



NMLS Enhancement: Reset an NMLS Username and Password with Ease

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CSBS has enhanced NMLS to provide users more self-service options to reset their username and password without having to contact the NMLS Call Center or their account administrator. This enhancement puts the ability to manage a personal task back into the hands of system users.

The new username and password reset process follows best practices for maintaining secure NMLS access, including continued use of multi-factor authentication to better manage user identification.

How it works

- The first time an NMLS user logs in, they will be asked to add a new recovery email, preferably a personal email to which they will always have access, even if they change employers. Users can choose to provide a second recovery email as a backup recovery method.
- Recovery email address can be used to:
 - Log in (using a username or initial recovery email address)
 - Reset a password
 - Recover a username
 - Enable and unlock an account
- Users also can add a mobile phone number, which can be used when resetting a password. An NMLS user's account will still lock after five unsuccessful attempts. However, users can follow the system prompts to reset it easily.

Purpose of Recovery Information

The recovery method provides a self-service capability for forgotten login credentials. We recommend providing more than one recovery method and at least one email address for easy recovery in the event that you change employers.

NMLS user benefits

- Save time managing NMLS account access and spend more time focusing on your business.
- Self-service password options eliminate the need to contact the NMLS Call Center for support.
- Greater satisfaction using NMLS knowing username and password changes can be handled easily and quickly.

Visit csbs.org/mod to sign up for updates on NMLS modernization activities. You can also [sign up](#) to join the NMLS User Experience Group.

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