/>
PFOU_2020000068	MHD Foundation Permit	2020-06-24	2020-06-24	Re-Inspection Pre	<input type="button" value="Request Inspection"/>
PFOU_2020000163	MHD Foundation Permit	2020-07-07	2020-07-06	Re-Inspection Final	<input type="button" value="Request Inspection"/>
SETF_2020000245	MHD Installation & Foundation	2020-07-21	2020-07-21	Re-Inspection Final	<input type="button" value="Request Inspection"/>

4 To request a Re-Inspection, the user will have to pay the re-inspection fee. Upon clicking on Request Re-Inspection the user will be redirected to pay for the Re-Inspection to pay by Credit Card or Echeck.

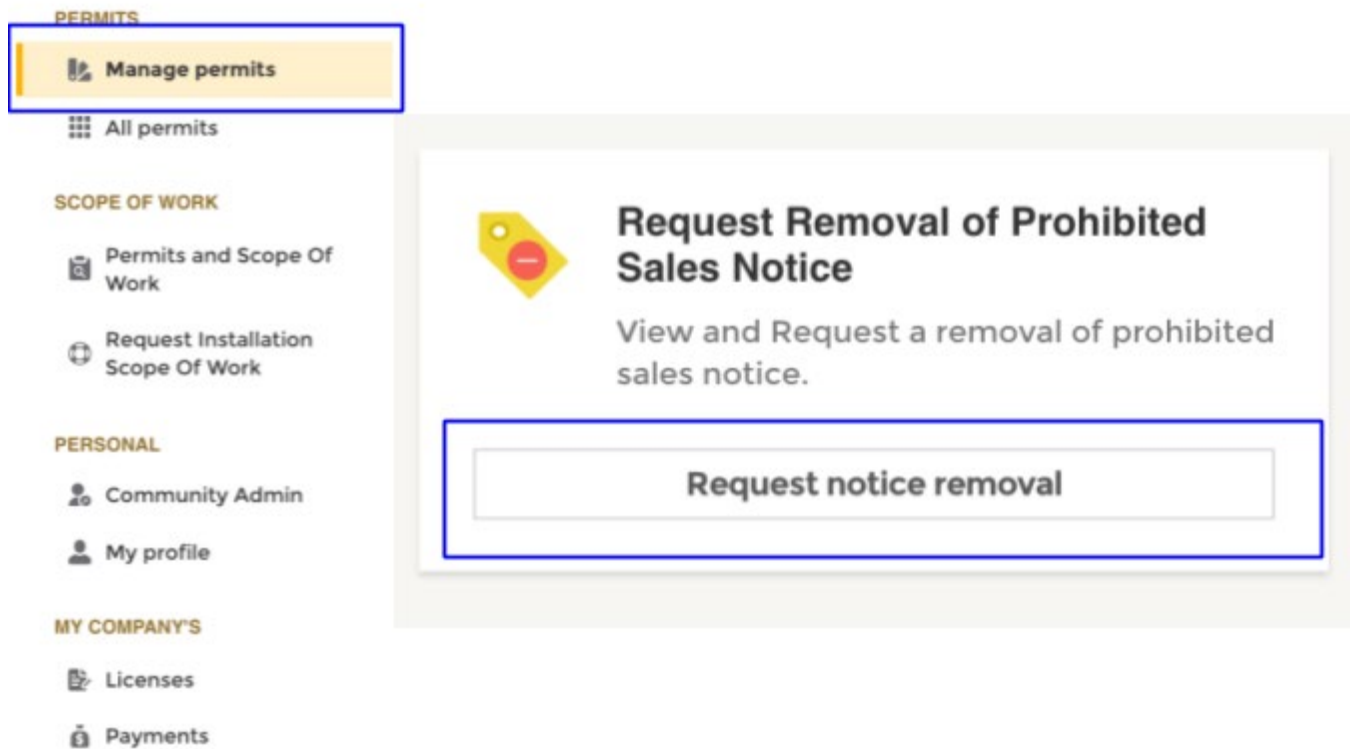


5 The Inspection request will be submitted after the successful completion of the payment.

REQUEST FOR REMOVAL OF PROHIBITED SALES NOTICE

1

To request the removal of Prohibited Sales Notice, the user will have to navigate to the manage permits tab on the left side of the page. Here the user will see the quick links to apply for a new permit or manage an existing permit. Click on the “Request notice removal” button on the Request Removal of Prohibited Sales Notice card.



2

The user will be redirected to the page for requests and there they can see the permits for which they can place the request for the removal of prohibited sales notice. Click on the “Request Inspection” button adjacent to the permit.

