NMLS uses contact(s) listed in a Course Provider’s EMS profile to communicate. This document highlights the contact options and how each is used by NMLS.

**Contact Roles:**

**Primary Contact** - This is the person NMLS will send critical communications. The primary contact should be someone who can receive and respond to communications from NMLS, and/or route them appropriately within your company. The primary contact does not need to be a user of the EMS.

**Support User** - Support users have a username and password to login into the EMS to perform tasks such as submit credits, offerings, applications, or respond to Biometric Compliance Reviews (BCR).

**Support User designated as Admin** – Admin designation for a support user means that user has rights to manage other support users. The admin can create, edit, or remove support users. Only one support user is designated as admin.

**Find Your Primary Contact:**

1. Log into the [Education Management System](#).
2. Click the **Manage Course Provider** button in the left navigation panel.

3. Click the **Business Information** link in the submenu to see **Primary Contact**.
4. **Edit Primary Contact.** Click *Update Course Provider* to make edits. 
   ALERT! NMLS uses the *primary contact* for critical communications. Choose someone who can be responsive.

5. Log into the Education Management System.
6. Click the *Manage Course Provider* button in the left navigation panel.
7. Click *Support Users* link in the submenu.

Green check mark shows which user is the Admin, and which notifications a user is selected to receive.

Notifications: Here is what each option means:
- Provider = Reminders and receipts for Provider approval and record.
- Course = Reminders and receipts for Course approval.
- Credit Banking = Receipts for credit banking
- BioSig-ID = Receive and responds to biometric compliance reviews (BCR). Biometric compliance reviews are related to the Biometric Identification tool required in online self-study courses.

8. The admin user can *Manage Support Users*. If you are not the admin, you will not see the Manage Support Users and cannot make changes.

9. See *Manage Support Users* for step-by-step instructions on adding, editing or removing a support user.

Questions or problems? Send to NMLS at nmls.ed1@csbs.org.