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# Multi-Factor Authentication (Okta) User Guide for EMS Course Providers

## Abstract

This document provides how-to instructions for course providers who are setting up a new user account to access EMS. These applications are accessed through Okta, a multi-factor authentication tool.

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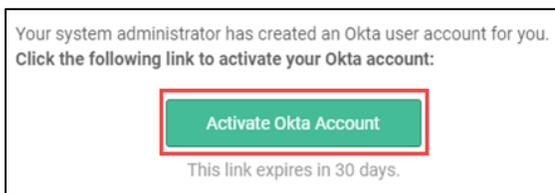
[Additional Help](#)

## Create Your Okta Account

When you are enrolled in Okta, an email is sent indicating that your Okta account is active.

**Note:** To complete this process, you need to [download and install Symantec VIP Access](#) on your desktop or mobile device.

1. Find the "Welcome to Okta" email from [no-reply@sso.nmls.org](mailto:no-reply@sso.nmls.org).
2. Click **Activate Okta Account**.



**Note:** Your username is included in the email.

3. Create a new password, forgot password question and answer, and choose a security image.

**Note:** Your password must be at least 15 characters. Be sure to secure and maintain the password.

4. Click **Create My Account**.

Welcome to sso.nmls.org, Minal!  
Create your sso.nmls.org account

 Enter new password

Password requirements: at least 15 characters, a lowercase letter, an uppercase letter, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 5 passwords. At least 1 day(s) must have elapsed since you last changed your password.

Repeat new password

 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

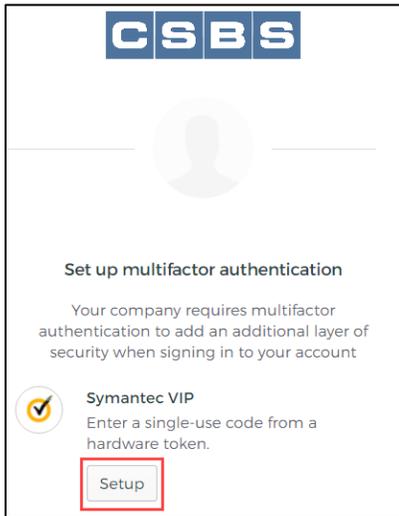
 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

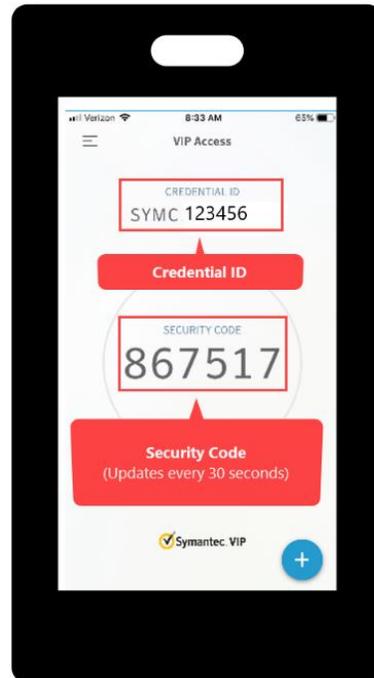
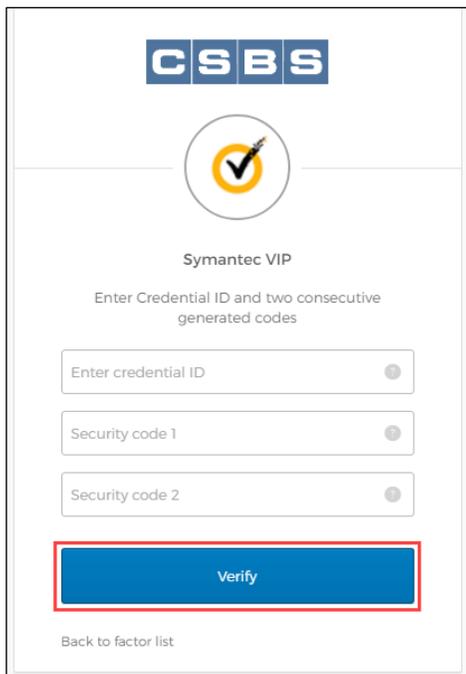
		
		
		
		

Create My Account

5. Begin the registration process for Symantec VIP. Click **Setup**.



6. Open Symantec VIP on your computer, mobile app, or view the token.
7. Type the **Credential ID** and two sequential **Security Codes**.
8. Click **Verify** to continue.



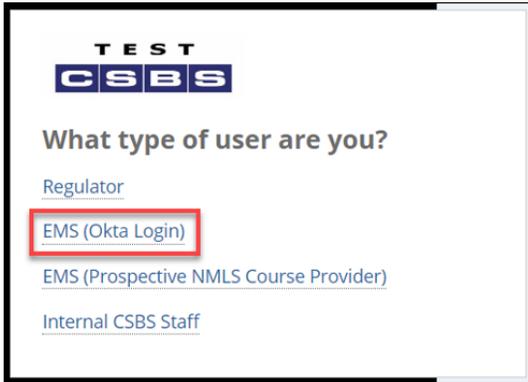
**Note:** The second Symantec Security Code will display after 30 seconds.

