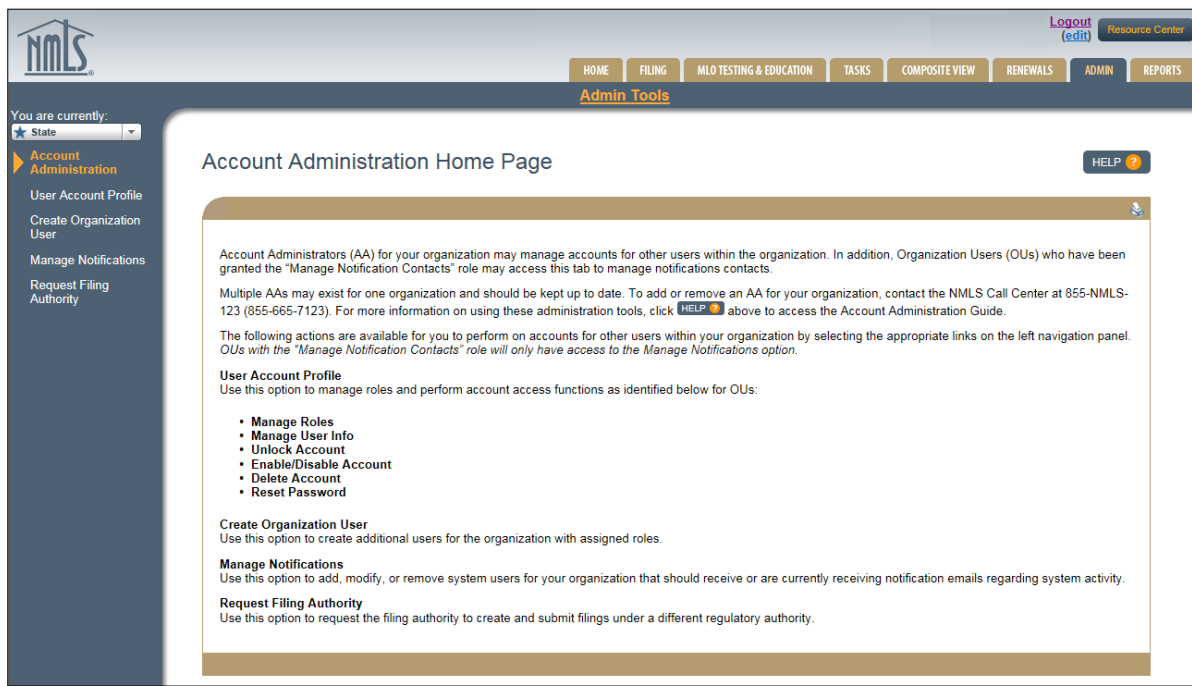




## MANAGING INSTITUTION USER ACCOUNTS

Institution Account Administrators (AAs) are responsible for managing NMLS accounts of users associated with their institution. AAs have the ability to create accounts, manage roles, modify accounts, unlock accounts, reset passwords, enable/disable accounts, and delete accounts for other institution users. Account Administration Streamlining has incorporated many of these functions into a single section.



### **Getting Started Managing User Accounts:**

1. Navigate to the [NMLS Federal Registry Resource Center](#).
2. Click **Log in to NMLS** in the upper right corner.
3. If prompted, select the appropriate context, Federal, and Log in to NMLS.
4. Select the **Admin** tab in the top right corner.
5. Click **User Account Profiles** on the left navigation panel.
6. Enter the individual's UserName, First and Last Name, or leave the search criteria blank to get a list of all users.
7. Click the **Search** button.
8. Click the desired username hyperlink.

### ***Managing Roles:***

1. From the *User Account Profiles* page, click the **Manage Roles** button to the right of the *User Roles* section header.
2. Make updates to the user role(s) by checking or unchecking the box next to the role(s) as necessary.
3. Click **Save** to save the updates or **Cancel** to return to the *User Account Profile*.

**NOTE:** If an AA adds or removes a role from an institution user that is currently logged into NMLS, the role changes will not take effect until the user logs out and logs in again.

### ***Modifying a User Account:***

The following information for any institution user can be modified by an AA:

- First Name
  - Middle Name
  - Last Name
  - Phone Number
  - Email Address
1. From the *User Account Profiles* page, click the **Manage User Info** button to the right of the *User Account Information* section header.
  2. Change the appropriate information for the selected user.
  3. Click **Save** to save the updates or **Cancel** to return to the *User Account Profile*.

### ***Unlocking a User Account:***

1. From the *User Account Profiles* page, click **Unlock** under the *User Account Information* section to unlock a user account.

### ***Resetting a Password:***

1. From the *User Account Profiles* page, click **Reset Password** at the bottom of the page.

**NOTE:** The user will receive an email with a complex system generated password, which they will be required to enter at the time of their next login. Users are encouraged to copy and paste the system generated password from the email to the NMLS login page. Upon logging in with the system generated password, the user will then be required to create a new password.

### ***Enabling/Disabling an Account:***

A user whose account has been disabled by an AA will not be able to log into NMLS. The user will be able to log in to NMLS only after the account has been enabled by an AA. As an example, a user who is out on extended leave could have their account disabled by an AA until they return.

1. From the *User Account Profiles* page, click **Disable** or **Enable** under the *User Account Information* section.

**NOTE:** Click **New Search** to return to the *User Account Search* screen.

### ***Deleting an Account:***

A deleted user account cannot be re-used. A new user account will have to be created by an AA in order for the user to log in to NMLS.

1. From the *User Account Profiles* page, click **Delete Account** under the *User Account Information* section.
2. Click **OK** to confirm deletion of the user account.

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