We are currently aware of a technical issue affecting user registration and password resets.

What's happening?

- When some users reset their password, they receive an error message.
- When some users register for the first time, they receive an error message.

We are currently working to resolve these issues. If you need to access the NHPD in the meantime and experience an error message, you can follow these steps:

New Registrations

Although an error message appears upon registering as a new user, we are seeing that these registrations are successfully processed in the background. If you just registered and received an error message:

1. Navigate directly to the **Login** page
2. Enter the email address and password you just created
3. You should be able to access your account

Password Reset

If you need to reset your password:

- Register again using a different email address, or
- **Contact us** directly and we will provide a copy of your requested data.

If you experience an error message while completing any other tasks using the NHPD, please contact us at **questions@preservationdatabase.org**.