



ACCOUNT MANAGEMENT

Retrieving a User Name

To retrieve your User Name, select ***Forgot your User Name?*** from the *Log In* screen. The system will ask you to enter your NMLS ID and your email address. Click the **Submit** button. If the information matches, the system will send you an email notification containing your username.

Resetting a Password

To retrieve your Password, select ***Forgot your Password?*** from the *Log In* screen. The system will ask you for your user name. You will then need to answer the password question and answer that was set up when your account was originally created. Click the **Submit** button. If the information is confirmed, the system will send you two email notifications. One will contain your username and the other will contain a temporary password. Be sure to copy and paste the temporary password when logging in.

Figure 1: NMLS Login page

Managing your Account

The *User Profile* section in NMLS allows an individual user to manage their personal settings in NMLS such as their name, email address, phone number, password, and password question and answer. To complete or edit your Individual (MU4/MU2) Form, enter the Filing tab.

The *User Profile* section is located in the *Home* screen of NMLS once you have logged in.

Figure 2: User Profile under Home tab

The following steps will walk you through managing your user information in NMLS to ensure it is up to date.

Update User Profile

1. To update your First Name, Last Name, Phone Number, and Email Address, click the **Update User Profile** button.
2. Change desired information.

NOTE:

- The Email Address listed in this section will be the email address that you will receive all NMLS system generated notifications regarding your license. The email address should be a *personal and accessible* email address.
 - Your first and last name listed should be your Full Legal Name and reflect what is listed on your government issued ID.
3. Click the **Save Changes** button.

Logged in as SchmidtT Logout test@test.com (edit) Resource Center

HOME FILING MLO TESTING & EDUCATION COMPOSITE VIEW RENEWALS

You are currently: State

User Profile
Update User Profile
Change Password
Change Security Question

Update User Profile

Please review your user profile information below and make any necessary changes.

IMPORTANT: Changes made to your user profile information do not update your NMLS record. To update your NMLS record, submit a filing under the Filing tab after you have updated your profile.

User Name: SchmidtT

First Name: [text input] To change your name in NMLS, submit a filing under the Filing tab.

Middle Name: [text input]

Last Name: Schmidt

Suffix: [text input]

Phone Number: [text input] x [text input]

Email Address for System Notifications: test@test.com

Confirm Email Address for System Notifications: test@test.com

NOTE: The email address provided above is used for system-generated notifications and account access, including automated password and user name resets.

Save Changes No Changes

Figure 3: Update User Profile page

If at any point in time this information changes, be sure to update the information in the *User Profile* section again. Be sure all pertinent information is also updated on your Individual (MU4) Form in NMLS. See the [Individual \(MU4\) Amendments](#) Quick Guide for full instructions.

Change Password

1. To change your current password to a new password, click **User Profile** from the sub-menu.
2. Click the **Change Password** button or link from the left navigation panel.
3. Enter your current password in the **Current Password** field.
4. Enter the new password in the **New Password** field.
5. Enter the new password again in the **Confirm New Password** field.
6. Click the **Change Password** button. You will use the new password the next time you log in to NMLS. Be sure to store your User Name and Password where you can easily locate it again.

The screenshot displays the NMLS user interface for changing a password. The page title is "Change your Password". A navigation menu on the left includes "Change Password" (2). The main content area contains a message about email confirmation and a list of password requirements. The requirements are: "Change your password by entering your current password and creating a new one below. You will use your new password the next time you log in to NMLS. Passwords must be between 8 and 16 characters in length, and contain characters from 3 of the following 4 categories: English uppercase letter (A to Z), English lowercase letter (a to z), Numerical digit (0 to 9), Special character (#, \$, ^, etc.)". There are three input fields: "Current Password:" with "3" (3), "New Password:" with "4" (4), and "Confirm New Password:" with "5" (5). A "Change Password" button is at the bottom (6). The top navigation bar includes "Home", "User Profile" (1), and "Invoice". The top right shows "Logged in as Schmidt | Logout | test@test.com (edit) | Resource Center".

Figure 4: Change your Password page

Change Security Question

1. To change your current security question and answer that NMLS will use to validate your account if you ever forget your password, select **User Profile** from the sub-menu.
2. Click **Change Security Question** button or link from the left navigation panel.
3. Enter your current password in the **Password** field.
4. Enter the new question in the **Security Question** field.
5. Enter the answer to the security question in the **Security Answer** field.
6. Click the **Change Security Question and Answer** button. NMLS will ask you this question to validate your account if you ever forget your password.

The screenshot displays the NMLS user interface for changing a security question. The page title is "Change Security Question and Answer". A navigation menu on the left includes "Change Security Question" (2). The main content area features a message: "An email confirming the security question and answer change will be sent to: test@test.com. If you need to update your email, you may update it under User Profile section." Below this are three input fields: "Password:" (3), "Security Question: father's middle name" (4), and "Security Answer:" (5). A "Change Security Question and Answer" button (6) is located at the bottom right. The top navigation bar includes "HOME", "FILING", "MLO TESTING & EDUCATION", "COMPOSITE VIEW", and "RENEWALS". The user is logged in as "SchmidtT" with email "test@test.com".

Figure 5: Change Security Question and Answer

For additional navigational assistance, please contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).