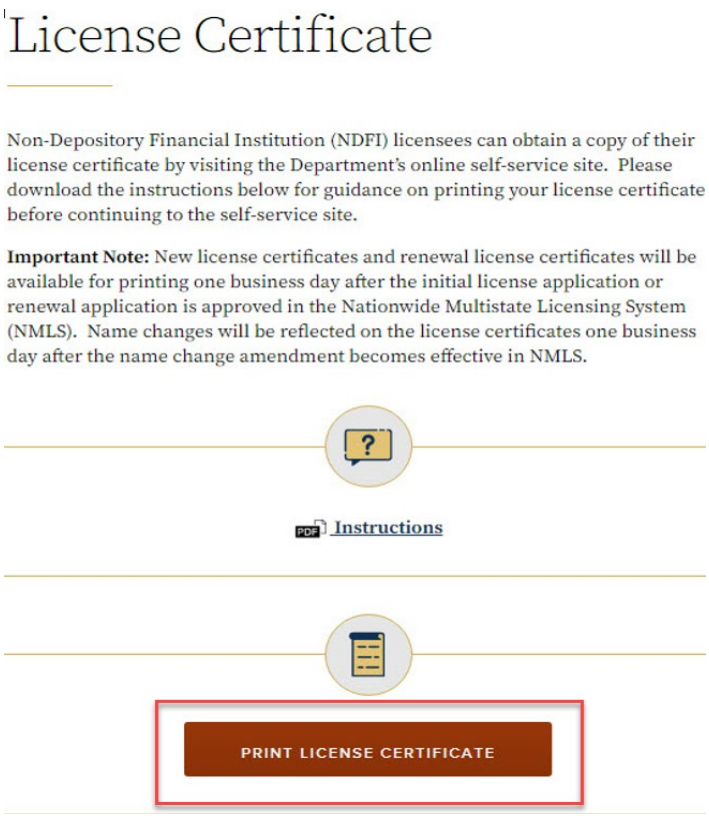
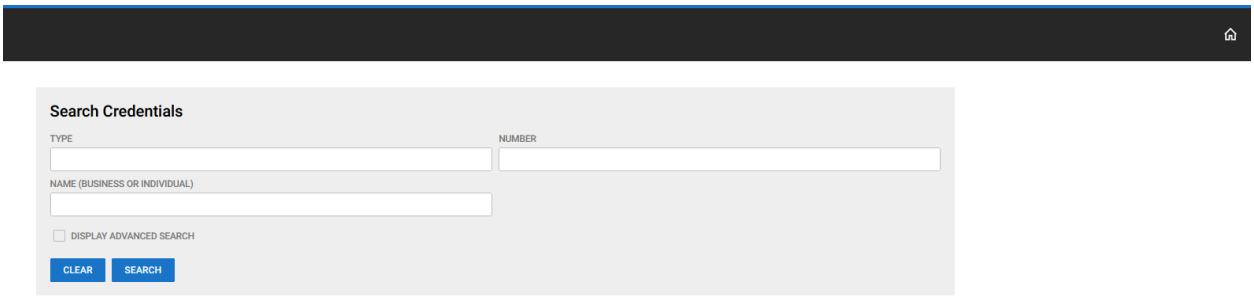
Instructions for Printing License Certificate

