Sign In FAQ

In order to fully optimize your online experience with us, you are encouraged to create a profile on nbm.org. If you are a member or have already created a profile, please sign in to access relevant discounts, update contact information, or purchase a membership. For instructions on how to sign in or create a new profile, please complete the following steps.

Note: If you have ever been a member with the National Building Museum or purchased exhibition tickets, event tickets, or products from the online Shop via nbm.org, an online profile has been created for you. If you cannot remember your User Name or Password, review Steps 3-6 for more information.

1. Hover over Members and then click Current Member Log In.

This will bring you to the User Login page. If you are an existing user, enter your User Name and Password into the corresponding boxes and click Submit. Once successfully logged in, please proceed to Step 8.
2. If you believe you are an existing user, but cannot remember your **User Name** or **Password**, please click on the appropriate link in the **Login Assistance** column. If you are a new user, please proceed to **Step 7**.

3. By clicking on **Forgot User Name**, you will be prompted to provide your email address. If the email address you have entered is recognized, you will receive an automated email shortly after that includes further instructions. A sample email is provided below. Please be sure to check the Junk Mail folder in your email inbox regularly.
If the email address you have entered is not recognized, you will receive an automated email similar to the one shown below. It allows you to try another email address. If you do not have or have never had another email address, you may register as a new user by proceeding to Step 7.

![Sample Email]

4. By clicking on **Forgot Password** you will be prompted to provide your **User Name** and **Email**. If the user name and email address you have entered are recognized, you will receive an automated email shortly after that includes further instructions. A sample email is provided below. Please be sure to check the Junk Mail folder in your email inbox regularly.
5. Once you have your User Name and Password on file, please refer to Step 2 in order to sign in successfully.

6. If you are a new user, please click Register and complete your profile, as shown below.
Once you have successfully signed in to nbm.org, you will see your name at the top right-hand side of the screen. This is where you are able to **Logout** or visit **My Profile**. Please be sure to keep your contact information updated at all times by visiting **My Profile**. This is how we assure that you receive the appropriate mailings, discounts, and information.

For questions or comments, please **contact us** at membership@nbm.org.