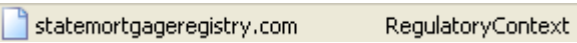




LOG IN SETTINGS INCORRECT?

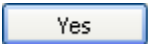
As you attempt to log into NMLS, if you choose the incorrect option and land on the state log in page instead the federal log in page (or vice versa) you can manually delete your computer's cookies to reset your log in settings options. The next time you attempt log in, you can make the appropriate selection and reset your computer to the correct setting. Below are instructions for deleting cookies for Firefox and Internet Explorer.

Deleting Cookies for Firefox

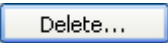
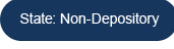
1. Upon recognition that you are logging in to the wrong side of the NMLS system (State vs. Federal or vice versa), proceed to the **Tools** tab at the top of your browser.
2. Select **Options...** in the drop down menu.
3. Select the  **Privacy** option.
4. Select the **remove individual cookies** button.
5. Type in *statemortgageregistry* with no spaces to pull up the appropriate cookie to delete.
6. Once you see the cookie that shows  **RegulatoryContext**, click the  button to remove that cookie.
7. Exit Cookies, Options, and Firefox and open up a new Firefox browser.
8. Navigate to the [NMLS Resource Center](#).
9. Select  in the upper right corner.
10. Select the appropriate  or  icon. Your computer will save these settings and send you to the appropriate landing page the next time you log in.

Deleting Cookies for Internet Explorer

1. Upon recognition that you are logging in to the wrong side of the NMLS system (State vs. Federal or vice versa), proceed to the **Tools** tab at the top of your browser.
2. Select **Internet Options** in the drop down menu.
3. Select the **General** tab.

4. In the “browsing history” sections of the page select the  button.
5. In the “cookies” section of the page select the  button.
6. If you are sure that you want to delete all of your cookies click the  button.
NOTE: Deleting all of your cookies may affect other internet sites you commonly visit.
7. Exit Delete Browsing History, Internet Options, and your Internet Explorer Browser and open up a new Internet Explorer Browser.
8. Navigate to the [NMLS Resource Center](#).
9. Select  in the upper right corner.
10. Select the appropriate  or  icon. Your computer will save these settings and send you to the appropriate landing page the next time you log in.

Deleting Cookies for Internet Explorer 8

1. Upon recognition that you are logging in to the wrong side of the NMLS system (State vs. Federal or vice versa), proceed to the  tab at the top of your browser.
2. Select *Internet Options* in the drop down menu.
3. In the “browsing history” sections of the page select the  button.
4. Be sure the temporary internet files and cookies are selected and “preserve” is not selected.
5. Select  and OK.
6. Close the browser window and open a new internet window.
7. Navigate to the [NMLS Resource Center](#).
8. Select  in the upper right corner.
9. Select the appropriate  or  icon. Your computer will save these settings and send you to the appropriate landing page the next time you log in.

For further assistance, please contact the NMLS Call Center at 240-386-4444.