



## Clean Transportation Fuel Program

NMED Climate Change Bureau  
CTFP-ARCS Organization Registration Guidance  
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# Application, Reporting, and Compliance System (ARCS)

## User Registration Guidance

New Mexico Environment Department (NMED)

Revision History Table

Revision #	Revision Date	Revised By	Reason for Revision

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## Table of Acronyms

<b>Acronym</b>	<b>Definition</b>
<b>AFP</b>	Alternative Fuels Portal
<b>CBTS</b>	Credit Bank and Transfer System
<b>CI</b>	Carbon Intensity
<b>CTFP</b>	Clean Transportation Fuel Program
<b>CTFP-ARCS</b>	Clean Transportation Fuel Program – Applications, Reporting, and Compliance System
<b>ARCS</b>	Applications, Reporting, and Compliance System
<b>FEIN</b>	Federal Employer Identification Number
<b>FRS</b>	Fuel Reporting System
<b>NMAC</b>	New Mexico Administrative Code
<b>NMED</b>	New Mexico Environment Department
<b>PDF</b>	Portable Document Format
<b>SIC</b>	Security Identification Code

## CTFP-ARCS User Registration Guidance

### 1 Introduction

The Clean Transportation Fuel Program (CTFP) is New Mexico’s market-based program designed to reduce the carbon intensity (CI) of transportation fuels supplied and used in the state.

The CTFP ARCS (CTFP-ARCS) supports regulated entities in complying with the rule (20.2.92 NMAC)<sup>1</sup> by providing an online platform for fuel registration, reporting, and credit banking and transfer.

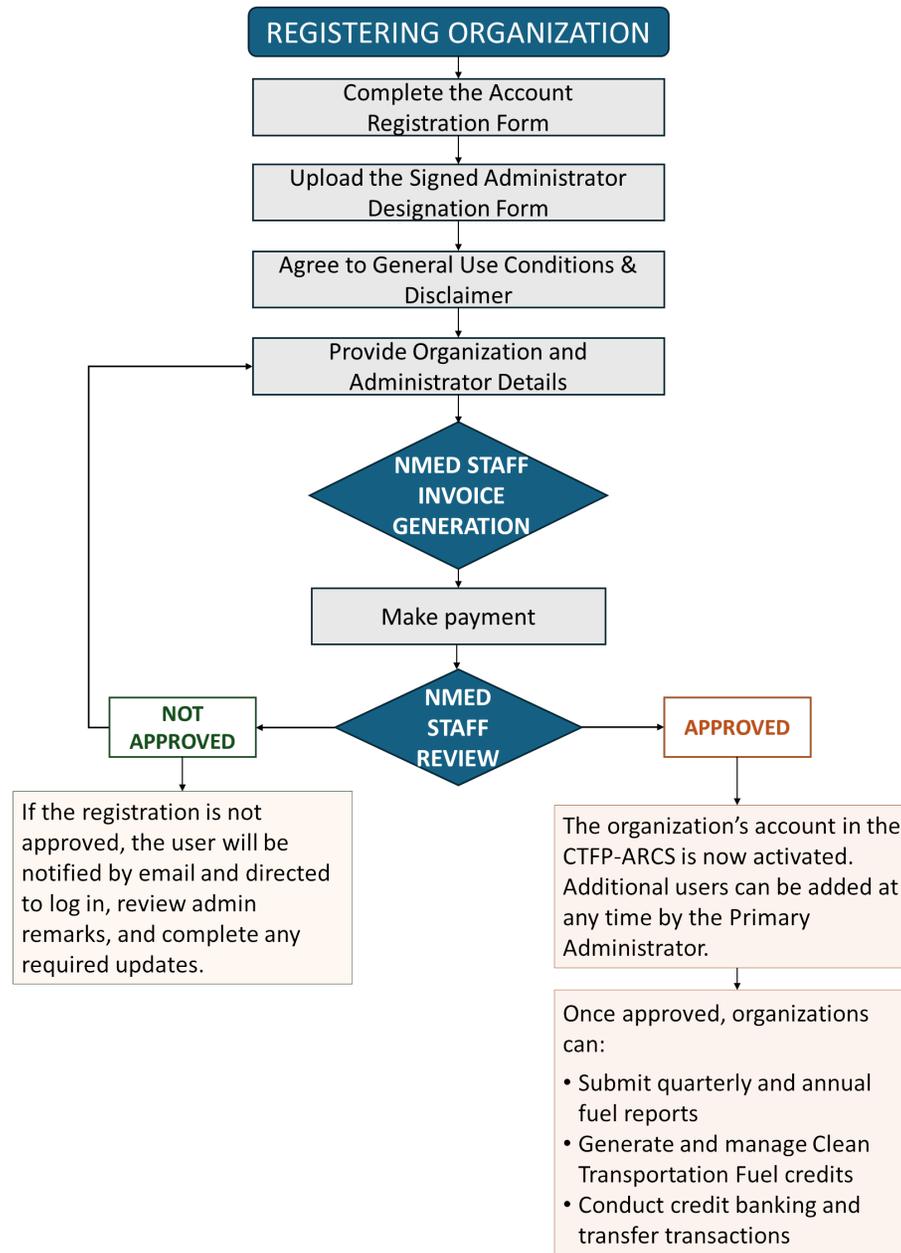
This guide provides step-by-step instructions for registering as a new user in the CTFP-ARCS and establishing your organization’s account.

### 2 Registration Process Overview Flowchart

To create an account, each organization must complete the registration process as instructed in the following sections. The figure below provides an overview of the account registration process.

