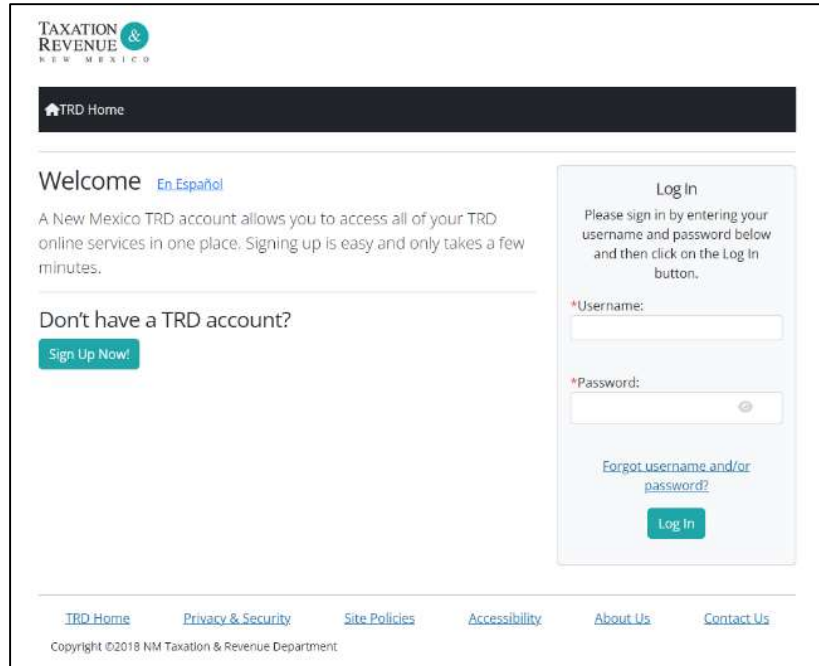


How to Reset your Password

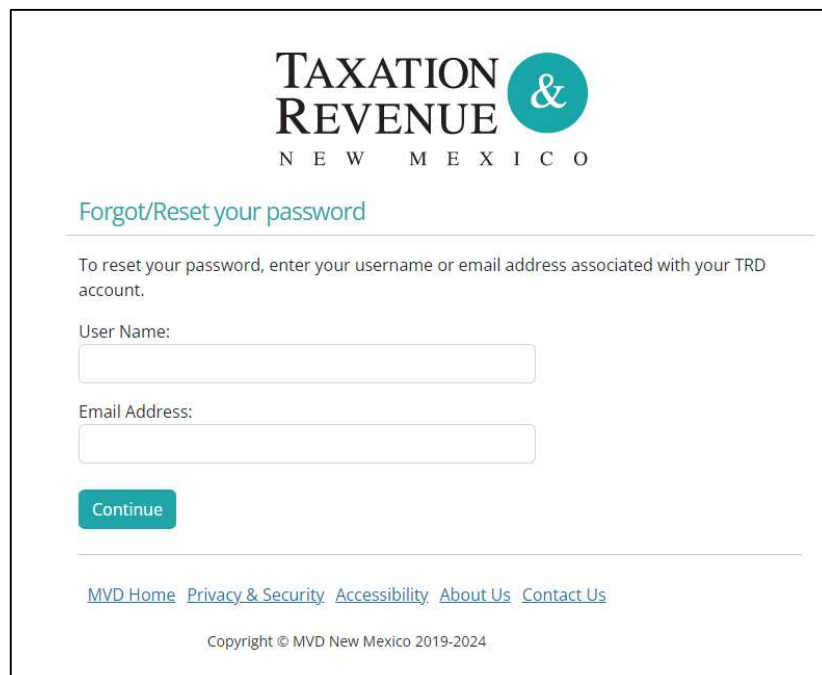
How do I reset my password for my TRD Account?

1. Click on “Forgot username and/or password” at your application login screen.



The screenshot shows the TRD Home page. At the top is the Taxation & Revenue New Mexico logo. Below it is a dark navigation bar with 'TRD Home'. The main content area has a 'Welcome' message with a link to 'En Español'. A paragraph explains that a TRD account allows access to online services. Below this is a 'Don't have a TRD account?' section with a 'Sign Up Now!' button. To the right is a 'Log In' section with instructions to enter username and password, followed by input fields for '*Username:' and '*Password:', a 'Forgot username and/or password?' link, and a 'Log In' button. The footer contains links for 'TRD Home', 'Privacy & Security', 'Site Policies', 'Accessibility', 'About Us', and 'Contact Us', along with a copyright notice for 2018 NM Taxation & Revenue Department.


2. Enter your TRD Account information.



The screenshot shows the 'Forgot/Reset your password' page. At the top is the Taxation & Revenue New Mexico logo. Below it is the heading 'Forgot/Reset your password'. A paragraph states: 'To reset your password, enter your username or email address associated with your TRD account.' There are two input fields: 'User Name:' and 'Email Address:'. Below the 'Email Address:' field is a 'Continue' button. The footer contains links for 'MVD Home', 'Privacy & Security', 'Accessibility', 'About Us', and 'Contact Us', along with a copyright notice for 2019-2024 MVD New Mexico.

3. Check your email for a verification code. Enter the verification code and click Continue.

TAXATION
REVENUE



N E W M E X I C O

Verify Code

An email from support@tylernewmexico.com containing your username and a password reset verification code has been sent to you. If you don't see an email in your inbox within 5 minutes, please check your spam/junk folder for an email with the subject "NM TRD Password Recovery".

If still not found please contact support@tylernewmexico.com for assistance.

Enter the code you received in the email:


Continue

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4. Create New Password.

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N E W M E X I C O

Change Password

Your code has been successfully validated. Please complete the process by entering a new password in the fields below.

The password must meet the following requirements:

- Must be at least 8 characters in length
- Must have at least 1 number
- Must have at least 1 of the following special characters:
~!@&#\$%^&*()_~+{}|;:'"~<>~./?
- Must not contain your username, your first name or your last name
- Cannot be one of your last three (3) passwords

New Password:

Confirm New Password:

Continue

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5. Change Password Complete.



Change Password Complete

You have successfully changed your password! To make additional changes to your NM TRD Account, click [here](#).

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