Request Removal of Prohibited Sales Notice

Request Removal of Prohibited Sales Notice can be filtered name using the fields below.

Manufactured Housing Division
 Please select the permit below to request a removal of prohibited sales notice.

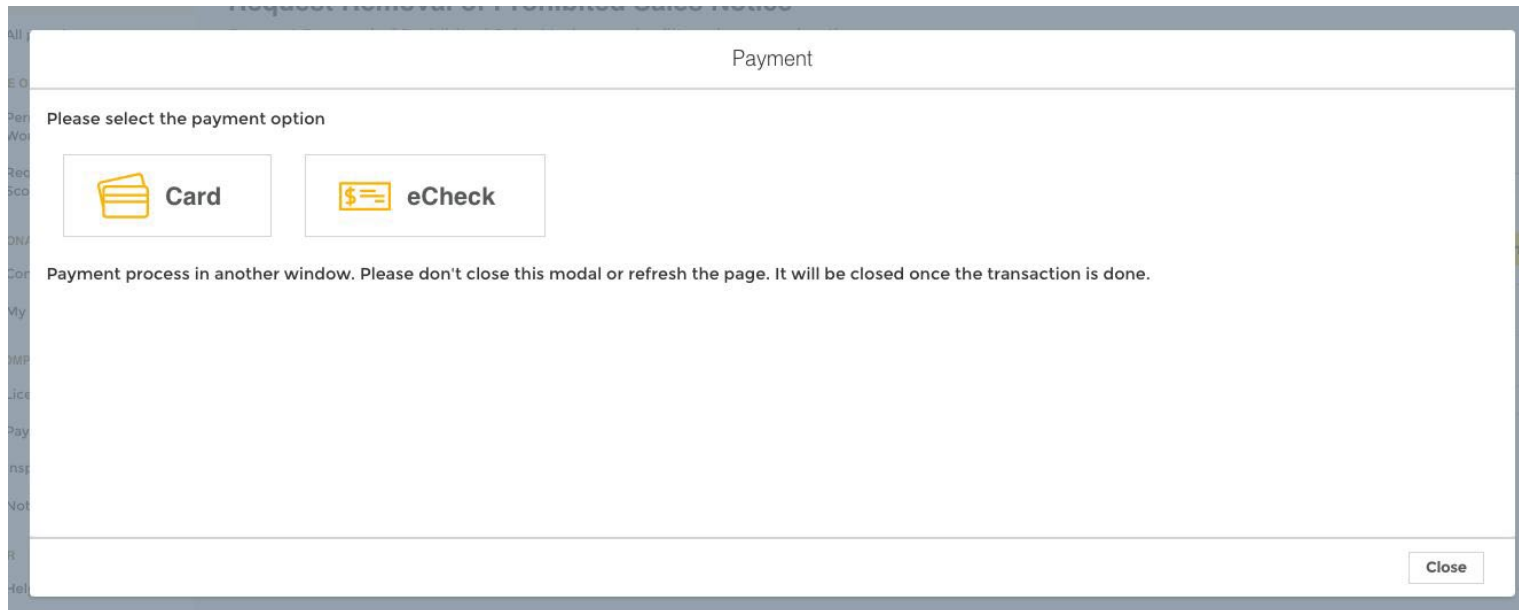
Notice Name Clear Search

Notice Name	Record ID	Date of Notice	Fees	Action
V-0110	MHDR_2020000265	Jul 30, 2020	\$60.00	Request Inspection