9. You are now logged into Okta and can access EMS.

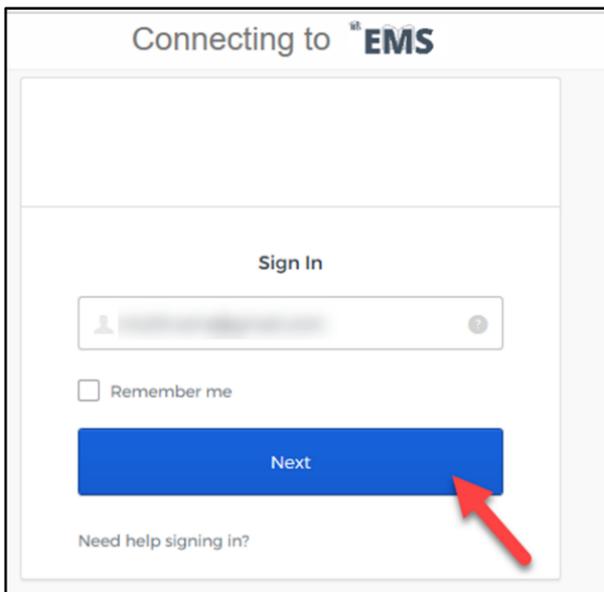
## Log into EMS

After you have created your Okta account, follow these steps to access EMS going forward.

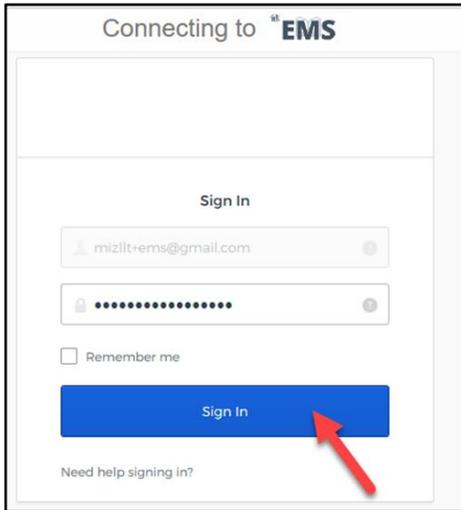
1. Go to **<https://csbs.appiancloud.com/>**.
2. Click **EMS (Okta Login)**.



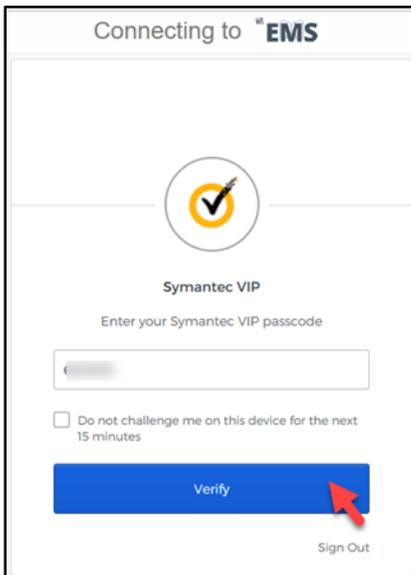
3. Type your Okta username. Click **Next**.



4. Type your Okta password. Click **Sign In**.



5. Open Symantec VIP on your mobile device, computer, or view the token. Type your Symantec VIP credential. Click **Verify**.



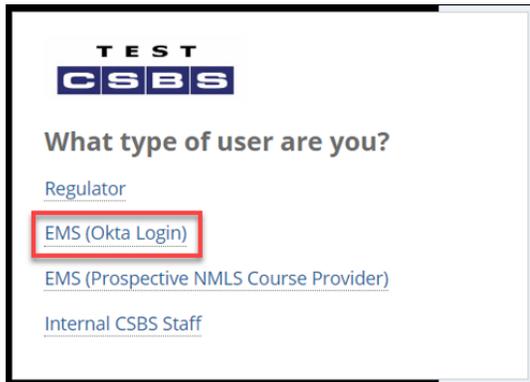
6. You are now logged into EMS.



