



## Sign In FAQ

In order to fully optimize your online experience with us, you are encouraged to create a profile on [nbm.org](http://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](http://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. Click **Sign In** on the top left-hand side of your screen.



2. 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**.

User Login

**Existing User**

\* = Required Fields

\* User Name:

\* Password:

Remember my user name and password

[Log in using one of your preferred sites](#)

Aol.

**Login Assistance**

[Forgot User Name?](#)

[Forgot Password?](#)

**Are you a new user?**

[Register](#) to get your user name and password and access personalized areas. Registration is quick and easy.

3. 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**.

**User Login**

**Existing User**  
\* = Required Fields  
\* User Name:   
\* Password:   
 Remember my user name and password  
  
[Log in using one of your preferred sites](#)  
Aol.

**Login Assistance**  
[Forgot User Name?](#)  
[Forgot Password?](#)

**Are you a new user?**  
[Register](#) to get your user name and password and access personalized areas. Registration is quick and easy.

4. 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.

[User Login](#) > **User Name Recovery**

**What if I forgot my User Name?**  
If you do not remember your user name, the system can send it to you.  
Provide the registered email address.

**Account Information**  
\* = Required Fields  
\* Email:

**Login Assistance**  
[Forgot Password?](#)

**Site Administrator** webmaster@nbm.org via mta-poolnonydk.cluster2.convio.net  
to [REDACTED]

Dear [REDACTED]

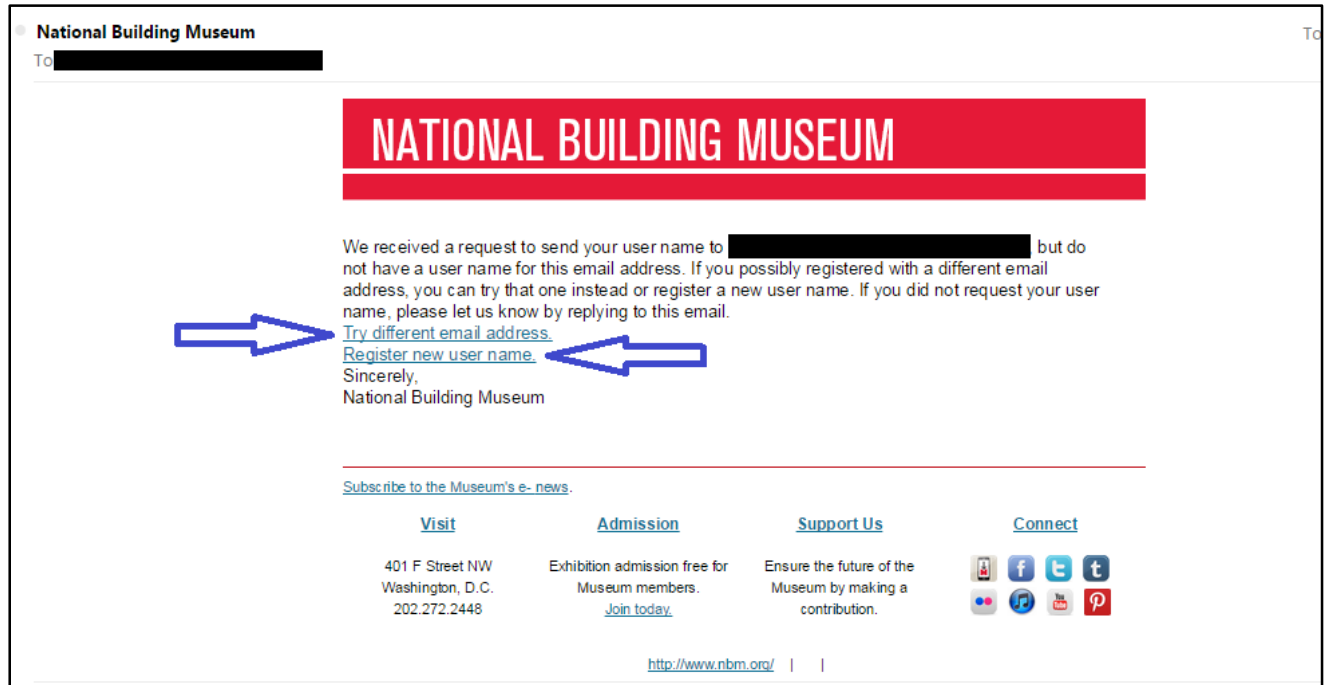
At your request, we have sent your user name. If you did not request your user name or did not attempt to register again, please reply to this email.

User Name : [REDACTED]  
Password : [Set or reset my password now](#)  
[Log in here](#)

If there are multiple user names listed above, you have registered on our site more than one time with the same email address or are sharing this email address with others.

Sincerely,  
National Building Museum

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**.



5. 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.

The screenshot shows a web form titled "User Login > Password Recovery". The main heading is "What if I forgot my Password?". Below this, it says: "If you cannot remember your password, we can send you the reminder hint and a link to reset your password. Provide your user name and the email address that you used to register." The form is divided into two sections: "Account Information" and "Login Assistance". The "Account Information" section contains a legend "\* = Required Fields" and two input fields: "\* User Name:" and "\* Email:". A "Submit" button is located below these fields. The "Login Assistance" section contains a link "Forgot User Name?".

# NATIONAL BUILDING MUSEUM

Dear [REDACTED]

A password request was processed from our Website. If you did not initiate this request, reply to this email.

Note: If you registered other people using your email address, this request might have originated with them because your email address is associated with their record.

If you need a reminder, your hint is: [REDACTED]

To reset your password, click the link below or copy and paste it into your browser's address bar:

[Set or reset my password now](#)

This link will expire in 72 hours.

Sincerely,

National Building Museum

6. Once you have your **User Name** and **Password** on file, please refer to **Step 2** in order to sign in successfully.
7. If you are a new user, please click **Register** and complete your profile, as shown below.

### User Login

#### Existing User






\* = Required Fields

\* User Name:

\* Password:

Remember my user name and password

[Log in using one of your preferred sites](#)

Aol.     


#### Login Assistance

[Forgot User Name?](#)

[Forgot Password?](#)

**Are you a new user?**

[Register](#) to get your user name and password and access personalized areas. Registration is quick and easy.



The registration information entered below will be used to serve you better by providing updates relevant to the site and to our efforts. Some fields are not required for registration; we use them to understand our constituents and to allocate resources. Please view our complete [privacy policy](#).

\* = Required Fields

### Biographical Information

* User Name:	<input type="text"/>	5 to 60 characters
* Password:	<input type="password"/>	5 to 20 characters
* Retype Password:	<input type="password"/>	
* Reminder Hint:	<input type="text"/>	Type a phrase to help you remember your Password. If your Password is KerbyLane7, use Favorite Restaurant and Favorite Number as your Reminder Hint.
<input checked="" type="checkbox"/> Remember me.		

### Email

* Email:	<input type="text"/>
<input checked="" type="checkbox"/> Yes, I would like to receive e-mail from National Building Museum	

Register

Cancel

8. Once you have successfully signed in to [nbm.org](http://nbm.org), you will see your name at the top left-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](mailto:membership@nbm.org).