Page 1 of 1

First < > Last

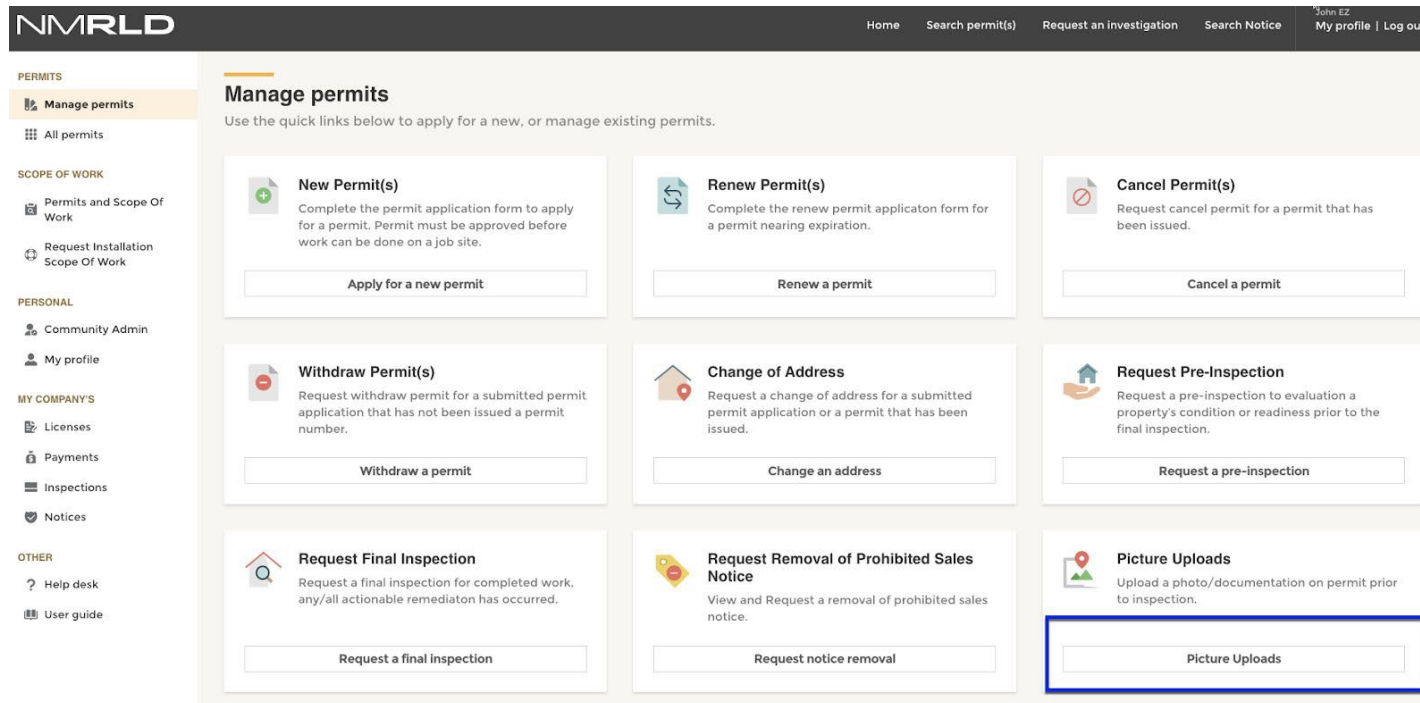
3 Once the user clicks on the button, they will see a module for payment. The user can choose the payment option and then they will be redirected to the Cybersource page to complete the payment. Users can check the billing information and complete the payment.



PICTURE UPLOADS

1

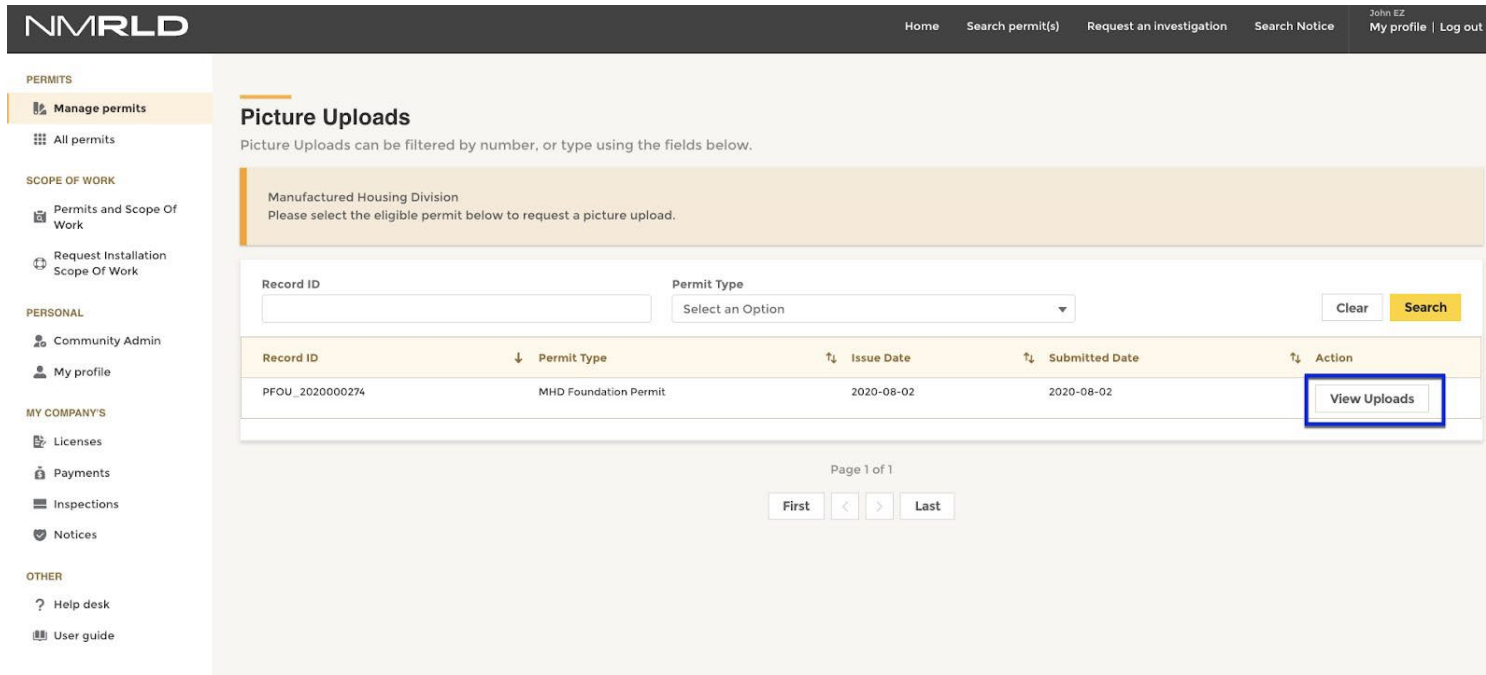
Navigate to the manage permits tab from the panel available on the left side of the page and click on it. Then you will click on Picture Uploads.



