



## View Testing Information

The *Testing Information* section in NMLS helps to determine if an individual is compliant with testing requirements. Many state agencies require a passing score on the National Test Component and State Components of the S.A.F.E. MLO Test prior to submitting the Individual Form for licensure through NMLS.

### Manage Test Appointments

1. Navigate to the [NMLS Resource Center](#).
2. Click the **Log into NMLS** button in the upper right corner and enter your log in credentials.
3. Click the **MLO Testing & Education** tab.
4. Click the **Manage Test Appointments** link on the submenu.
5. Enter Individual ID and/or select the Test Type to filter through all open test enrollments.

**NOTE:** To view all test enrollments leave filtering criteria blank and click the **Filter** button.

6. Click the **Filter** button.
7. The Available Actions column will display options that are available for the specific test enrollment window. Possible actions:
  - [Schedule](#) allows you to schedule a test appointment for the specific test.
  - [Reschedule/Cancel](#) allows you to reschedule a test appointment for the specific test.
  - [Awaiting Candidate Agreement Acceptance](#) indicates that the individual has yet to accept the Candidate Agreement. No action is possible until individual accepts the agreement.

## Schedule Appointments

1. Click the **Schedule Appointments** link from the navigation panel.
2. Enter **Individual ID** to display all open test enrollment windows for a specific individual.

**NOTE:** To view all test enrollments leave filtering criteria blank and click the **Filter** button.

3. Click the **Filter** button.
4. Click the **Schedule** button for the appropriate test.
5. Continue through the Prometric website by following the prompts.

## Reschedule/Cancel Appointments

1. Click the **Reschedule/Cancel Appointments** link from the navigation panel.
2. Enter **Individual ID** to display all open test enrollment windows for a specific individual

**NOTE:** To view all test enrollments leave filtering criteria blank and click the **Filter** button.

3. Click the **Filter** button.
4. Click the **Reschedule/Cancel** button for the appropriate test.
5. Continue through the Prometric website by following the prompts.

## Awaiting Candidate Agreement Acceptance

1. Click the **Awaiting Candidate Agreement Acceptance** link from the navigation panel.
2. Enter **Individual ID** to display all open test enrollment windows for a specific individual

**NOTE:** To view all test enrollments leave filtering criteria blank and click the **Filter** button.

3. Click the **Filter** button.
4. Review search results.

**NOTE:** Company users do not have an action available for enrollments displaying in this area. Any test enrollments listed require the individual to accept the agreement through his or her NMLS account.

## View Testing Information

Follow the steps below to view an individual's testing information in NMLS:

1. Navigate to the [NMLS Resource Center](#).
2. Click the **Log into NMLS** button in the upper right corner and enter your log in credentials.
3. Click the **Composite View** tab.
4. Click the **View Individual** link on the submenu. When attempting to access an individual's testing information, search for individual using their NMLS ID or first and last name.
5. Click **View Testing Information** link on left navigation panel.

The screenshot displays the 'View Testing Information' page for John Johnson (13659). The page header includes the user's name and a 'HELP' button. The main content area is divided into several sections:

- A: Official Test Results**: A section with a red border containing text about official test results and a link to view results. Below the text, it states 'No Official Test Results were found.'
- B: Unofficial Test Results Replaced by Uniform State Test**: A section with a blue border containing a link to view results.
- C: Open Enrollment Windows**: A section with a red border containing text about open enrollment windows and a link to view closed enrollment windows. Below the text, it states 'No Open Enrollment Windows were found.'
- D: View Closed Enrollment Windows**: A section with a blue border containing a link to view closed enrollment windows.

Figure 1: View Testing Information Page  
(See descriptions for A-D below)

- A. Official Test Results – This area displays official test results. Results are posted to an individual’s record 72 hours after the completed test appointment.
- B. Unofficial Test Results Replaced by Uniform State Test – This link will display any “Invalidated,” “Failed,” or “Expired” test results replaced by the Uniform State Test. The page will only display unofficial test results if the user has taken the Uniform State Test (UST) replacing invalidated, failed, or expired tests.
- C. Open Enrollment Windows – This area displays a list of all “Open” enrollment windows. Enrollment windows are considered open once test fees are paid within NMLS and prior to test results being posted to the individual’s record.

**NOTE:** Use this section to verify a test enrollment window displays as “Ready to Schedule,” as this status is required for a candidate to schedule a test appointment. Other possible statuses are Awaiting Candidate Agreement and Scheduled. Additionally, use this section to determine the Start and End Date for each the enrollment window. If no open test enrollment exists, see the [Individual Test Enrollment Quick Guide](#) for steps on opening a test enrollment.

- D. View Closed Enrollment Windows – This link will display all “Closed” enrollment windows. Enrollment windows are considered closed when the window status is “Complete,” “Late Cancelled,” “Expired,” or “No Show.”

**NOTE:** Use this link to view who opened and paid for a particular test enrollment window. In addition, use this link to see why a test window closed. For example, “Complete” means a test appointment was completed and does not refer to test results.

The [MLO Testing Handbook](#) contains additional information related to this topic, including rescheduling policies, testing requirements, and processes.

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