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Policy

For security purposes, NMLS locks accounts after 3 invalid access attempts within a 24-hour period. As a part of the System’s self-help features, individual users have the ability to unlock their account by providing the Social Security number and date of birth on their NMLS record.

Successfully completing this process unlocks an individual account and sends an email with a temporary password to the email address listed on the user’s NMLS User Profile.

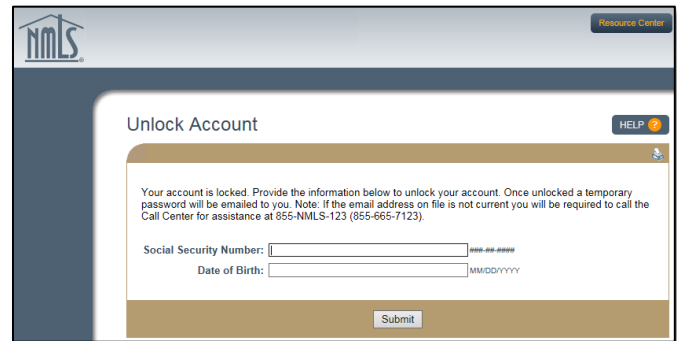


Figure 1: Screenshot of Unlock Account Page

Once unlocked, users can also use the other self-help features such as the *Forgot your User Name?* link on the NMLS login page.

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 Unlock Your Account

1. Enter your Social Security Number and Date of Birth (see *Figure 2*).
2. Click the **Submit** button.
3. If successful, NMLS will display a blue confirmation message.
 - Next Steps: Check your email to retrieve the temporary password.
4. If unsuccessful, NMLS will display a red error message.
 - Next Steps: Contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).

Unlock Account HELP ?

Your account is locked. Provide the information below to unlock your account. Once unlocked a temporary password will be emailed to you. Note: If the email address on file is not current you will be required to call the Call Center for assistance at 855-NMLS-123 (855-665-7123).

Social Security Number: ### ## ####

Date of Birth: MM/DD/YYYY

Figure 2: Unlock Account

Additional Resources

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