



# NMLS Account Recovery

## Introduction

NMLS allows you to recover your username or password in case you have forgotten them, your account has been locked due to too many failed login attempts, or your account has been disabled after an extended period of inactivity.

## Resetting Your Password

1. Select the **Forgot password?** link on the NMLS login screen.
2. Enter your username or recovery email.
3. Select the **Next** button.
4. Select the recovery method where you want to receive your one-time passcode.
5. Select the **Submit** button.  
**Result:** A one-time passcode is sent to your selected recovery method.
6. Enter your one-time passcode.
7. Select the **Submit** button.
8. Change your password.
9. Select the **Change Password** button.

## Retrieving Your Username

1. Select the **Forgot username?** link on the NMLS login screen.
2. Enter the email address associated with your NMLS account.
3. Select the **Submit** button.  
**Result:** Your username is sent to your email.



## A Note about Accounts without a Recovery Email Addresses

Account recovery processes are different for accounts that have not yet been updated to include a recovery email address. See [Logging in and Updating Your NMLS Account](#) for more information about providing a recovery email address.

### Resetting Your Password for an Account without a Recovery Email Address

1. Select the **Forgot Password?** link on the NMLS login screen.
2. Enter your NMLS username.
3. Select the **Next** button.
4. Enter the answer to your security question.
5. Select the **Next** button.  
**Result:** A temporary password is sent to your email.
6. Log in with the temporary password and change your password.

### Retrieving Your Username for an Account without a Recovery Email Address

1. Select the **Forgot Username?** link on the NMLS login screen.
2. Enter the email address associated with your NMLS account.
3. Select the **Submit** button.  
**Note:** If there is more than one NMLS account associated with your email address, you are prompted to enter your NMLS ID.  
**Result:** Your username is sent to your email.

**Contact the NMLS Call Center with any questions.**

1-855-665-7123

Monday - Friday from 9:00AM to 9:00PM ET

Available from all U.S. States and Territories.