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<sup>1</sup> New Mexico Administrative Code Title 20 Chapter 2 Part 92 Clean Transportation Fuel Program.  
[https://nmonesource.com/nmos/nmac/en/item/18058/index.do#t20c2p92\\_97](https://nmonesource.com/nmos/nmac/en/item/18058/index.do#t20c2p92_97)



### 3 Organization Registration Preliminary Steps

To create an account in CTFP-ARCS, registering organizations must complete the required steps and submit the information to NMED as a registration request. NMED staff will review the submission and approve or deny the registration.

#### **Step 0**

The CTFP-ARCS portal can be accessed through: <https://ctfp.env.nm.gov>

CTFP-ARCS home page includes two primary modules, each with its own workflows and functions:

- **FRS-ARCS Account:** Applications, Reporting, and Compliance System, for regulated parties who must report fuel volumes and manage credits.
- **AFP Account:** Alternative Fuels Portal, for producers of alternative fuels applying for or maintaining an alternative fuel pathway for fuels such as renewable diesel, ethanol, biodiesel, hydrogen, and biomethane.

Participants use the module(s) that apply to their role under the program. Currently, only the main ARCS account module is available on the home page. NMED will launch the AFP module on July 1, 2026.

This guide focuses on the ARCS account registration process. Begin by selecting the button “*ARCS Account*” as shown in the image below. You will then be guided through the registration process.

For technical assistance during any step, please contact the ARCS Administrator: **ARCS email: [CTFP.ARCS@env.nm.gov](mailto:CTFP.ARCS@env.nm.gov)**

**Clean Transportation Fuel Program  
Applications, Reporting, and Compliance System (CTFP-ARCS)**

**Clean Transportation Fuel Program - Applications, Reporting and Compliance System (CTFP-ARCS) Registration**

Click the "Register ARCS Account" button below to register a new organization in the New Mexico CTFP. There is only one account for each organization. After an organization account has been approved by NMED the organizational administrator can log in and assign user accounts. If you are an employee of an organization with an existing organizational account please contact the administrator for your organization for them to set up a user account. Questions about accounts and reporting can be sent to: [CTFPARCS@env.nm.gov](mailto:CTFPARCS@env.nm.gov)

**Register ARCS Account >>**

**Alternative Fuels Portal (AFP)**  
Coming Soon

**AFP ACCOUNT >>**

**Login**

Username \*

Password \*

I'm not a robot

Forgot Username? Forgot Password?

**LOGIN**

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### **Step 1**

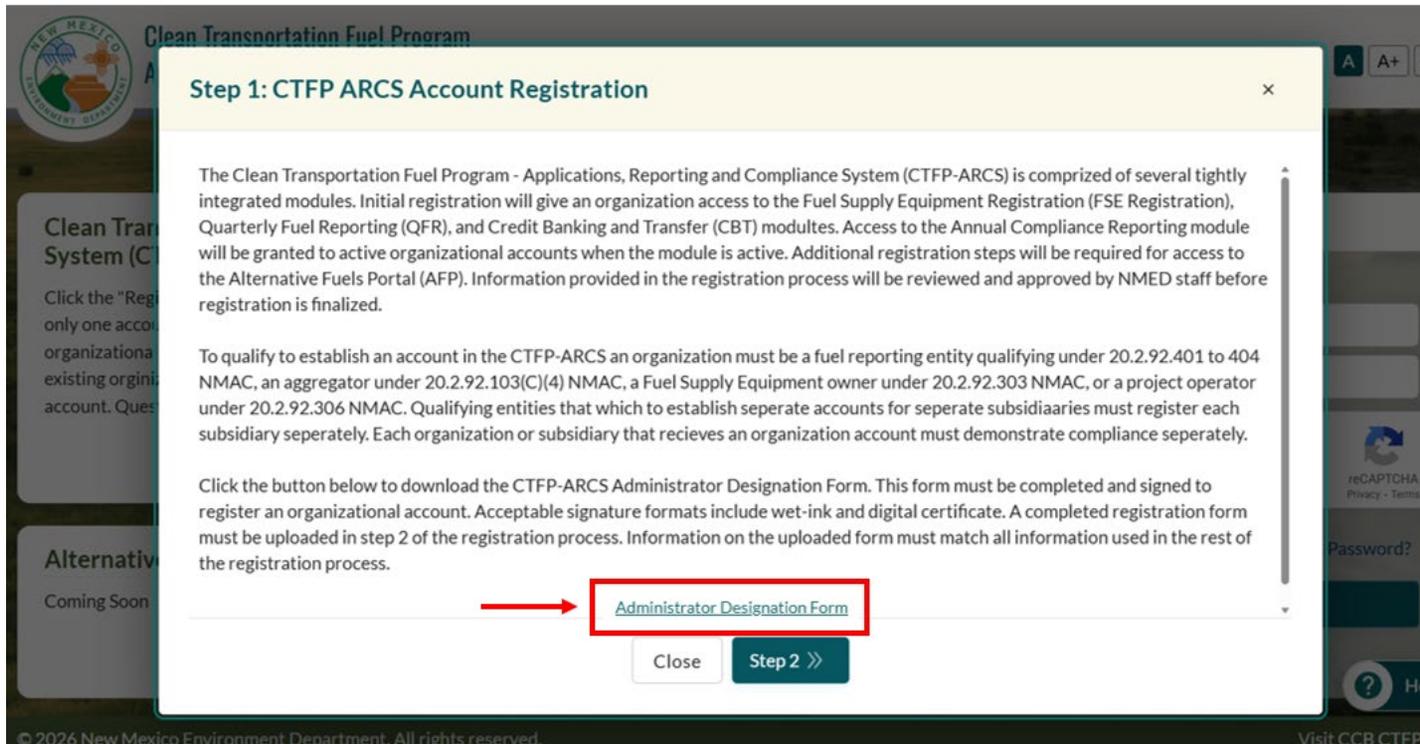
After selecting the ARCS account on the CTFP-ARCS home page, an overview window appears describing the account types and eligibility criteria, followed by a link to download the Administrator Designation Form (in PDF format). The Administrator Designation Form is also available on

NMED's CTFP website: <https://www.env.nm.gov/climate-change-bureau/clean-fuel-program/>. This form identifies the organization's primary and secondary administrators/representatives, who will be responsible for all submissions and communications under the Clean Transportation Fuel Program. The form is provided as a fillable PDF and can be completed electronically before signing.

