Entitlement Self-Help
Managing your Account
Quarterly User Profile Update

Entitlement Self-Help
To retrieve your User Name, click the **Forgot your User Name?** link on the Log in to NMLS screen (see *Figure 1*).

1. Enter your email address and NMLS ID number.
2. Click the **Submit** button. If the information matches, the system sends you an email containing your user name.

To retrieve a temporary Password, click the **Forgot your Password?** link on the Log in to NMLS screen.

1. Enter your user name and answer your security question.
2. Click the **Submit** button. If the information matches, the system sends you an email containing a temporary password. Be sure to copy and paste the temporary password when logging in again.

![Log in to NMLS®](image)

*Figure 1: Forgot Your User Name/Password Links*

Managing your Account

Once logged in, the User Profile section allows individuals to manage their personal settings in NMLS (e.g., name, email address, phone number, password, and security question). To edit any of these data fields, follow the steps below.

1. Click the **Home** tab.

2. Click the **User Profile** link on the submenu.
3. Click the **Update User Profile, Change Password, or Change Security Question** button (see **Figure 2**).

   **NOTE:** Your first and last name listed must be your full legal name as listed on your government issued ID. Once a filing has been submitted through NMLS, any name changes must be made through the Filing tab.

   The email address listed in this section is the email address at which you receive all NMLS system-generated notifications regarding your account. The email address should be personal and accessible.

![Figure 2: Accessing the User Profile](image)

If this information changes, be sure to update the information in the User Profile section as soon as possible. Be sure all pertinent information is also updated on your MU4R Filing in NMLS. See the [Amending a MU4R Quick Guide](#) for full instructions.

**Quarterly User Profile Update**

In an effort to encourage users to keep their account information up to date, the system requires users to confirm their user profile information at the beginning of each quarter.

1. Make necessary changes, and click the **Save Changes** button, or
2. Review information and confirm no changes are needed, and click the **No Changes** button (see **Figure 3**).
3. If a federal MLO is pending renewal attestation, the system redirects to the Renew/Reactivate Attestation page (see Figure 4).

![Message from webpage](image)

You have a pending renewal attestation and are now being redirected to the Renewal/Reactivation Attestation page.

![Figure 4: Federal Redirect Message](image)

**NOTE:** It is essential to confirm that your record (MU4R information) is up to date prior to completing your renewal attestation.

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