



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.

The screenshot shows the NMLS Education Management System interface. The top navigation bar includes HOME, APPLICATIONS, COURSES, and OFFERINGS & ROSTERS. The main content area displays the provider profile for Constellation (240001) with a renewal date of 10/1/2021. A summary of course statuses is shown: 1 Pending Courses, 5 Active Courses, 0 Pending Inactive, and 27 Inactive Courses. Below this, there are sections for Actions and Open Biometric Compliance Reviews. The 'Manage Course Provider' button in the Actions menu is highlighted with a red box and a red arrow pointing to it.

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

The screenshot shows the NMLS Education Management System interface for the provider profile of Constellation - 240001. The 'Business Information' link in the submenu is highlighted with a red box and a red arrow pointing to it. The 'Business Information' section displays the following details:

Provider Number	240001	Primary Contact	Ms. Gazer	Last Modified By	Malcolm Reynolds
Organization Name	Constellation	Phone Number	(202) 728-5739	Last Modified On	4/29/2021 2:10 PM EDT
Web Address	www.com	Email	jesquina@csbs.org		

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.

Constellation - 240001

Summary Business Information Applications Courses Instructors Support Users Invoices Biometric Compliance Reviews Related Actions

Organization Information

Organization Name Constellation
DBA @
Ownership Type LLC
LLC Member(s) Mr. Reynolds
Organization Type Fictitious Name/DBA
LMS
BioSig-ID

Contact Information

Main Phone (180) 012-3456
Alternate Phone
Fax
Web Address www.com
Organization Email constellation@groupofstars.com

Primary Contact

Name Ms. Gazer
Current Position CEO
Phone (202) 728-5739
Cell Phone
Email jesquina@csbs.org
Additional Notifications Course Credit Banking

Mailing Address Billing Address

UPDATE COURSE PROVIDER

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.

Constellation - 240001

Summary Business Information Applications Courses Instructors Support Users Invoices Biometric Compliance Reviews Related Actions

Support Users

All Active Inactive

Name	Email	Admin	Provider Notifications	Course Notifications	Credit Banking Notifications	BioSig-ID Notifications
Jessica Esquina	emsadmin@csbs.org	✓				

MANAGE SUPPORT USERS

✓ 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.