The Administrator Designation Form must be signed by both a responsible official (as defined in 20.2.92.7R(14) NMAC) and two organizational account administrators. NMED accepts scanned wet-ink signatures and digital certificates. For example, in Adobe Acrobat the "E-Sign" functionality through the "Fill & Sign" tool is not excepted, instead you must use the "Use a certificate" tool.

Furthermore, the Administrator Designation Form must be notarized. NMED accepts notaries from New Mexico and other states if the notarization was conducted in compliance with the regulations that apply in that state. This includes remote notaries (online, without being face-to-face with the notary), electronic notaries (in person face-to-face with electronic documents), or wet-ink notaries (done face-to-face on hard copy documents).

**A completed, signed, and notarized ARCS Administrator Designation Form is required to be uploaded in the next step of the ARCS registration process.**



## Step 2

Complete and sign the Administrator Designation Form and save it in PDF format. Upload the completed form using the “Select A File” button as shown below.

Step 2. Upload Account Registration Form ×

Select A File Upload Administrator Designation Form

Close Step 3 >>

**Step 3**

Applicants must agree to General Use Conditions & Disclaimer before they can proceed with the registration. Ensure you have checked the box “I agree to these conditions” after reading the conditions and disclaimer.

Step 3: General Terms and Conditions ×

**Data Submittal**

The accuracy of any information submitted through CTFP – ARCS and the verification of any such submitted information is the sole responsibility of the registered party that submitted the information. NMED makes no warranties, express, implied, or otherwise, as to the validity, accuracy, marketability, merchantability or any other aspect of any information submitted through CTFP – ARCS or information published by NMED as a result of or derived from data submitted by regulated parties. No data, analysis, results, or other information that may be published by NMED as a result of registration shall constitute or be construed as instruments, securities, or any other form of property. Further, no CTFP credit derived from data submitted in CTFP – ARCS shall constitute or be construed as instruments, securities, or any other form of property.

**Verification**

NMED reserves the right to review and audit at any time any of the information submitted through this online system and, as a result, data, analysis, results, or other registration information published by NMED are subject to change.

**Attestation Submittal included with Quarterly and Annual Reports**

In order to submit a quarterly or annual report for processing and credit generation, you will be required to complete and submit the appropriate attestation incorporated into each quarterly and annual report.

I agree to these conditions.

Close Step 4 >>

## **Step 4**

After accepting the General Use Conditions & Disclaimer, the registration form expands into several sections. Each field must be completed before submission. Further details on the organization registration form are provided in section 4 below. The applicant must provide organization details with primary contact information as well as contact information for the primary and secondary account representative, as each organizational account is required to have a primary and an alternate account representative. These two account representatives can add additional user account users at any time. All fields marked with an asterisk (\*) are mandatory.

## **4 Organization Registration Details Form**

This section provides additional details for each tab of the organization registration step.

### **4.1 Organization Details**

This section captures the general business information for the registering organization.

You will see that the Administrator Designation Form uploaded in previous steps is automatically displayed at the top left of the tab. You can select Preview to view the file before submission. There is no need to upload it again.

You will also notice that the checkbox for “General Use Conditions” is already selected by default at the top right. This indicates that you agreed to the terms and conditions in Step 3. You can select the hyperlink to review the full text again if desired.

#### **Fields to Complete:**

- **Organization Name and FEIN** – Enter the full legal name of your organization and its Federal Employer Identification Number from the U.S. Internal Revenue Service.
- **Date and Place of Incorporation** – Select the date your organization was legally established and specify the city and/or state of incorporation.
- **Address Information** – Provide the full business address, including Address Line 1 (and Line 2 if applicable), City, State, ZIP Code, and Country.

- **Email** – Enter an organization contact email. If an email address is entered, the box next to “Include email in Reporting Parties list?” must also be checked for confirmation. If no email address is entered, you can leave the box unchecked.

Organization Details

Admin. Des. Form: ADMINISTRATOR DESIGNATION FORM from Account  
Registration From Link on Step 1.pdf [Preview](#)

[CTFP-ARCS General Use Conditions](#)

**Organization Name \***  **FEIN \***  **Date of Incorporation \***   **Place of Incorporation \***

**Address Line 1 \***  **Address Line 2**  **City \***  **Country \***

**State \***  **Zip Code \***

**Email**   Include email in Reporting Parties list?

[Help & Support](#)

If an email address is entered, the box must also be checked.

## 4.2 Organization Contact Person

This section identifies the primary point of contact for all correspondence related to the organization’s registration and reporting activities. Provide the contact information for the individual who will serve as the day-to-day liaison regarding the New Mexico CTFP.

**Organization Contact Person** ⤴

<b>Primary Contact Name *</b> <input type="text" value="Enter Name"/>	<b>Business Phone Number *</b> <input type="text" value="Enter Phone"/>	<b>Mobile Phone Number</b> <input type="text" value="Enter Mobile Phone Number"/>	<b>Email *</b> <input type="text" value="Enter Email"/>
--------------------------------------------------------------------------	----------------------------------------------------------------------------	--------------------------------------------------------------------------------------	------------------------------------------------------------

### 4.3 Primary Representatives/Administrator Details

This section identifies the primary administrator responsible for submitting official data, managing users, and overseeing credit transactions for the organization.