## Unlock Your Account

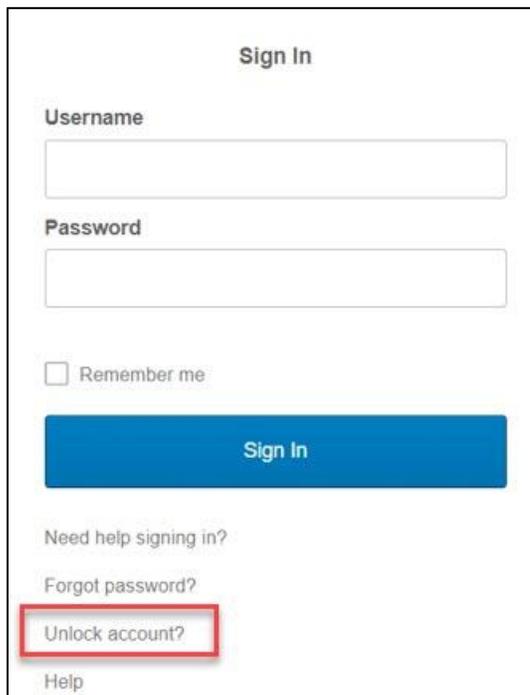
**Option 1:** Use self-help.

1. Go to <https://csbs.appiancloud.com/>.
2. Click **EMS (Okta Login)**.



The screenshot shows a login page for CSBS. At the top, it says "TEST" above the "CSBS" logo. Below the logo, the question "What type of user are you?" is displayed. There are four options listed: "Regulator", "EMS (Okta Login)", "EMS (Prospective NMLS Course Provider)", and "Internal CSBS Staff". The "EMS (Okta Login)" option is highlighted with a red rectangular box.

3. Click **Need help signing in?** and then click **Unlock account?**
4. Follow the prompts to unlock your account.



The screenshot shows a "Sign In" page. It has a title "Sign In" at the top. Below the title are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the page, there are four links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help". The "Unlock account?" link is highlighted with a red rectangular box.

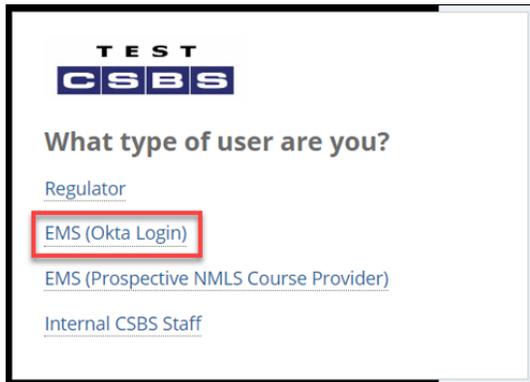
**Option 2:** Wait 15 minutes and your account will automatically unlock.

**Option 3:** Call the Call Center (800-269-6189) to request help in unlocking your account.

## Reset Your Password

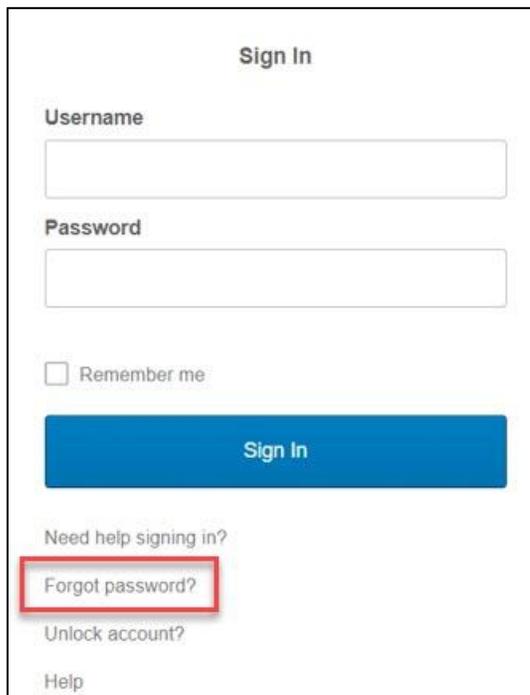
**Option 1:** Use self-help.

1. Go to <https://csbs.appiancloud.com/>.
2. Click **EMS (Okta Login)**.



The screenshot shows a login page for CSBS. At the top, it says "TEST" above the "CSBS" logo. Below the logo, the question "What type of user are you?" is displayed. There are four options listed: "Regulator", "EMS (Okta Login)", "EMS (Prospective NMLS Course Provider)", and "Internal CSBS Staff". The "EMS (Okta Login)" option is highlighted with a red rectangular box.

3. Click **Need help signing in?** and then click **Forgot Password?**
4. Follow the prompts to reset your password.



The screenshot shows a "Sign In" page. It has a title "Sign In" at the top. Below the title are two input fields: "Username" and "Password". There is a checkbox labeled "Remember me" below the password field. A blue "Sign In" button is positioned below the checkbox. At the bottom of the page, there are three links: "Need help signing in?", "Forgot password?", and "Unlock account?". The "Forgot password?" link is highlighted with a red rectangular box.

**Option 2:** Call the Call Center (800-269-6189) to request help in resetting your password.

## Additional Help

For multifactor authentication resets, security question resets, or other help with Okta, contact the NMLS Call Center (800-269-6189 or [help@nmls.org](mailto:help@nmls.org)).