Retrieving a User Name

To retrieve your User Name, select **Forgot your User Name?** from the Log In screen. The system will ask you to enter your NMLS ID and your email address. Click the **Submit** button. If the information matches, the system will send you an email notification containing your username.

Resetting a Password

To retrieve your Password, select **Forgot your Password?** from the Log In screen. The system will ask you for your user name. You will then need to answer the password question and answer that was set up when your account was originally created. Click the **Submit** button. If the information is confirmed, the system will send you two email notifications. One will contain your username and the other will contain a temporary password. Be sure to copy and paste the temporary password when logging in.

Managing your Account

The **User Profile** section in NMLS allows an individual user to manage their personal settings in NMLS such as their name, email address, phone number, password, and password question and answer. To complete or edit your Individual (MU4/MU2) Form, enter the Filing tab.

The **User Profile** section is located in the **Home** screen of NMLS once you have logged in.

The following steps will walk you through managing your user information in NMLS to ensure it is up to date.
Update User Profile

1. To update your First Name, Last Name, Phone Number, and Email Address, click the Update User Profile button.
2. Change desired information.

**NOTE:**

- The Email Address listed in this section will be the email address that you will receive all NMLO system generated notifications regarding your license. The email address should be a personal and accessible email address.
- Your first and last name listed should be your Full Legal Name and reflect what is listed on your government issued ID.
3. Click the Save Changes button.

![Update User Profile page](image)

*Figure 3: Update User Profile page*

If at any point in time this information changes, be sure to update the information in the User Profile section again. Be sure all pertinent information is also updated on your Individual (MU4) Form in NMLO. See the [Individual (MU4) Amendments Quick Guide](#) for full instructions.
Change Password
1. To change your current password to a new password, click User Profile from the sub-menu.
2. Click the Change Password button or link from the left navigation panel.
3. Enter your current password in the Current Password field.
4. Enter the new password in the New Password field.
5. Enter the new password again in the Confirm New Password field.
6. Click the Change Password button. You will use the new password the next time you log in to NMLS. Be sure to store your User Name and Password where you can easily locate it again.

Figure 4: Change your Password page
Change Security Question
1. To change your current security question and answer that NMLS will use to validate your account if you ever forget your password, select User Profile from the sub-menu.
2. Click Change Security Question button or link from the left navigation panel.
3. Enter your current password in the Password field.
4. Enter the new question in the Security Question field.
5. Enter the answer to the security question in the Security Answer field.
6. Click the Change Security Question and Answer button. NMLS will ask you this question to validate your account if you ever forget your password.

![Change Security Question and Answer](image)

Figure 5: Change Security Question and Answer

For additional navigational assistance, please contact the NMLS Call Center at 1-855-NMLS-123 (1-855-665-7123).