- Provide the contact details of the person who will serve as the organization’s main system administrator within the CTFP-ARCS. Required details are marked by an asterisk (\*).
- The primary representative/administrator must be the same as indicated on the Administrator Designation Form.
- Create a unique system username for the administrator’s account login. A checkmark will appear next to the input username which confirms there is not a duplicate within the system. The usernames are not case-sensitive. For example, CTFP\_REP and CTFP rep will be considered as the same username by the system.

**Primary Representatives/Administrator Details** ⤴

<b>First Name *</b> <input type="text" value="Enter First Name"/>	<b>Middle Initial</b> <input type="text" value="Enter Middle Initial"/>	<b>Last Name *</b> <input type="text" value="Enter Last Name"/>	<b>Title *</b> <input type="text" value="Enter Title"/>
<b>Relation to the Organization *</b> <input type="text" value="Choose Relation to the Organ..."/>	<b>Business Phone Number *</b> <input type="text" value="Phone"/>	<b>Mobile Phone Number</b> <input type="text" value="Mobile Phone Number"/>	<b>Email *</b> <input type="text" value="Email"/>
<b>Confirm Email *</b> <input type="text" value="Re-enter Email"/>	<b>Username *</b> <input type="text" value="Enter Username"/>		

#### 4.4 Secondary Representatives/Administrator Details

This section collects information for the secondary administrator, who serves as a backup to the primary administrator.

- The secondary administrator has the same access rights as the primary, including submitting reports, managing users, and overseeing credit transfers, and can act on behalf of the organization when the primary is unavailable.
- Provide all required details, including a separate username, for the secondary representative.
- The secondary representative/administrator must be the same as indicated on the Administrator Designation Form.

The screenshot shows a form titled "Secondary Representatives/Administrator Details" with a light blue header and a white body. The form contains several input fields and a dropdown menu, all with red asterisks indicating required fields. The fields are arranged in a grid-like structure:

<b>First Name *</b> First Name	<b>Middle Initial</b> Enter Middle Initial	<b>Last Name *</b> Last Name	<b>Title *</b> Title
<b>Relation to the Organization *</b> Choose Relation to the Organ... ▼	<b>Business Phone Number *</b> Phone	<b>Mobile Phone Number</b> Mobile Phone Number	<b>Email *</b> Email
<b>Confirm Email *</b> Re-enter Email	<b>Username *</b> Enter Username		

#### 4.5 Registration Categories

In this section, select all applicable categories that describe your organization's role. The options define how your organization interacts with the ARCS and which reporting or credit-generation functions become available once registration is approved. Available categories include:

- FSE Credit Pathway Applicant/Holder – For organizations that intend to apply for Fuel Supply Equipment Credits.
- Fuel Reporting Entity – For organizations responsible for quarterly and annual fuel reporting, including fuel producers, importers, or suppliers. Select the small arrow next to the fuel reporting entity to expand and view all available sub-options, as shown below. Note: "Entity" refers to the registering organization.

The system features and reporting tools visible to each user depend on the categories selected here. Only organizations that have identified themselves under the appropriate category will be able to access the related reporting modules.

**Registration Categories** ^

- FSE Credit Pathway Applicant/Holder
- Fuel Reporting Entity
  - Alternative Jet Fuel
  - Biodiesel
  - Compressed Natural Gas (CNG)
  - Diesel
  - Electricity
  - Ethanol
  - Gasoline
  - Hydrogen
  - Liquefied Natural Gas (LNG)
  - Liquefied Petroleum Gases (LPG)
  - Natural Gas
  - Other Fuel
  - Renewable Diesel
  - Renewable Gasoline
  - Renewable Naphtha

A complete list of all categories available under the Compressed Natural Gas and Electricity options is shown below:

- ▼  Fuel Reporting Entity
  - Alternative Jet Fuel
  - Biodiesel
- ▼  Compressed Natural Gas (CNG)
  - Bio-CNG
  - Fossil-CNG
- ▼  Liquefied Compressed Natural Gas (L-CNG)
  - Bio-L-CNG
  - Fossil-L-CNG
- Diesel
- ▼  Electricity
  - Non-Residential Electricity
- ▼  Residential EV Charging
  - ▼  Base Credits
    - EDU
    - EV Manufacturer
  - ▼  Incremental Credits
    - EDU
    - Other

A complete list of all categories available under the Hydrogen, Liquefied Natural Gas, and Liquefied Petroleum Gases options is shown below.

- Ethanol
- Gasoline
- ▼  Hydrogen
  - Hydrogen FCV
  - Hydrogen Forklift
- ▼  Liquefied Natural Gas (LNG)
  - Bio-LNG
  - Fossil-LNG
- ▼  Liquefied Petroleum Gases (LPG)
  - Fossil
  - Renewable Propane
- Natural Gas
- Other Fuel
- Renewable Diesel
- Renewable Gasoline
- Renewable Naphtha

#### **4.6 Designator Organization/Company Details**

If your organization intends to establish an aggregator-designator relationship with another organization, more guidance will be provided soon. If this does not apply, you may leave this section blank and proceed with registration.

Under Organization Association Type, select the applicable role:

- Aggregator – if your organization will manage reporting or credit responsibilities on behalf of another organization
- Designator – if your organization will authorize another organization (aggregator) to act on its behalf

Depending on your selection:

- If Aggregator is selected, click “Add Designator(s)” to enter information about the organization(s) you will represent.
- If Designator is selected, click “Add Aggregator” to enter information about the organization that will act on your behalf.

Both parties must complete and sign the Aggregator Designation Form, which must be uploaded using the “Upload Contract” field.

Once all details are entered, select “Add Details.” The relationship request will then be submitted for review and approval by the other organization and NMED.

