Institutions must renew and pay an annual processing fee through NMLS each year in order to maintain an 'Active' registration. Once the institution account is renewed, the institution is then responsible for renewing/reactivating employed individual MLOs' MU4R registrations. Individual MLOs must log in to their accounts and attest to their record to renew their registration prior to December 31st for the registration status to remain 'Active'.

Institutions with 100 or more MLOs have the option of uploading a .CSV file to renew multiple individual registrations at once. Institutions with 100 or less MLOs must use a manual selection process for renewing individual registrations. The institution must submit and pay for MLO renewals before they can attest to their record.

Step 1: Renew the Institution Account

1. Navigate to the [NMLS Federal Registry Resource Center.](#)
2. Click the **Log in to NMLS** button in the upper right corner.
3. Click the **Renew/Reactivate** tab.
4. Click the **Submit** link in the submenu.
5. Click the **Manual** button.

    NOTE: An institution must first renew its institution account before the

    upload option can be used to upload individual MLOs for renewal.

6. Select the **checkbox** next to your institution. The institution should be the first selection in the list.
7. Click the **Add to Cart** button.

8. Click the **Proceed to Cart** button.

9. Click the **Proceed to Invoice** button.

10. Check the box to accept the verification language, then click the **Pay Invoice** button.

11. A confirmation page should appear confirming the renewal has been submitted.

Step 2 – Option 1: Manual Option to Renew/Reactivate MLOs

1. Follow Steps 1 – 5 above.

2. Click the **Renew** icon 🟢 to renew all registrations or select each individual from the list you wish to renew.

3. Click the **Add to Cart** button.

> **NOTE:** If there is more than one page of individual MLOs, select the items on each page and select Add to Cart on each page to save the selections.

4. Click the **Proceed to Cart** button.

5. Click the **Proceed to Invoice** button.

6. Click the **Pay Invoice** button.

Step 2 – Option 2: Upload Option to Renew/Reactivate MLOs

1. Click the **Renew/Reactivate** tab.

2. In the *Manage Renewals/Reactivations* section, click the **Excel** 📗 icon to view the *Renewal/Reactivation Activity Report*.

3. The .CSV file opens in an excel format. All MLOs registered with the institution appear in the file. As an alternative to populating MLO information on the Renew-Reactivate Batch Upload Template, this file can be manipulated and used as an upload file to renew MLOs.

4. Use the sort option within the .CSV file to identify the Renewal Status of 'Eligible for Renewal' (Column M).

5. Review the list of MLOs eligible for renewal to confirm that you only submit those MLOs that should be renewed for the upcoming year; **delete entire rows containing any MLOs that you do not wish to renew.** There is a $30 processing fee for each MLO submitted for renewal.

6. Once the report contains only those MLOs in a Renewal Status of 'Eligible for Renewal' (Column M) that you wish to submit for renewal, delete all columns within the report except 'NMLS ID' and 'Renewal Group Name' (Columns A and B).

> **NOTE:** The columns must be deleted within the file by right-clicking and selecting delete.

7. Complete the Renewal Group Name information if applicable; otherwise this column can be left blank.
8. Save the file to your computer as a .CSV file.
9. Log in to NMLS and click the **Renew/Reactivate** tab.
10. Click the *Submit* link on the submenu.
11. Click the **Upload** button.
12. Browse for the .CSV file on your computer and click the **Upload** button. Enter a description if applicable.
13. The screen refreshes with a message indicating that the file is processing. Wait on the page for the records to process and manually refresh the webpage for updates. Once the system indicates the file finished processing, the results are returned.
14. If any errors were found, correct them and re-upload the file if necessary. A complete listing of error conditions and messages can be found within the [Renew-Reactivate Batch Upload Specifications](#) document available on the Federal Registry Resource Center.
15. Pay the invoice for the registration renewal/reactivation fees of the MLOs that were just uploaded by clicking the ***[Unpaid](#)*** link within the table.
    > **NOTE:** The institution user performing the renewal upload will be prevented from completing a subsequent upload from their account until the existing upload is either deleted or paid.
16. Review the invoice and click the **Pay Invoice** button.
17. Once the invoice is paid, an email is sent to the uploaded individual MLOs with instructions to attest to their record. Individuals must log in and attest (see the [Individual Renewal Quick Guide](#)) to complete the renewal process.

How can I tell if my MLOs have completed renewal?

- Single MLO Lookup – Composite View tab
    - The institution can review the renewal status through *View NMLS MLO Registration List* under the Composite View tab in NMLS.
- Multiple MLO Lookup – Renewal/Reactivation Activity Report and Nightly Notifications
    - Use the Renewal/Reactivation Activity Report found in the **Manage** section of the Renew/Reactivate tab to track renewal attestation completion in NMLS.
    - Institution users receive a nightly notification containing MLO renewal activity.

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