



# Biometric Compliance Review (BCR) User Guide

Every online self-study (OSS) course must have BioSig-ID authentication integrated as a condition for NMLS approval. When non-compliance or issue is detected, NMLS initiates a Biometric Compliance Review (BCR) in the Education Management System (EMS). The course provider will need to work to resolve the issue.

This user guide covers the following processes/information related to BCRs:

- I. Maintain BCR Related Information
- II. Receive notice and Respond to BRC
- III. Biometric Compliance Review Statuses
- IV. View all BCRs

## I. Maintain BCR Related Information

Course Providers are required to keep the following Biometric Compliance Review related information current in their course provider EMS account:

- **Learning Management System employed for NMLS Approved Education:** [Record Learning Management System \(LMS\)](#)
- **Primary Contact:** [Find Primary Contact and Support Users in EMS](#)
- **Support User(s) specific for BioSig-ID notifications:** [Establish Support User for Biometric Compliance Reviews \(BCR\)](#)

Support Users

Name	Email	Admin	Provider Notifications	Course Notifications	Credit Banking Notifications	BioSig-ID Notifications
BioTech person	██████████@ail.com		✓	✓	✓	✓
Sierra TestUser	██████████@p.org		✓	✓	✓	✓

## II. Receiving & Responding to BRCs

1. NMLS Initiates a BCR in the EMS.
2. The Primary Contact and the BioSig-ID flagged support user will receive email notification. ALERT: Emails are sent whenever the status of the BCR changes.

Dear BioTech person,

Biometric Compliance Review (Review ID: 96) has been created. Please review and respond in a timely manner. Open reviews may be found on your EMS home page in the Open Biometric Compliance Review table.

[NMLS Education Management System \(EMS\) Home](#)

If you have any questions, please e-mail the NMLS Staff at [nmls.ed1@csbs.org](mailto:nmls.ed1@csbs.org).

3. Locate the Biometric Compliance Review on the main homepage of the EMS. Reviews listed on the home page are waiting for the provider's response. Basic details of the review are displayed on the home page to assist the provider in managing the BCR. Some BCRs may not be directly related to a course and will not have a course number associated with the review.

## UAT Testing

1405064

Provider Renewal Date: 3/1/2022



0 Pending Courses	4 Active Courses	0 Pending Inactive	0 Inactive Courses
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**Actions**

- Credit Bank
- Add Course Offerings
- Initiate New Course Application
- Renew Courses
- Course Application Cart
- Manage Course Provider

**Open Biometric Compliance Reviews**

Review ID	Course Number	Course Name	Issue Type	Status	Start Date	Due Date
108	10067	4 Hour IL SAFE: Test BioMetric 001	Course Timing	Not Started	4/30/2021	
107			Credit Bank	Not Started	4/30/2021	
106	10069	8 Hour SAFE Core: year in review	Course Parameter	In Progress	4/29/2021	
105	10068	1 Hour VA SAFE: VA-2020 in review	Course Timing	Not Started	4/29/2021	

4. Click on the **Pencil** to respond  
There are three main sections of the review.
  - 1) The New Comment section is used to communicate with NMLS or add notes to the review. All comments will be displayed as the BCR flows thru the process.
  - 2) Supporting documentation may be attached to the BCR
  - 3) Once the BCR has been edited it may be Saved or Submitted

**Details**

Provider: UAT Testing - 1405064      Review Type: Biometric      Start Date: Apr 29, 2021  
 Course: 1 Hour VA SAFE: VA-2020 In r...      Issue Type: Course Timing      Due Date:

**Documents**

Upload New Documents

UPLOAD Drop files here

2

**Comments**

Comment	Created By	Created On
Hi, Would your please check this student's timing data for this course? You credit banked the student for the course, but our records show the student did not fulfill the timing requirement. Let me know how your timing data compares to our findings.  NMLS-ID#0000012 John Smith  Thanks, Michelle	Michelle Gallagher	Apr 29, 2021 3:47 PM

1 **New Comment**

CANCEL
3 **SAVE** **SUBMIT RESPONSE**

- Click **Save** to save notes and **come back later** to submit your final response to SRR. Save will change the BCR status to “In Progress”. Use this to record your progress on resolving the issue.

