As a part of the System’s self-help features, users have the ability to request a temporary password using the "Forgot your Password?" link from the NMLS Login page. Before successfully resetting a password, users must enter a CAPTCHA code and their NMLS User Name. The System also prompts users to provide the answer to their security question.

NMLS security questions and answers are free-form and are created during the initial entitlement process. Security answers are not case-sensitive. Successfully completing this process allows NMLS to email a temporary password to the email address in the user’s NMLS User Profile.

If users are unable to complete this process, NMLS displays a red error message. If this occurs, contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).

### Definitions and Charts

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td><strong>CAPTCHA</strong></td>
<td>Completely Automated Public Turing Test to Tell Computers and Humans Apart</td>
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### How to Reset Your Password

1. From the NMLS Login Screen, click the "Forgot your Password?" link (see Figure 2).
2. Enter the CAPTCHA code and click the Next button.
3. Enter your NMLS User Name.
   - **NOTE:** NMLS user names are not case-sensitive.
4. Click the Next button.
5. Enter your Security Answer and click the Next button.
   - **NOTE:** NMLS security questions are not case-sensitive.
6. If successful, NMLS displays an orange confirmation message.
   - Next Step: Check your email to retrieve the temporary password.
7. If unsuccessful, NMLS displays a red error message.
Next Step: Contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).

Figure 2: Reset Password

Additional Resources

- [About NMLS](#)
- [NMLS Call Center Information](#)
- [NMLS Hours of Operation](#)
- [NMLS Data Security Overview](#)
- [How to Log in to NMLS](#)