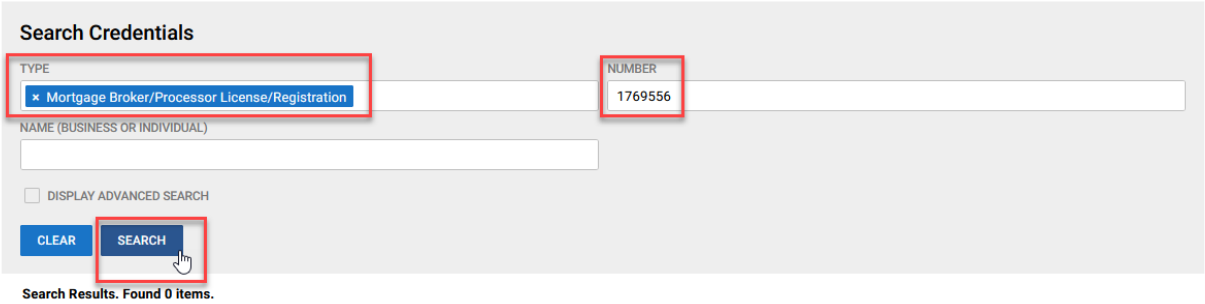
1. Beginning on the License Certificate page of the Department's website, navigate to the self-service site by selecting the Print License Certificate button.



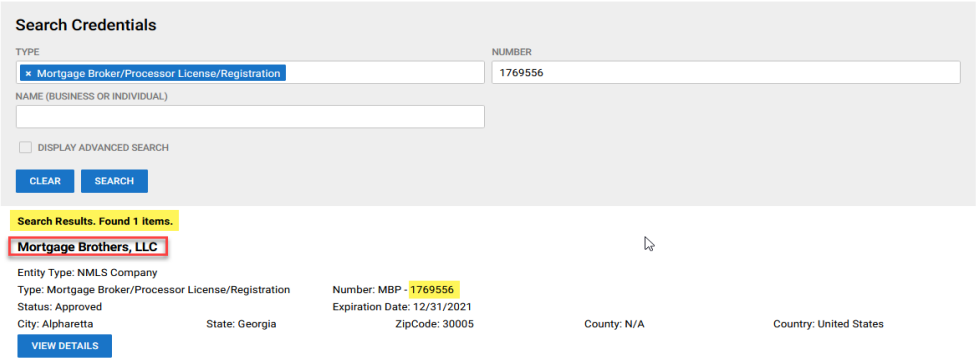
2. You should be directed to the Search Credentials page.



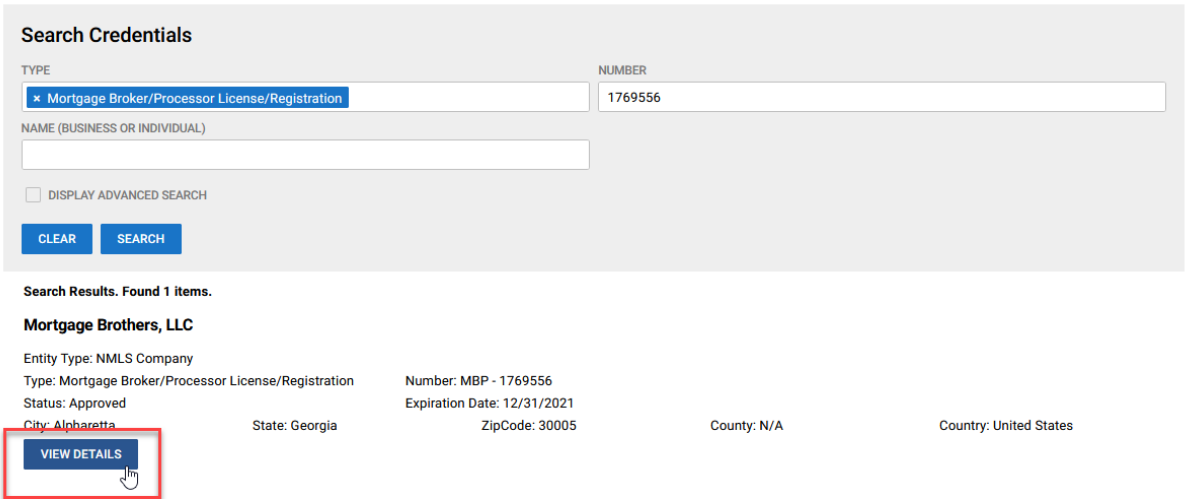
3. The recommended way to search for your license (a.k.a. Credential) is by selecting the type of license that you hold in the Type field (e.g. Mortgage Lender License/Registration) and entering your NMLS number in the Number field. Then select search. Please note, it is NOT recommended to search using the Name field as it will take longer for the system to yield results.