#### 4.7 Register Organization

After everything is complete in each tab, select “Register Organization” to submit your information, as shown below.

**CTFP Organization Registration**  
Registration Reporting Entity In CTFP

Organization Details

Organization Contact Person

Primary Representatives/Administrator Details

Secondary Representatives/Administrator Details

Registration Categories

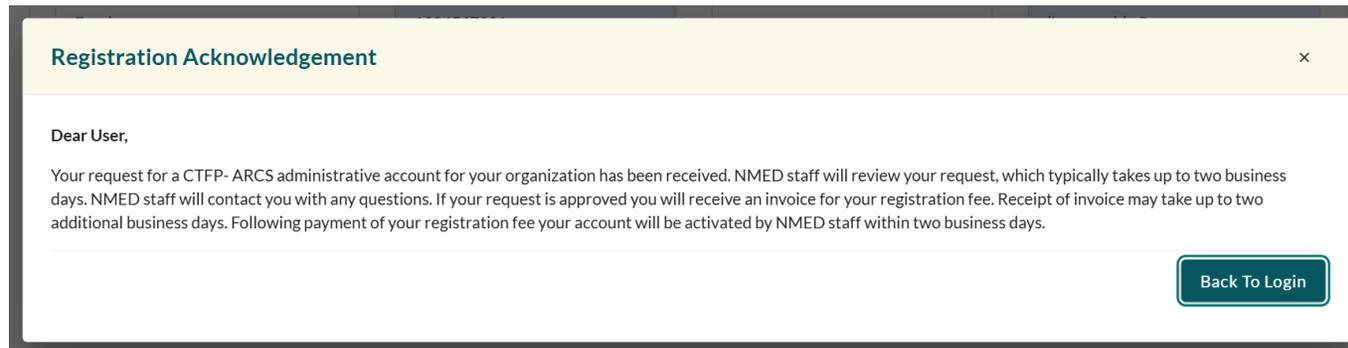
Organization Association

I'm not a robot  reCAPTCHA  
Privacy - Terms

Cancel **Register Organization**



The following window appears when the form is submitted:



After the registration is received, NMED staff will review the organization request. Next, NMED will generate an invoice. Once the invoice has been issued, the user (the Organization Contact Person) will receive an email notification and basic invoice details. A separate email from the eBill system (Wells Fargo) containing instructions and a link to complete payment. External users are required to complete payment before NMED can review and approve the registration. More specifically, prior to registration approval, the user will receive an invoice notification email from the CTFP-ARCS system (from [DoNotReply@env.nm.gov](mailto:DoNotReply@env.nm.gov)) indicating that an invoice has been generated for the organization, providing basic invoice details (e.g., invoice number, amount, and due date) and containing instructions and a link to complete payment. If you do not receive this email, please check your spam or junk folder.

After payment is submitted, NMED staff will review the invoice payment. If the payment is rejected, a new invoice will be generated, and the user will be notified to resubmit payment. If the payment is approved, NMED will proceed with reviewing the registration.

If the registration is approved, NMED will proceed with activating the organization account. Confirmation emails will be sent to the registered primary administrator from [DoNotReply@env.nm.gov](mailto:DoNotReply@env.nm.gov). If you do not receive your confirmation emails, please check your spam or junk folder. Please do not reply to this email address as it is not monitored. Instead, any questions can be directed to [CTFP.ARCS@env.nm.gov](mailto:CTFP.ARCS@env.nm.gov).

If the registration is not approved, an email notification will be sent explaining the outstanding issues or missing information. The email will also include a temporary password so you can log in, address the comments provided by NMED staff, and resubmit your application for further review.

More specifically, users will receive the following system-generated messages upon approval:

**1. Organization Activation Email**

Confirms that your organization account has been successfully activated.

- The email includes your username, organization name, and registered address.
- It confirms that you have been identified as an administrator (with signatory authority) for all accounts under your organization. Signatory authority enables you to submit quarterly and annual reports on behalf of your organization/company as well as transfer credits.
- Administrators can create and manage additional user accounts and assign roles within their organization.

**2. Temporary Password Email**

Confirms that your registration was received and provides a system-generated temporary password for your initial login.

- The temporary password is case-sensitive and cannot be pasted into the password field.
- You will be prompted to reset your password during your first login.