The screenshot shows the NMRLD Permitting Portal interface. At the top, there is a navigation bar with the NMRLD logo on the left and links for Home, Search permit(s), Request an investigation, Search Notice, and a user profile for John EZ with a Log out option. On the left side, there is a sidebar menu with categories: PERMITS (Manage permits, All permits), SCOPE OF WORK (Permits and Scope of Work, Request Installation Scope Of Work), PERSONAL (Community Admin, My profile), MY COMPANY'S (Licenses, Payments, Inspections, Notices), and OTHER (Help desk, User guide). The main content area is titled 'Manage permits' and includes a sub-header 'Use the quick links below to apply for a new, or manage existing permits.' Below this, there are nine quick link cards arranged in a 3x3 grid. The 'Picture Uploads' card in the bottom right corner is highlighted with a blue border. Each card contains an icon, a title, a brief description, and a button.

Icon	Title	Description	Button Label
	New Permit(s)	Complete the permit application form to apply for a permit. Permit must be approved before work can be done on a job site.	Apply for a new permit
	Renew Permit(s)	Complete the renew permit application form for a permit nearing expiration.	Renew a permit
	Cancel Permit(s)	Request cancel permit for a permit that has been issued.	Cancel a permit
	Withdraw Permit(s)	Request withdraw permit for a submitted permit application that has not been issued a permit number.	Withdraw a permit
	Change of Address	Request a change of address for a submitted permit application or a permit that has been issued.	Change an address
	Request Pre-Inspection	Request a pre-inspection to evaluation a property's condition or readiness prior to the final inspection.	Request a pre-inspection
	Request Final Inspection	Request a final inspection for completed work, any/all actionable remediation has occurred.	Request a final inspection
	Request Removal of Prohibited Sales Notice	View and Request a removal of prohibited sales notice.	Request notice removal
	Picture Uploads	Upload a photo/documentation on permit prior to inspection.	Picture Uploads

2 To Upload Pictures, click View Uploads. Click on Add Row to upload pictures and submit them for the inspector to review.



NMRLD Home Search permit(s) Request an investigation Search Notice John EZ My profile | Log out

PERMITS

- Manage permits
- All permits

SCOPE OF WORK

- Permits and Scope Of Work
- Request Installation Scope Of Work

PERSONAL

- Community Admin
- My profile

MY COMPANY'S

- Licenses
- Payments
- Inspections
- Notices

OTHER

- Help desk
- User guide

Picture Uploads

Picture Uploads can be filtered by number, or type using the fields below.

Manufactured Housing Division
Please select the eligible permit below to request a picture upload.

Record ID: Permit Type:

Record ID	Permit Type	Issue Date	Submitted Date	Action
PFOU_2020000274	MHD Foundation Permit	2020-08-02	2020-08-02	View Uploads

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IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE CONTACT THE MANUFACTURED HOUSING DIVISION BY EMAIL AT MHD.INFO@RLD.NM.GOV.