Course Provider Application

Step-by-Step Guide

Overview

NMLS approved education is the only education that satisfies MLO license requirements. NMLS requires that organizations seeking to have PE or CE courses approved register and become recognized as an NMLS Approved course provider.

The provider application process for NMLS approval involves four steps:

>**Step 1**: Review NMLS Approved Education Polices.
>
>**Step 2:** Prepare Documentation.
>
>**Step 3**: Request Education Management system (EMS) account.
>
>**Step 4**: Submit Application.

Step 1: Review NMLS Approved Education Polices.

Before you begin the process, become familiar with NMLS policies and procedures. Visit Policies and Notices.

Step 2: Prepare Documentation

The following documents must be provided to NMLS for review as part of your application. Be prepared to upload these as part of your application:

1. **Provider Application Checklist**
2. **Organization Structure and Ownership**
   - Organization chart naming the owners, principals, and investors. Highlight positions that will support NMLS approved education and explain their role.
   - Resumes of the owners, principals, and investors.
   - Current business license or another document that shows that you are authorized to do business.
   - Organization changes from the past five years listed in chronological order
3. **E-Commerce Policies and Procedures**
   - Privacy Policy
   - Refund Policy
   - Course Cancellation Policy
4. **Education Administration Policies and Procedures**
   - Registration
   - Attendance
   - Instructor hiring practices and policy

- NMLS Rules of Conduct for Students (ROCS); issuance and retainment
- End of course surveys as it relates to dissemination, collection, review, and response
- Data and document retention policy
- Course completion certificate example

Step 3: Request EMS account

New Course Providers must request and be granted access to EMS before applying for NMLS approval.

Choose one representative from your organization be the contact for the duration of the application process. Once approved, you can add additional contacts and users.

Follow these steps to request access to EMS:

1. Go to the Education Management System (EMS).
2. Click **EMS (Prospective NMLS Course Provider)**. Then **New NMLS Course Provider Registration.**

3. Enter your information, click **Verify Information**, then click **Submit**.

Note: NMLS staff may reach out by email or phone within 2 business days if there are questions.

4. If granted access, you will receive an email with a username and temporary password. Continue to next step.

5. Return to the EMS login page. Enter your **username** and **temporary password** and click **Sign In**.

Note: Find your username and temporary password is in the email

6. Change your password by entering the temporary password from the email as the current password and then setting a new password.

Once logged into EMS, you can initiate a new course provider application.

Step 4. Submit your Provider Application.

Note: The application process uses two portals. EMS and Basecamp. You will set up your Basecamp account later.

1. In EMS, click **Initiate Provider Application** in the left navigation panel.

2. Enter your Business Demographic Information and click **Next**.

3. Answer the application questions and click **Next**.

4. Review the *Standards of Conduct for Approved Course Providers*.

5. **Add Signature** to confirm you read and agree to the *Standards of Conduct* and click **Next**.

6. Review your information to ensure accuracy and click **Continue to Payment**.

7. **Click to Pay** will open the payment page.

8. Enter your payment information and click **Submit Payment**.

9. **Return to EMS tab** and click **Complete**.

10. Close the *Pay* tab. A confirmation email is sent to the registered email to confirm payment.

11. An invitation to create a profile on Basecamp is sent within 2 business days of receipt of your payment. Email nmls.ed1@csbs.org if you do not receive an invitation.

> Note: The approval process cannot begin until you have uploaded the required documents into Basecamp.

12. Open the invitation email and click the ***Get Started*** link.
13. Choose a username and password and click the **Create Account** button.
14. Log into your account.

15. Click the project link for your new provider application in the Your Projects section.

16. Click the **Files** tab.

17. Click the **Upload a File** button.

18. Choose the files for upload and **select the checkbox labeled SRR Staff**.
19. Click the **Upload the File** button.

Allow for **14 business days** from the upload date for your application to be reviewed and processed. If NMLS finds any issue with your application, you will be notified by phone and/or email.

Questions? Email nmls.ed1@csbs.org.

Post Approval: If your application is approved, congratulations on becoming an NMLS Approved Course Provider!

Next Steps:

1. Access EMS with Okta: NMLS Approved Course Providers access EMS through a single sign on platform called Okta, using Symantec VIP for authentication. See Access EMS (Okta) guide to get set-up.
2. Submit Course Applications: Once logged into EMS, submit course(s) for NMLS Approval.