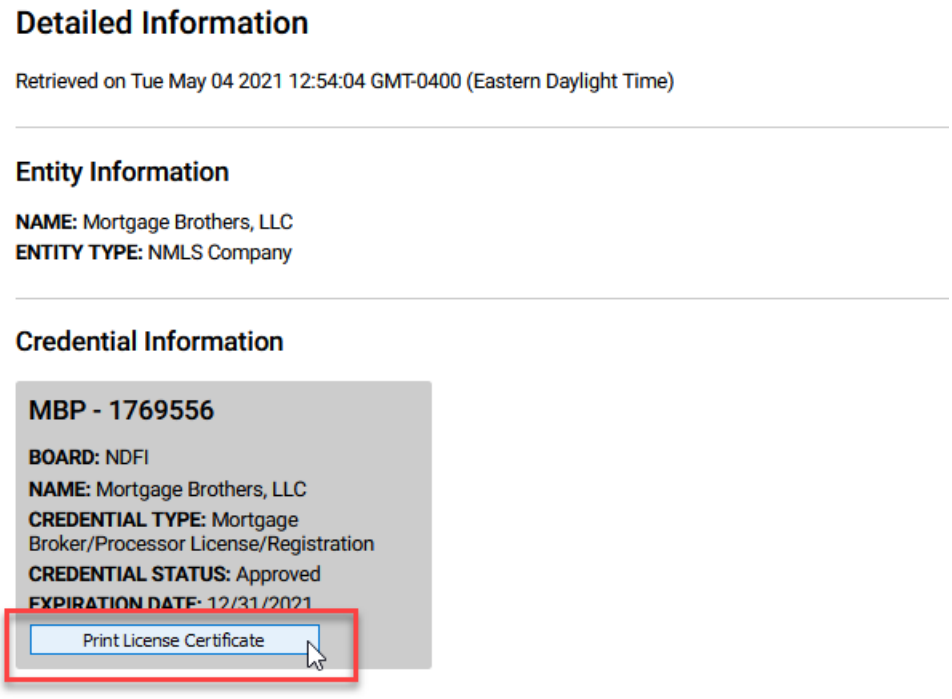
4. The system should return a record of your license after a few seconds. Sometimes it can take longer for the system to process your search request, so please be patient. If you receive a message that zero items were found, please verify that the information you entered is accurate. Then, clear the search criteria and conduct a new search. Helpful Tips: Verify that the NMLS number you entered matches the NMLS number in NMLS. Check for any hidden spaces in the information you entered for the search, especially potential spaces before and after the NMLS number that can populate accidentally from copying and pasting the number into the search field. If you selected the Type field, please ensure you selected the correct license type or remove the Type selection altogether and search using only the NMLS number instead. If you entered your license name in the Name field when searching for your individual license, you must search using the format: Last Name, First Name. Please keep in mind that searching using the license name, especially for an MLO license, may yield too many results and it will take longer for the system to process. The system can display a maximum of 200 results.



5. Select View Details and the system will direct you to the next screen to print your license certificate.



6. On the Detailed Information screen, you should see a button under Credential Information that reads, Print License Certificate. Select Print License Certificate and a document window will open with your license certificate.



7. Verify that the information on your license certificate is accurate. Please note that if you have renewed your license, the license certificate will not populate your new expiration date until one business day after the renewal is approved in NMLS. Also, if you have changed your name or your company's name, the new name will not populate on the license certificate until one business day after the change is effective in NMLS. So please wait at least one business day after your renewal is approved in NMLS or one business day after your name change has become effective to ensure that the system generates the most up-to-date information on your license certificate.