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## Policy

If users do not log in to NMLS after 120 days, their account is disabled due to inactivity. As a part of the system's self-help features, users have the ability to enable the account by entering the Social Security number and date of birth listed on their NMLS account.

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).

Figure 1: Self – Enable Page

## Definitions and Charts

Not Applicable

## How to Enable an Account

1. Enter your Social Security Number and Date of Birth in the corresponding fields.
2. Click the **Submit** button (see *Figure 2*).
3. Review the Industry Terms of Use and click the **I Agree** button.

Figure 2: Self – Enable Page



### Additional Resources

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