**3. System Identification Number (SIN) Email**

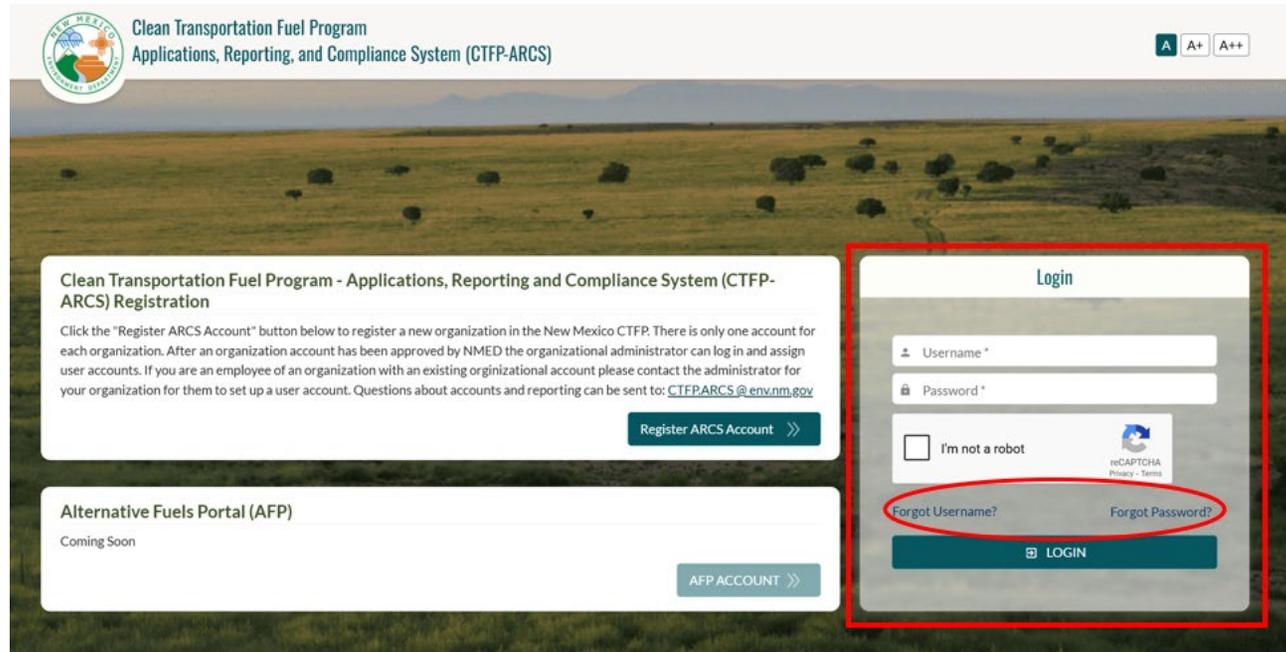
Provides your organization's unique CTFP Security Identification Code (SIN), which serves as an identifier for participation in credit transfers.

If the registration is not approved, an email notification will be sent notifying the user. The email will also include a temporary password so you can log in, address the comments provided by NMED staff, and resubmit your application for further review.

## 5 Login to CTFP-ARCS

Upon approval, return to <https://ctfp.env.nm.gov> and log in using your registered username and the temporary password provided in your approval email. Note that the temporary password is case-sensitive and must be typed manually into the password field—it cannot be pasted.

You will be prompted to create a new password upon your first login. Each time you sign in, you will be prompted to complete a Google reCAPTCHA verification below the password field. Follow the on-screen instructions before selecting “Login”.



If you forget your username or password in the future, select “Forgot Username?” or “Forgot Password?” on the login page and follow the on-screen instructions to recover your account credentials.

After logging in for the first time and resetting your password, you will also be prompted to select and answer two security questions. These questions are used to verify your identity if you forget your password in the future. Select Submit to save your responses and continue.

### CTFP-ARCS - Security Questions

Select and answer two security questions below. These questions will help us verify your identity when you forget your password.

Select Question 1

Select Question 1

Answer for Question 1

Enter Answer 1

Select Question 2

Select Question 2

Answer for Question 2

Enter Answer 2

Submit

After completing the security questions, the system will prompt you to review and electronically sign the ARCS User Agreements.

This section includes two required parts:

- Acceptance of Terms: Read the terms of use and check the box labeled *“I understand and agree to the terms of use for this system”*.
- User Certification with Electronic Signature: Type your full legal name in the field following the format shown in the example. The name must exactly match the one provided during registration and in your account activation email. Then select the *“Electronically Sign”* button next to the field to confirm.

The User Agreements screen appears only the first time you log in and must be accepted before accessing the system.

### CTFP-ARCS System User Agreements

#### Acceptance Of Terms

**ACCEPTANCE OF TERMS**  
The services that the New Mexico Environment Department ("NMED") provides to you are subject to the following Terms of Use ("TOU"). NMED reserves the right to update the TOU at any time without notice to you. The most current version of the TOU will be provided to you upon your request or when you login to the system.

**DESCRIPTION OF SERVICES**  
Through its network of web and network applications, NMED provides you with access to a variety of resources, (collectively "Services"). The Services, including any updates, enhancements or new features, are subject to the TOU.

**PERSONAL AND NON-COMMERCIAL USE LIMITATION**  
Unless otherwise specified, the Services are for professional and commercial use only. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products or services obtained from these Services.

**NOTICE SPECIFIC TO USERS OF THIS SOFTWARE**

By clicking the "I Agree" button below, you acknowledge that you have read and understood the terms and conditions of this system.

I understand and agree to the terms of use for this system.

#### CTFP-ARCS User Certification with Electronic Signature

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision. The information submitted is, to the best of my knowledge and belief, true, accurate, and complete and I am aware that there are significant penalties for submitting false information

My electronic signature is legally the same as my handwritten signature for the purpose of compliance with the relevant environmental regulations. A failure to timely notify NMED of a possible misuse of my account may result in my liability for the information submitted; By signing, I agree to follow the terms stated herein. I also agree that the reports and documents I submit under my Electronic Signature will be used as the corresponding paper report would. I want to submit the following report(s) or document(s) using SMS with an electronic signature.