Comment	Created By	Created On
Hi, It appears that the d2 BioSig-ID parameter is not set up correctly for this course, it is showing "9999" instead of the "10069" as expected. Would you please review the BioSig-ID parameters and let me know what you are seeing on your side?	Michelle Gallagher	Apr 29, 2021 3:50 PM
Thanks, Michelle		
Sent note to IT to check parameters --	BioTech person	Apr 30, 2021 6:58 PM

- Click **Submit Response** when you are ready to submit a response to SRR. BCR status changes to “Sent to SRR”.
- NMLS is notified of your response. This cycle of review and respond will continue until the issue is resolved.

### III. Biometric Compliance Review Statuses

- Not Started** – when NMLS sends the review to the provider and the provider has not responded nor made any notes on the review.
  - Initial sending of a review.
  - NMLS responds to an existing review.
- In Progress** - Provider has made a comment on the review but is not ready to send the response back to NMLS.
- Sent to SRR** – provider has responded to the review and awaiting NMLS response.
- Completed** - requirements have been met and NMLS has closed the review.
- Canceled** - NMLS has canceled the review.

### IV. View all BCRs

- Click **Manage Course Provider**

**UAT Testing**  
1405064  
Provider Renewal Date: 3/1/2022

0 Pending Courses    4 Active Courses    0 Pending Inactive    0 Inactive Courses

**Actions**

- Credit Bank
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- Course Application Cart
- Manage Course Provider**

**Open Biometric Compliance Reviews**

Review ID	Course Number	Course Name	Issue Type	Status	Start Date	Due Date
108	10067	4 Hour IL SAFE: Test BioMetric 001	Course Timing	Not Started	4/30/2021	
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2. Click **Biometric Compliance Reviews**.

UAT Testing - 1405064

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

RENEWAL DATE: 3/1/2022

UPDATE COURSE PROVIDER

Access Basecamp

3. Click on **All Biometric Compliance Reviews**. This will display all BCRs in all statuses.

UAT Testing - 1405064

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All Biometric Compliance Reviews Open Reviews Follow-Up Required

	Review ID ↓	Course Number	Course Name	Issue Type	Status	Start Date	Due Date
	108	10067 ↗	4 Hour IL SAFE: Test BioMetric 001	Course Timing	Not Started	4/30/2021	
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4. Click on the **Review ID** to see the history of the BCR.  
BCRs that have been completed or waiting for NMLS action cannot be edited (will not have the pencil).

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All Biometric Compliance Reviews Open Reviews Follow-Up Required

	Review ID ↓	Course Number	Course Name	Issue Type	Status	Start Date	Due Date
	109	10070 ↗	2 Hour VA SAFE: VA- state review	Reexamine	Complete	4/30/2021	
	108	10067 ↗	4 Hour IL SAFE: Test BioMetric 001	Course Timing	Not Started	4/30/2021	
	107			Credit Bank	Not Started	4/30/2021	
	106	10069 ↗	8 Hour SAFE Core: year in review	Course Parameter	In Progress	4/29/2021	
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	96	10070 ↗	2 Hour VA SAFE: VA- state review	Reexamine	Canceled	4/30/2021	5/3/2021
	95			Course Timing	Complete	10/29/2020	
	94			Course Timing	Complete	10/28/2020	
	93	10070 ↗	2 Hour VA SAFE: VA- state review	Course Parameter	Complete	10/28/2020	10/30/2020
	92	10069 ↗	8 Hour SAFE Core: year in review	Course Timing	Complete	10/28/2020	
	88	10069 ↗	8 Hour SAFE Core: year in review	Course Timing	Complete	10/28/2020	
	86	10068 ↗	1 Hour VA SAFE: VA-2020 in review	Reexamine	Complete	10/29/2020	

Questions or problems? Send to NMLS at [nmls.ed1@csbs.org](mailto:nmls.ed1@csbs.org).