

PASSWORD RESET & ACCOUNT UNLOCK INFORMATION: Individual account users (State licensed or Federal registered mortgage loan originators) who need assistance with unlocking their account or resetting their password may [submit a support request form](#) to have this processed. Users can also contact the NMLS Call Center for password reset or account unlock support at 1-855-665-7123 (Monday-Friday from 9:00 AM to 9:00 PM Eastern).

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Policy

Users log in to the Nationwide Multi-State Licensing System (NMLS) with a user name and password.

User names are generated at the time of account creation and cannot be changed. NMLS user names are not case-sensitive.

NMLS passwords need to:

- Be between 20 and 64 characters in length
- Not be your currently used password
- Contain at least one English uppercase letter (A to Z) and one English lowercase letter (a to z)
- Not have leading or trailing spaces (embedded spaces are allowed)
- Only contain characters found on the standard U.S. keyboard
- Not be a known cracked password

NMLS passwords are case-sensitive and, for security purposes, expire every year. When creating a new password, the system prohibits the use of the user's last seven passwords.

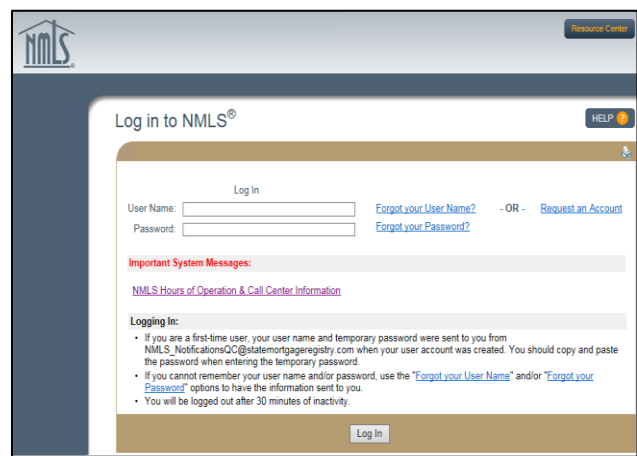


Figure 1: Log in to NMLS

If a user forgets their NMLS user name or password, self-help options permit users to recover their credentials on their own. For more information on self-help options, review the [Retrieve User Name](#) or [Reset Password](#) resources.

New users also have the ability to request an NMLS account using the *Request an Account* link. For more information on requesting an account, review the [Requesting an Account](#) resource.

This page also contains an Important System Messages section that provides important updates or reported issues related to the system.

The NMLS Call Center is also available to assist with entitlement issues. The Call Center can be contacted at 1-855-NMLS-123 (1-855-665-7123).

Definitions and Charts

Not Applicable

How to Log in to NMLS

1. Enter your User Name and Password in the corresponding data fields.
2. Click the **Log In** button (see *Figure 2*).

Log in to NMLS®

Log In

User Name:

Password:

[Forgot your User Name?](#) - OR - [Request an Account](#)
[Forgot your Password?](#)

Important System Messages:

[NMLS Hours of Operation & Call Center Information](#)

Logging In:

- If you are a first-time user, your user name and temporary password were sent to you from NMLS_Notifications@NMLSNotifications.com when your user account was created. You should copy and paste the password when entering the temporary password.
- If you cannot remember your user name and/or password, use the "[Forgot your User Name](#)" and/or "[Forgot your Password](#)" options to have the information sent to you.
- You will be logged out after 30 minutes of inactivity.

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Figure 2: Log In

3. Review the Industry Terms of Use and click the **I Agree** button.

Additional Resources

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