

Menu

- [Policy](#)
- [Definitions and Charts](#)
- [How to Retrieve Your User Name](#)
- [Additional Resources](#)

Policy

As a part of the System’s self-help features, users have the ability to request their NMLS user name using the *Forgot your User Name?* link on the NMLS login page.

Users must provide both the email address listed in their NMLS User Profile and their NMLS ID number.

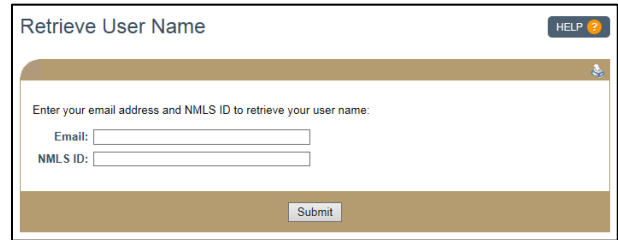


Figure 1: Screenshot of Retrieve User Name Page

Successfully completing this process allows NMLS to email the user name 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

Not Applicable

How to Retrieve Your User Name

1. From the *Log in to NMLS* screen, click the **Forgot your User Name?** link (see Figure 2).
2. Enter your NMLS User Profile email address and NMLS ID number.
3. Click the **Submit** button.

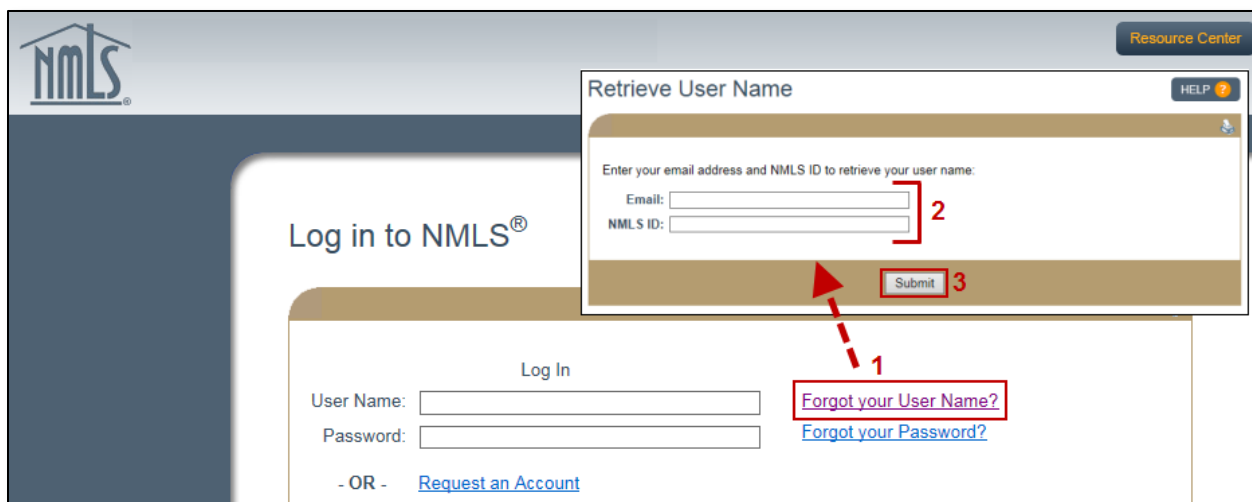


Figure 2: Retrieve User Name



Additional Resources

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