

Frequently Asked Questions

Special Hunts Online System

Creating My Account

How do I create my account?

Go to the web page **www.wildlife.state.nm.us**, choose **License Sales**. Here you have the options to enter your user name and password, create an account, or find an account using the **Forgot your user name or password** feature. If you do not have an account, choose **Create Account** and follow the instructions.

When creating my account, it says "It appears you already have an account."

Please exit and return to the **Login** page. Choose **Forgot user name and password**. This will prompt you to provide your first name, last name, date of birth and the last four digits of your social security number. If your information is recognized it will prompt you to continue. Make sure you search for your account using any alternate first names you may have registered with (i.e. William, Will, Bill etc.).

I have never created an account, but the system says I have one. Who created an account for me?

Accounts were migrated over from our old system in 2008. If other people have had access to your information (parents, grandparents, outfitters, etc.) they may have set up an account in your name. Make certain your account is secure by changing your password and security question. Choose **Recovery Information** to change your security question.

When creating my account, it says the "User name is not available."

User names are unique. As you are entering your user name, the system may display **User name not available**. Complete entering your desired user name, if the system still displays **User name not available**, please choose an alternate name. When you have chosen a unique user name the system will display **User name available**.

When creating my account the system says "New password is not formatted properly"

Passwords must be 6-15 characters in a combination of both letters and numbers.

My outfitter created my account. How do I access it?

Try to recover your account access through **Forgot user name and password**. If this does not work, contact your outfitter to retrieve this information. If you cannot reach your outfitter, please contact (505) 476-8000.

Accessing My Account

I forgot my user name and/or password.

From the **Login** page choose **Forgot user name or password**. Enter the requested personal information and choose **Find Account**. The system will either find your account or tell you that it cannot find an account that matches your information.

If the name shown is not you, return to the previous screen and make certain that you entered your information correctly.

If the name is you, the system may ask you to answer a security question. Once your question is answered correctly, you will be given your user name and you will be asked to reset your password. Passwords must be 6-15 characters in a combination of both letters and numbers.

Once your password has been accepted, you will see **Your password has been updated** at the top of the **Login** page.

If you cannot answer your security question, please call (505) 476-8087.

The answer to the security question is wrong or not working.

The answer to the security question must be typed in exactly as it was entered. If you cannot

correctly answer your security question, please call (505) 476-8087.

When I log in, the system tells me I have duplicate accounts.

The system will prompt you to call (505) 476-8087. The Special Hunts team will look at your accounts and help you through this.

Updating My Account

My name, date of birth, last four digits of my social security number and/or my residency status has changed. How do I correct this?

Please call (505) 476-8087 to update your information.

My address, email and/or phone number have changed. How do I update in the system?

Go to **My Account** in the main menu. You can update your contact and personal information.

Creating An Application

Do I need to submit a separate application for each species?

Yes, you may only apply for one species per application and you may only submit one application per species.

How do I create a group or party application?

One person must first submit the initial application. This first person on the application is known as "the owner." When submitted, the owner will be provided with the application number and an attach code.

Each applicant after the owner then enters the application system and chooses **Attach to an application**. They will be prompted for the application number and attach code. Attach codes are always 6 characters.

The number of applicants per application is different for each species. Refer to the Big Game Rules and Information Booklet.

How do I know my application is submitted correctly?

You will receive a receipt that may be printed to show that you have applied. You will have the status "Paid" assigned to your application. You will receive an email confirmation. Please make certain you are able to receive emails from **NMspechunts@state.nm.us** and that the email account you identified is correct.

How do I view my application once it has been submitted?

Log in to your account. Go to **License Sales** then to **Public Draw License**. All the applications you have applied for will be displayed. Choose **Review** to open each application.

I applied for the wrong hunt and want to change to another hunt code.

Once you submitted your payment, your application cannot be changed.

I am trying to change the hunt codes, but the system is not letting me.

Once you submitted your payment, your application cannot be changed. If you must change your hunt codes, you will need to delete the application and start over. Refunds for deleted applications will not be given until May and you will be charged an additional application fee.

I want to withdraw my application, how do I do that?

You may delete your application from the draw, but doing so will forfeit your non-refundable application fee. To delete an application, log in to your account. Choose **License Sales** then **Public Draw Licenses** then choose the application you want to delete and choose **Review**.

On the review page, in the top right-hand corner, there will be an option to **Delete**. If you delete yourself from an application you may submit another application for the same species, but you may NOT re-attach to the application number from which you deleted yourself.

Deleting an application does NOT affect the

other applicants. If the application "owner" delete's an application, the second applicant will become the owner. If you have submitted payment for an application and then choose to delete it, you will be refunded the license fee in May.

I accidentally deleted my application.

If you delete an application, it is final. You may submit another application for the same species, but you may NOT re-attach to the application from which you are deleted.

Attaching To An Application

I am trying to attach to another application but the application number and attach code aren't working.

Make certain you are entering the correct application number. The attach code is 6 digits. Finally make certain the application is not full and that it is a species you can attach to.

The system won't let me attach to an application.

Check that the application is not full and that the species allows multiple applicants. The reason you cannot attach will be noted towards the top of the page in yellow.

I am trying to attach but it says the application is full.

Check the current Rules and Information Booklet for the number of applicants allowed for the particular species. If that number has been reached, no more applicants may attach.

How can I tell if people are attached to my application?

Log in to your account. Go to **License Sales** then to **Public Draw Licenses**. Find the application in question and choose **Review**. All applicants attached to the application will be displayed.

Paying For My Application

I am entering my credit card for my application, but it is not accepting it.