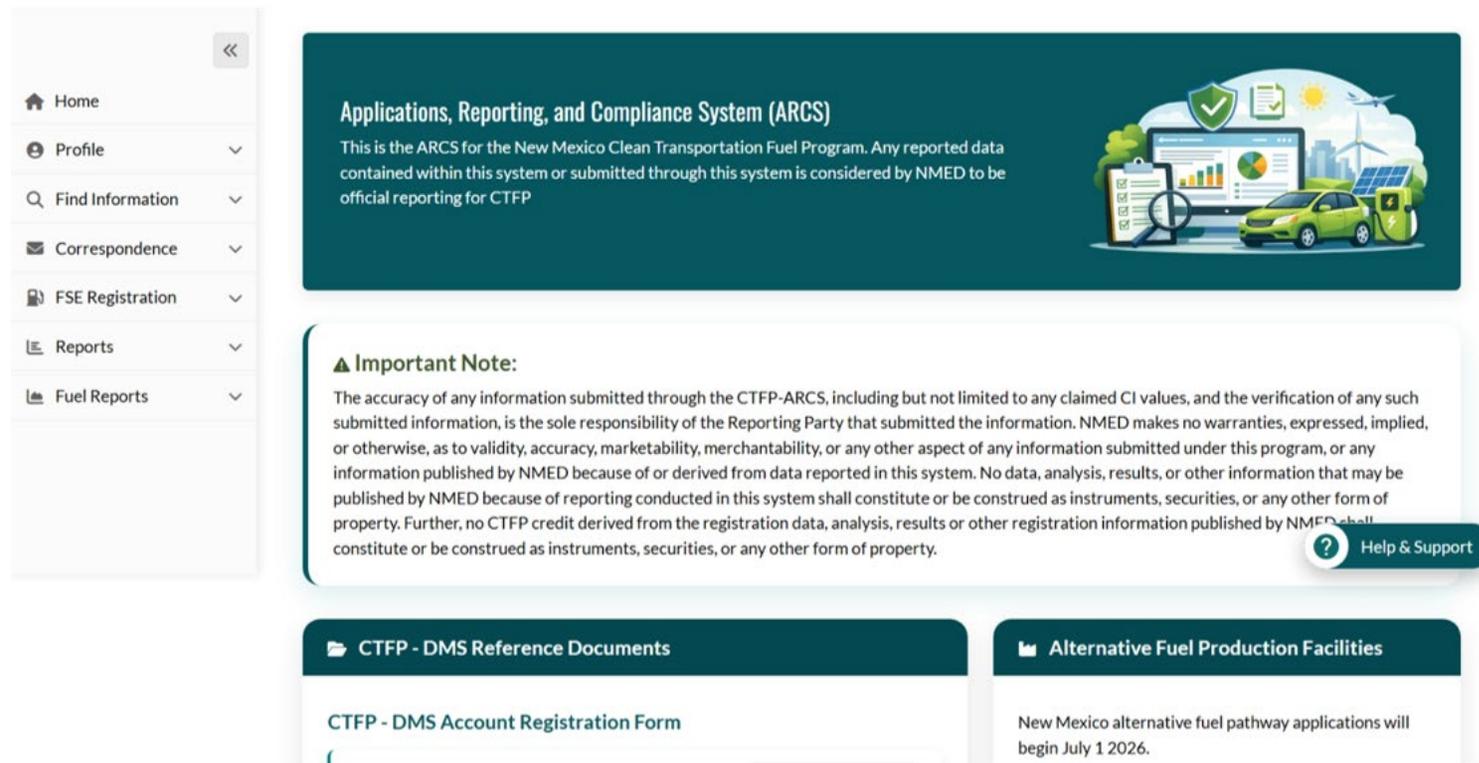
I certify that information supplied herein is correct and that I have the authority by the company above to electronically sign this document.

By typing in my name I certify the above with my digital signature

Digital signature (type full name)  
  
Example : John M Doe

Please agree to all terms and provide your full digital signature to proceed.

Once logged in, you can begin accessing the system modules based on your assigned user role and permissions. The image below shows the home page view.



## 6 Managing User Accounts

Once the organization has been approved and the primary or secondary administrator has logged in, additional user accounts can be created and managed through the User Profile tab.

Primary and secondary administrators have permission to add, edit, and manage user accounts for their organization.

## 6.1 Add a New User Account

### 1. Navigate to User Profile:

From the left-side menu, select Profile → User Profile.

The screenshot displays the 'Manage User Profile' interface. On the left, a navigation menu includes 'Home', 'Profile', 'Organization Profile', 'User Profile' (highlighted with a red box), 'Find Information', 'Correspondence', 'FSE Registration', 'Reports', and 'Fuel Reports'. The main content area is titled 'Manage User Profile' and contains the following fields and options:

- First Name \***: Enter First Name
- Middle Initial**: Enter Middle Initial
- Last Name \***: Enter Last Name
- Relation to the Organization \***: Select Relation (dropdown)
- Business Phone Number \***: Enter Business Phone Nu...
- Mobile Phone Number**: Enter Mobile Phone Num..
- Confirm Email \***: Re-enter Email
- User Locked
- User Active
- Security Question Reset Needed

Below the form is the 'User Role' section:

- User Role:\***
- Available Roles:** [input field]
- Assigned Roles:\*** [input field]
- Default Role: \*** [input field]

### 2. Complete User Profile:

Fill in all required fields (marked with \*) in the Manage User Profile section. Ensure User Active is checked for all new users. Optional checkboxes may also be used as needed:

- User Locked: Select to lock the user's account.
- Password Reset Needed: Select when password reset is needed.
- Security Question Reset Needed: Select when a security question reset is needed.

### 3. Assign User Role(s):

Under the User Role section:

- Select one or more roles from the Available Roles list (e.g., *Admin, Credit Facilitator, Contributor, Reviewer*).

- Select the >> arrow to move selected roles to the Assigned Roles list.
- Choose a Default Role from the dropdown list, especially if the user has more than one user role.
- Enter a Username for the new user.

Additionally:

- Signatory Authority can only be granted to Administrators and Reviewers.
- Selecting Data Tab allows a user to download reported data, where applicable.

#### **4. Add the User Profile:**

Select Add User Profile to save. A confirmation message will appear indicating that the system has notified the new user by email. The user will receive a temporary password and will be prompted to reset it and set up the security questions upon first login.

**Manage User Profile**

First Name \*  Middle Initial  Last Name \*  Title \*

Relation to the Organization \*  Business Phone Number \*  Mobile Phone Number  Email \*

Confirm Email \*   User Locked  User Active  Password Reset Needed

Security Question Reset Needed

**User Role** Help & Support

User Role:\*

Available Roles: ADMIN, AUDITOR, CREDIT FACILITATOR, CONTRIBUTOR, REVIEWER, ZEV AUDITOR

Assigned Roles: No data to display

Default Role: \*

Username and Password

Username \*

Note: Assign the appropriate Role(s) with User Profile.

