



Notice Regarding COVID-19 and Prometric Test Center Availability

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Updated 9/9/2020

Summary

Following the closures of its entire test center network due to COVID-19, Prometric has since reopened all of the 270+ test centers that serve the NMLS program.

Capacity & Appointment Availability

Prometric is continually monitoring the status of ordinances from local, state, federal, and country-specific jurisdictions and modifying the capacity of its test centers accordingly. Over 80% of the open test centers are operating at full capacity, while the remaining open centers have reduced capacity to 50%. [The current list of open test centers and their capacity can be found here and will be updated daily.](#) Prometric is also working to open new appointment slots as often as possible to meet demand. Despite the increased capacity and appointment availability, the closures over the last several months has left a large backlog of candidates who still need to test. If necessary, candidates should check Prometric's website daily for new appointments, and/or consider other test centers outside of their preferred location.

Social Distancing Guidelines including Mask Usage

Prometric has implemented new social distancing guidelines, **including requiring all test candidates to wear face masks. Candidates must ensure their masks cover their nose and mouth throughout their test session.** [Candidates may view these social distancing policies here.](#)

Alternative Testing Options

SAFE MLO National Test candidates may soon have the option to take the test via an online proctoring testing software. NMLS is aiming for a late-September industry-wide launch of the online proctored testing option. More details will be provided soon and posted on the NMLS Resource Center.

Once online proctored testing begins, test candidates will continue to have the option to choose from onsite testing at Prometric centers or online proctoring for the foreseeable future.

Please contact the NMLS Call Center at 1-855-665-7123 for questions about this notice.