We only accept MasterCard and Visa credit or debit cards. Enter the card number with NO spaces or dashes. Make certain your card has not expired.

I want to pay for someone else's applications. Can I do that?

The the application owner can allow other people to use the owner's card. On the payment page there is a drop down box where you can allow anyone who attaches to that application to use your card.

Once you submit the application, that decision is final. If you allowed others to use your card, you must have the funds in your account to pay for all license and application fees.

I accidentally chose to allow other people to use my card. How do I stop this?

This feature cannot be undone. You will have to ask the other applicants to NOT use your card.

Who can choose to allow other people to use my card.

Only the application owner can allow other people to use their credit card.

My card was lost or stolen after I applied. Can I change the number?

Card numbers may not be changed. If your card is no longer valid when refunds are issued, you will receive a paper check.

When will my credit card be charged?

Cards are charged the non-refundable application fee and the full license fee at the time you submit the application. When your card is successfully charged, the payment portion of the screen will show **Approved**. If your card is not successfully charged, the message will be **Declined**. Please make certain that your card is approved before exiting the application.

What happens if my card is declined?

If your card is declined when initially submitting the application, you do not have a valid application. Be certain that you have sufficient funds in you account.

What does status "Paid" mean?

Paid means the application fee and full license has been paid.

How can I see everything I have applied for and purchased?

Under the main menu choose the **My Purchases** option. From the drop down box, choose the year you are inquiring about. This will display all purchases, including applications that have occurred directly with the Department. Licenses purchased from local vendors are NOT represented.

Refunds

When will refunds be issued?

Refunds for Draw 2 will be issued in May.

How will I receive my refund?

Applications paid by credit or debit cards will be refunded directly to the card charged. Applications paid by E-checks will be issued paper checks.

If I am not successful in the draw, do I get a refund for the Game-hunting license?

Refunds are available for Game-hunting licenses purchased in conjunction with the draw. To be eligible for a refund, the applicant MUST choose the refund option AND must be unsuccessful for all big game applications. If the refund option is not chosen, refunds will not be given. There is NO refund option for Game-hunting and Fishing Combination licenses.

I Cannot Apply

I don't see the hunts I want to apply for.

Hunt codes are listed in the Rules and Information Booklet. Please be certain you are referring to the correct year's publication. Make sure you have chosen the correct species. If you are trying to apply for youth-only hunts, you must be a youth. If you are trying to apply for mobility impaired hunts, you must be certified as mobility impaired by the Department.

I am trying to apply for a cow elk hunt but I do not see that option.

Only New Mexico residents are eligible to apply for and draw cow elk licenses. This is due to changes made by the State Legislature in 2011.

I am trying to apply for hunts in Wildlife Management Area's but I do not see that option.

Only New Mexico residents may apply for and draw hunts held exclusively on Wildlife Management Areas. Nonresidents may apply for hunts that occur concurrently on both WMA's and public land.

I am trying to apply for Oryx in Draw 1 but it is not there.

The oryx draw is now part of Draw 2.

I am trying to apply for another person, but all I see is my information.

If you see your information then you are logged in to your account. Log out of your account, and have the other person log in to their account so they may apply.

When Will I Know?

When will I know if I am successful?

Check the current Rules and Information Booklet to find actual release dates. Email will be sent out to successful applicants. Make sure we have your correct email address and that you can receive emails from **NMSpecHunts@state.nm.us**.

Do I Have To Purchase?

Why do I have to buy a Game-hunting license?

In 2011, the State Legislature made changes that impact all residents and nonresidents who hunt in New Mexico. One of the changes made is the requirement that any one applying for or purchasing a big game or turkey license must have a game hunting or game hunting and fishing license.

Will I receive my Game-hunting or Game-hunting and Fishing License in the mail?

If you are successful in the draw, your Game-hunting or Game-hunting and Fishing License will be displayed on the paper copy of the license(s) you receive in the mail.

If you are a resident and purchase a Game-hunting and Fishing License or you choose the

Game-hunting option with NO refund, you will receive an online authorization for the Game-hunting and Fishing License (and stamps if purchased) on or before April 1st.

If you purchase a Game-hunting License with a refund option, and you are unsuccessful with all draw applications, you will not receive a license or an authorization number.

If you are successful in any draw application, you will receive both an electronic authorization and a printed license.

I would like to purchase a General Hunting and Fishing license, but cannot find it?

In 2011, the State Legislature made changes that impact all residents and nonresidents who hunt in New Mexico.

One of the changes is the requirement that anyone applying for or purchasing a big game or turkey license must have a Game-hunting or a Game-hunting and Fishing License. The Game-hunting license is valid for small game and takes the place of the small game license which was part of the General Hunting license, effectively making a General Hunting license or General Hunting and Fishing license obsolete.

Do I need to purchase a separate deer license from a local vendor?

If you are successful for deer in the public land draw you will be mailed a deer license. Licenses sold at local vendors and through the "General License Sales" on our website, are valid ONLY on private land.

Do not buy a deer license from a local vendor or through "General License Sales" until draw results have been announced. If you have any questions, please call (505) 476-8000.

The system is asking for a private land authorization number.

Units 2A, 2B, 2C, 4 and 5A have deer hunts only on private land. To apply for these hunts, the applicant must have an authorization code from the landowner. These authorization numbers may only be used one time.

Miscellaneous

What should I do if I change my residency after I have applied and paid?

If you change your residency status after you have submitted the application fee, please call the Special Hunts Office at (505) 476-8087. We will change your status. If you owe an additional application fee, you will need to access your account and pay the additional amount to have a lawful application.