Notice Regarding COVID-19 and Prometric Test Center Availability

Updated 6/22/2020

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 half 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 nearly three 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.

Candidate with Existing Appointments
Candidates are able to schedule or modify appointments ONLY on www.prometric.com/nmls. Prometric’s call center remains closed. NOTE: Prometric’s website is experiencing high volume usage and candidates may have trouble scheduling appointments. If you experience scheduling issues, please try to schedule appointments during off-peak hours.

Prometric has implemented new social distancing guidelines, including requiring all test candidates to wear face masks. 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 remote proctoring delivery channel. NMLS is currently conducting a pilot of Prometric’s ProProctor online testing software with a small number of companies. If the pilot is successful, NMLS is aiming for a mid-July industry-wide launch of the remote testing option. More details will be provided soon and posted on the NMLS Resource Center.
Once remote proctoring begins, test candidates will continue to have the option to choose from onsite testing at Prometric centers or remote proctoring for the foreseeable future.

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