



MANAGING “MY ACCOUNT”

*This Quick Guide is intended for **state licensing** purposes. If you are a MLO that is employed by a federal agency-regulated institution please see [Federal Registry: Quick Guides](#)*

NMLS provides users with the ability to reset their password and retrieve their username if it has been forgotten.

To retrieve your **username**, select [Forgot your User Name?](#) from the Log In screen. The system will ask you to enter your NMLS ID and your email address. Select SUBMIT. If the information matches, the system will send you an email notification containing your username.

To retrieve your **password**, select [Forgot your Password?](#) from the Log In screen. The system will ask you for your user name. You will then need to answer the password question and answer that was set up when your account was originally created. Select SUBMIT. If the information is confirmed, the system will send you two email notifications. One will contain your username and the other will contain a temporary password. Be sure to copy and paste the temporary password when logging in.

Log In

Log In

User Name: [Forgot your User Name?](#)

Password: [Forgot your password?](#) - OR - [Request an Account](#)

Important System Messages:

[NMLS Hours of Operation](#)

Logging In:

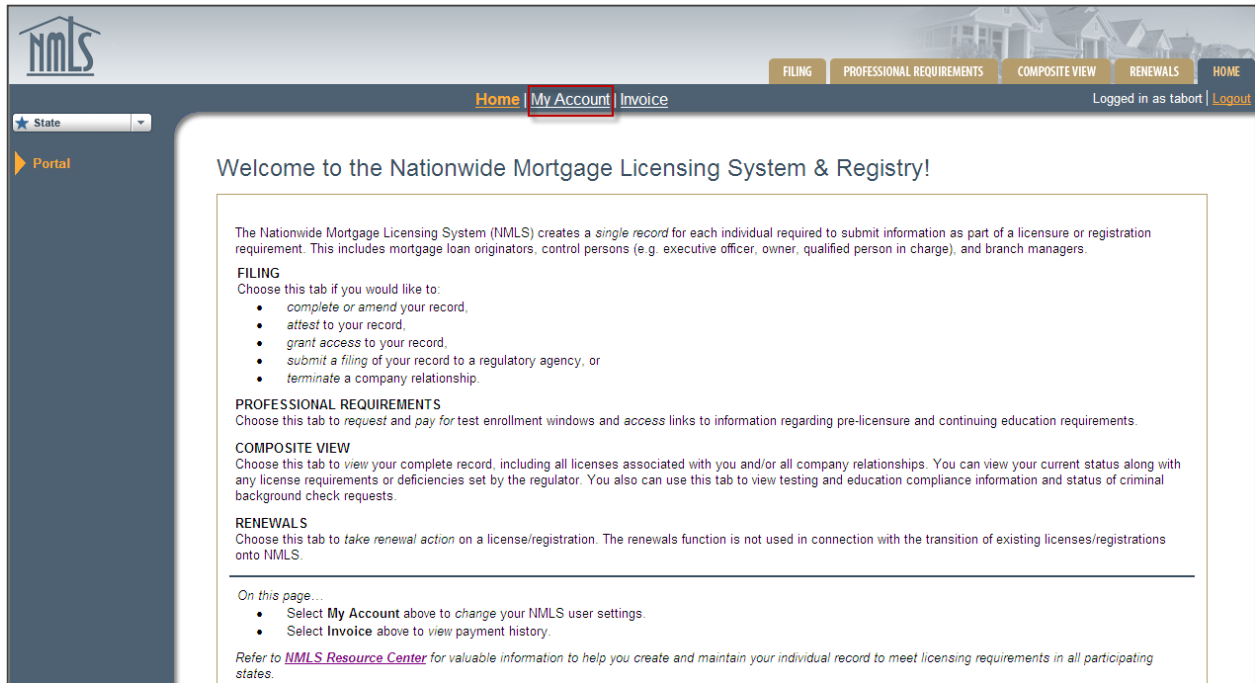
- Your user name and password were sent to you from NMLS_Notifications@NMLSNotifications.com when your user account was created.
- If you are not able to locate your user name and/or password and you are a company/institution or regulator/agency user, contact your organization's account administrator.
- If you are an individual user and need assistance, contact the NMLS Entitlement Group at (240) 386-4444.

Log In

Managing your Account

The “My Account” section in NMLS allows an individual user to manage their personal settings in NMLS such as their name, email address, phone number, password, and password question and answer. To complete or edit your MU4, enter the Filing tab.