### Confirm Submission ×

A system generated email will notify the user of their new account.Are you sure you want to save/create this account?

## 6.2 Update an Existing User Account

1. Go to the User Profile tab. The lower portion of the screen displays all registered users in a table.
2. Select View under “User Details” to open an existing user’s record.

Note: Assign the appropriate Role(s) with User Profile.

Back Reset Add User Profile

Search...

Full Name	Signatory Authority	Data Tab	Primary Contact	Secondary Contact	User Locked	User Active	User Details	Password
Lisa Doe	Yes	Yes	Yes	No	No	Yes	<a href="#">View</a>	<a href="#">Reset</a>
Larry Doe	Yes	Yes	No	Yes	No	Yes	<a href="#">View</a>	<a href="#">Reset</a>
New User	No	No	No	No	No	Yes	<a href="#">View</a>	<a href="#">Reset</a>

10 Page 1 of 1 (3 items) < 1 of 1 >

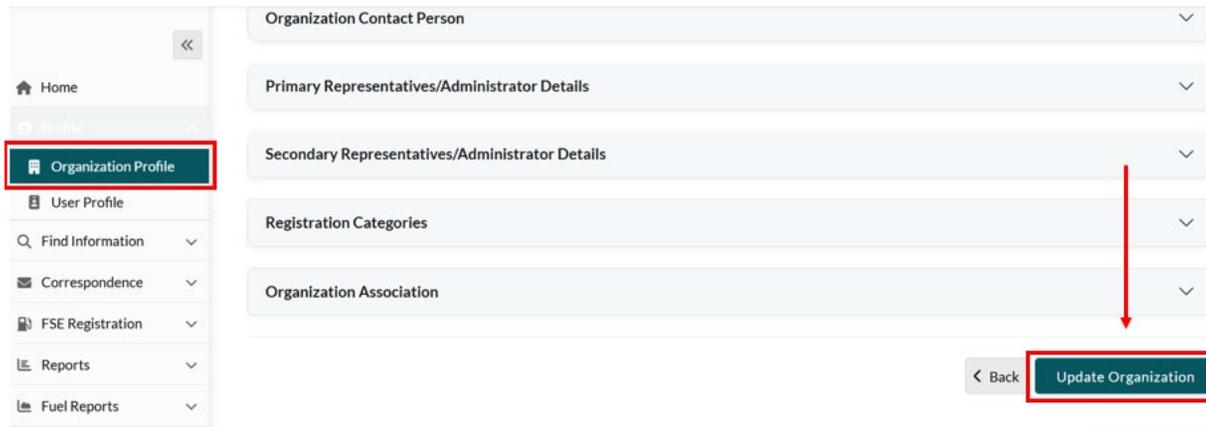
3. Update any information as needed and **select Update User Profile** to save changes.

The screenshot shows a web application interface for managing user profiles. On the left is a navigation sidebar with a red box around the 'User Profile' menu item. The main content area is titled 'User Role:' and contains three sections: 'Available Roles:' with a list of roles (ADMIN, AUDITOR, CREDIT FACILITATOR, REVIEWER, ZEV AUDITOR), 'Assigned Roles:' with 'CONTRIBUTOR' listed, and 'Default Role:' with a dropdown menu set to 'CONTRIBUTOR'. Below these are checkboxes for 'Signatory Authority', 'Data Tab', and 'Terms of Use'. A 'Username and Password' section has a 'Username' field with a green checkmark. At the bottom, there are 'Back', 'Reset', and 'Update User Profile' buttons, with the 'Update User Profile' button highlighted in red and a red arrow pointing to it. A note at the bottom reads: 'Note: Assign the appropriate Role(s) with User Profile.'

### 6.3 Manage Organization Profile

1. **Navigate to Profile → Organization Profile** to review and update the information originally entered during registration. Certain fields are view-only and cannot be modified after initial approval (organization name, FEIN, email, or primary/secondary administrator details). If changes are needed to view-only fields, please contact NMED staff at [CTFP.ARCS@env.nm.gov](mailto:CTFP.ARCS@env.nm.gov) for assistance.

2. Select **“Update Organization”** at the bottom of the page to save changes.



## 7 Account Closure

An organization may close its account in the ARCS if all of the following conditions are met:

- a. It is not a producer, importer, or supplier of regulated fuels.
- b. It does not have any outstanding quarterly or annual reports.
- c. It does not have any outstanding deficits.

To close an account, an organization will upload a completed copy of the Account Closure Form using the Correspondence tab and filling out the information under “New Post”. The user should select “Account Closure Request” in the action field as well as fill out the rest of the required information. Once submitted by selecting the “Submit”, the account closure request will be reviewed by NMED staff. If the request is approved, the department will deactivate the organization’s account, which will trigger a system-generated email confirmation to be sent to the primary and secondary administrators for the organization.

Navigation menu: Home, Profile, Find Information, **Correspondence**, FSE Registration, Reports

### Correspondence

[New Post](#)

Ref. #	Date	Subject/Topic	Submitted By	Status	File Name	Remarks Posted	Remarks
🔍	📅	🔍	🔍	🔍		🔍	
>							
>							

10 | Page 1 of 1 (2 items) | 1 of 1

### CTFP - ARCS Correspondence - New Post

Post To: Sample Energy Corp      Ref. #:

Subject/Topic \*      Remarks \*

Ref. #'s (optional)      **Action \***

Choose File      Account Closure Request

No file chosen

Cancel      Submit