Find Primary Contact and Support User(s) Education Management System (EMS)

NMLS uses contact(s) listed in a Course Provider's EMS profile to communicate. This document highlights the contact options and how each is used by NMLS.

Contact Roles:

Primary Contact - This is the person NMLS will send critical communications. The primary contact should be someone who can receive and respond to communications from NMLS, and/or route them appropriately within your company. The primary contact does not need to be a user of the EMS.

Support User - Support users have a username and password to login into the EMS to perform tasks such as submit credits, offerings, applications, or respond to Biometric Compliance Reviews (BCR).

Support User designated as Admin – Admin designation for a support user means that user has rights to manage other support users. The admin can create, edit, or remove support users. Only one support user is designated as admin.

Find Your Primary Contact:

1. Log into the [Education Management System](#).
2. Click the *Manage Course Provider* button in the left navigation panel.

3. Click the *Business Information* link in the submenu to see **Primary Contact**.

4. **Edit Primary Contact**. Click *Update Course Provider* to make edits. ALERT! NMLS uses the primary contact for critical communications. Choose someone who can be responsive.

Find Your Support Users:

5. Log into the Education Management System.
6. Click the *Manage Course Provider* button in the left navigation panel.
7. Click *Support Users* link in the submenu.

Green check mark shows which user is the Admin, and which notifications a user is selected to receive.

Notifications: Here is what each option means:

Provider = Reminders and receipts for Provider approval and record.

Course = Reminders and receipts for Course approval.

Credit Banking = Receipts for credit banking

BioSig-ID = Receive and responds to biometric compliance reviews (BCR). Biometric compliance reviews are related to the Biometric Identification tool required in online self-study courses.

8. The admin user can **Manage Support Users**. If you are not the admin, you will not see the Manage Support Users and cannot make changes.

9. See Manage Support Users for step-by-step instructions on adding, editing or removing a support user.

Questions or problems? Send to NMLS at nmls.ed1@csbs.org.