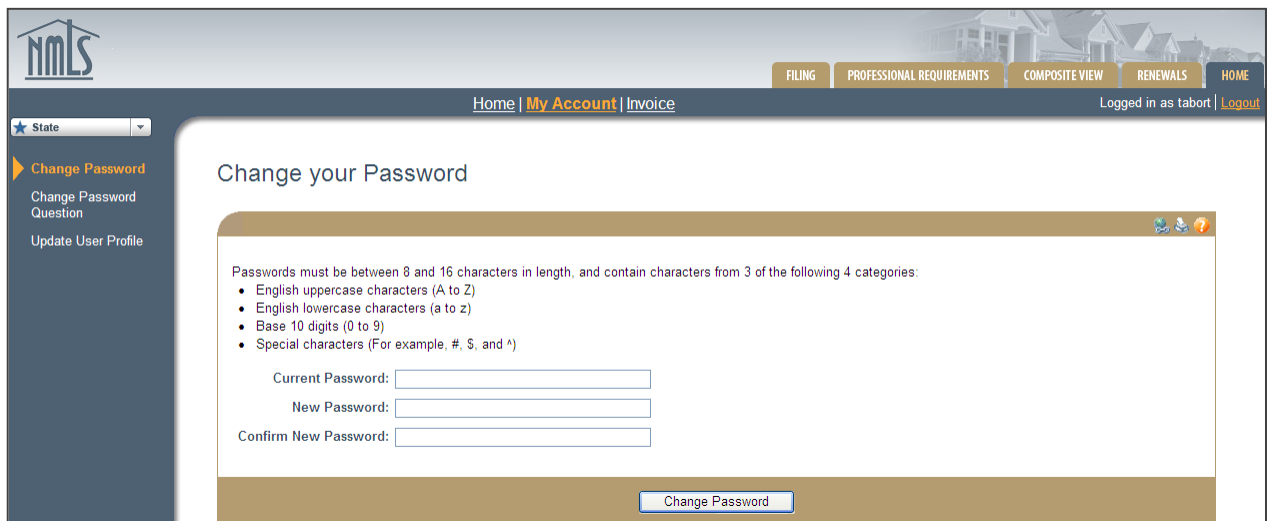
The “My Account” section is located in the Home screen of NMLS once you have logged in.



The following steps will walk you through managing your user information in NMLS to ensure it is up to date.

1. Select **My Account**

In the *Change your Password* section you have the ability to change your current password to a new password.



Simply enter your current password, enter the new password you wish to change it to, and enter it again to confirm the new password. Select “Change Password” and your information will be saved.

Note: You will use the new password the next time you log into NMLS. Be sure you store your username and password where you can easily locate it again.

2. Select **Change Password Question**

In this section, you have the ability to change your current password question and answer that NMLS will use to validate your account if you ever forget your password.

The screenshot shows the NMLS website interface. The top navigation bar includes links for FILING, PROFESSIONAL REQUIREMENTS, COMPOSITE VIEW, RENEWALS, and HOME. The user is logged in as 'taborT'. The main content area is titled 'Change Password Question and Answer'. It contains a text box with the instruction: 'If you forget your password and need to have it reset, you will use this password question and answer to confirm your identity.' Below this are three input fields: 'Password:', 'Password Question: Mother's Maiden Name', and 'Password Answer:'. A 'Change Password Question and Answer' button is at the bottom. The footer contains copyright information for SRR.

Simply enter your latest password, enter a new question, and enter the answer to the question. Select “Change Password Question and Answer” and your information will be saved.

Note: NMLS will ask you this question to validate your account if you ever forget your password. Be sure you store this information along with your username and password where you can easily locate it again.

3. Select **Update User Profile**

The screenshot shows the NMLS website interface. The top navigation bar includes links for FILING, PROFESSIONAL REQUIREMENTS, COMPOSITE VIEW, RENEWALS, and HOME. The user is logged in as 'taborT'. The main content area is titled 'Update User Profile'. It contains a text box with the instruction: 'Use this screen to make updates/changes to your profile.' Below this are several input fields: 'UserName: TaborT', 'First Name: Tobey', 'Middle Name:', 'Last Name: Tabor', 'Phone Number: 999-999-9999', 'Email Address: email@email.com', and 'Confirm Email Address: email@email.com'. An 'Update Account' button is at the bottom.

In this section, you may update your First Name, Last Name, Phone Number, and Email Address. Once the changes have been made, select "Update Account" and your information will be saved.

Your first and last name listed should be your Full Legal Name and reflect what is listed on your government issued ID.

Note: The Email Address listed in this section will be the email address that you will receive all NMLS system generated notifications regarding your license. The email address should be a **personal** and **accessible** email address.

If at any point in time this information changes, be sure to update the information in the "My Account" section again. Be sure all pertinent information is also updated on your MU4 Filing in NMLS. See the ["Amendment"](#) Quick Guide for full instructions.

If you need further assistance, please contact the NMLS Call Center at 240-386-4444.