


RMS User's Guide – Mortgage Broker Online E-Services (Update License Information)

Licenses may now use the online services (located at https://eservices.psiexams.com/index_login.jsp) to update their license information. A licensee can update surety bond information, errors and omissions (E&O) insurance, email address, physical address and business name using this service. Instructions on how to do so are listed below. Please note that you must have an **approved** mortgage broker license in order to take advantage of this service.

1. Log into our online services page by selecting the radio button labeled “I have an individual license or registration” and click on the button labeled “Continue”.
2. Under “Returning Customers”, enter your SSN and password information. If you have forgotten your password information, select the “Forgot your password?” link. Passwords are case sensitive.
3. You will see detailed information about your license(s) on the welcome screen. Information includes 2 sections, one labeled “Personal Information” and a second labeled “My Licenses”. Your license information will be displayed under the section labeled “My Licenses”. On the line that contains your mortgage broker license information, you will see a button labeled “View/Edit Details”. Clicking on this button will bring you to the screen that allows you to update your license information. You may only update your mortgage broker license at this time. If you wish to update an appraiser or real estate broker's license, you must fill out a physical form to submit to the Division.
4. There are several buttons on the license update screen. Use the appropriate button to update each aspect of your license. For example, clicking on “Update Address” will allow you to change your address information. Once you've selected an area to update, a screen will appear allowing you to enter your updates*. Clicking on the button titled “Submit” will save your changes and returns you to the license update screen. If you close the browser window before clicking on the submit button, your changes will not be saved and you will need to repeat the change process.

***Important Note!** In order to enter date information within the surety bond and E&O update areas, you must use the calendar control. You can activate the control by clicking on the  icon. **This control only works with Internet Explorer browsers, version 6.0 and above.** When you've clicked on the control, a calendar is displayed, allowing you to select the month, year and then day of your policy start and/or end date.

Please double check the updates that you have made to your license. We've noticed many instances where licensees have entered address information in the business name field, which in turn will cause a license to print with inaccurate address information and the licensee never receives their license. If you have not received your license, this is the likely cause. Any error made while using the online services is the licensee's sole responsibility.