

Individual Acadis® Portal Frequently Asked Questions (FAQs)

How do I get to the NMLEA Acadis® Portal to sign in?

Copy & Paste the following URL into your browser: <https://nmlea.acadisonline.com/AcadisViewer/Login.aspx> and hit enter or click go. You can also bookmark the URL for future use.

Will I be able to report my own completed training?

No. Individuals have **Read Only** access to view their completed training, employment, and certifications that are on-record with the NMLEA. To report completed training, please contact your Agency Training Coordinator.

On my Basic Certification the expiration date says “Never”, does this mean my certification is valid and active?

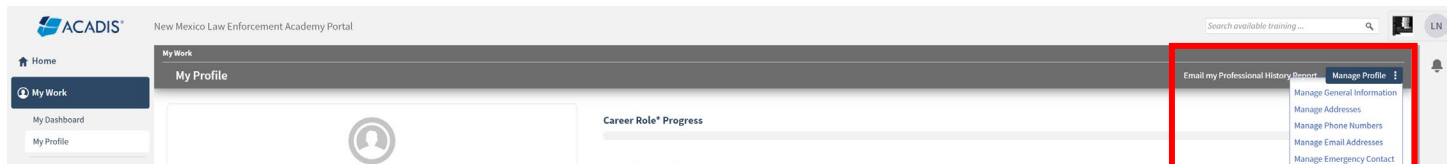
- No. All basic level certifications are being transitioned from a manual tracking process to an automated process. The current listed certification is a placeholder that only indicates that the individual has previously or is currently issued a basic level certification. All certifications are subject to Biennium/In-Service compliance requirement fulfillment to be considered “valid and active”.
- Currently, while the NMLEA transitions from manual to automated compliance review, all certifications will show “*In Grace (Compliance Reporting Review)(Active)*” as the status. This simply means that all certifications have entered into the reporting grace period (01/01/2024 - 03/01/2024) for the previous biennium cycle (01/01/2022 – 12/31/2023) and are currently being reviewed for compliance fulfillment of the required “40 hours of training approved by the Council...” ([§29-7-7.1 NMSA 1978](#)). This is a temporary status and certification that will be replaced by the new compliance tracking process involving Acadis® Portal Career Roles.

My training record is incomplete, inaccurate, or my record is missing information. How do I correct my record?

Please contact your Agency Training Coordinator first to supply any proof of missing or inaccurate information so that they may submit the correct information to be reflected on the record. If there is duplicate training or employment information shown, please have your Agency Training Coordinator reach out to the NMLEA Acadis Administrator.

How do I update my Contact Information?

Individuals may **ONLY** update their contact information (Phone, Email, Mailing Address, and Emergency Contact). To update your contact information on your profile, please use the **Manage Profile** button located in the top right corner of the screen (shown below).



Why am I being asked for my Mailing Address?

The NMLEA Certification Board requires a valid mailing address for all certified individuals to ensure due process communication regarding an individual's certification. [10.29.1.8 NMAC](#) (shown below) provides the regulatory authority of the NMLEA Certification Board to require this information.

G. Miscellaneous:
(1) In computing any period of time prescribed or allowed by these regulations, the day of the act or event from which the designated period of time begins to run shall not be included. The last day of the period so computed shall be included unless it is a Saturday or Sunday or legal holiday, in which event the period runs until the end of the next day which is not a Saturday, Sunday or legal holiday. For purposes of this rule, a legal holiday shall include any day during which state offices are closed for any consecutive period of three hours or more between 8:00 a.m. and 5:00 p.m.
(2) The law enforcement academy will maintain a database of all certified law enforcement officers and public safety telecommunicators that will reflect a valid mailing address for each individual. It will be incumbent on each certified individual to provide the law enforcement academy a current and valid mailing address for the purpose of board communications, notices of hearing, notices of action, and other official means of notification listed within the scope of this rule. Each certified law enforcement officer and public safety telecommunicator will provide notice of change of address in writing by use of the law enforcement academy LEA-82A form within 30 days of any change of address. If an address change is due to termination, resignation, or retirement of a certified individual from a New Mexico public safety agency, the agency may provide a valid mailing address for the individual on the law enforcement academy LEA-82 form. Reporting and notification to the law enforcement academy of valid mailing address information is a requirement of certification maintenance and is the sole responsibility of the certified individual.
[10.29.1.8 NMAC - Rp, 10.29.1.8 NMAC, 11/15/16; A, 06/27/2017]

My Employment Record shows that I have Active status under multiple agencies, but I'm only employed at one. How do I correct this?

Please contact the Human Resources Department or the Training Coordinator at the agency that is no longer your employer to submit a completed [LEA-82 \(Agency Employment Action\)](#). If you are employed full-time at one agency and part-time at another, please make sure that your full-time employment agency has a gold star next to it. The gold star indicates your primary employer. If your full-time agency does not show a gold star next to it, please contact your Agency Training Coordinator to correct.