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Policy

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.

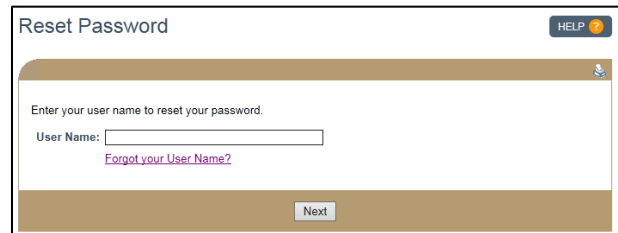


Figure 1: Reset Password Page

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

Acronym	Definition
CAPTCHA	Completely Automated Public Turing Test to Tell Computers and Humans Apart

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).

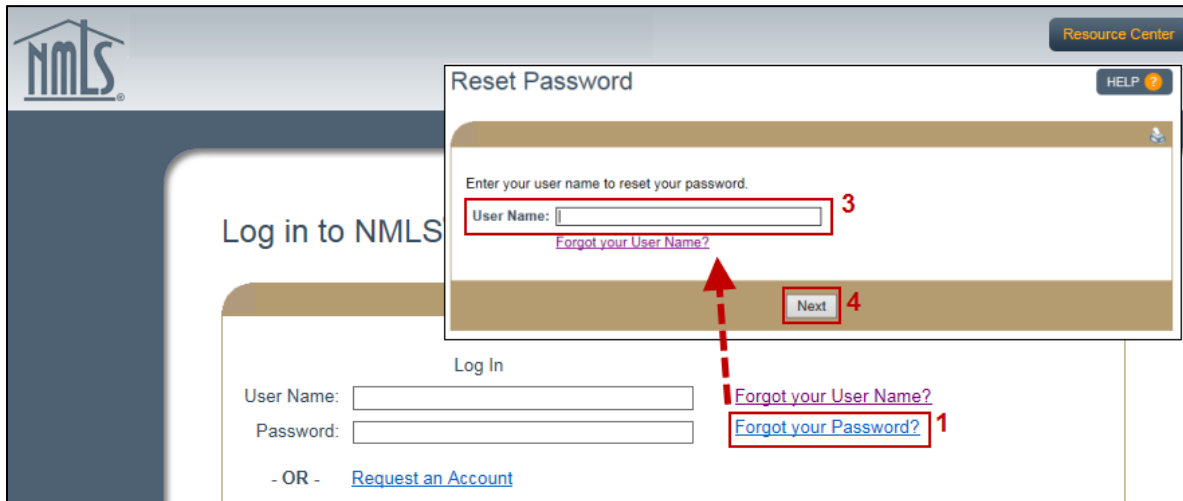


Figure 2: Reset Password

Additional Resources

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