



Member Account Login Instructions

We have migrated systems, so members will have to create a new account. See below for instructions on account creation.

*Not a member? Become one today at www.nbm.org/membership/

First time logging in? Create an account.

Step 1: On the [NBM Ticket Portal Page](https://nbm.ticketapp.org/portal/pages/tickets/) (<https://nbm.ticketapp.org/portal/pages/tickets/>), go to **MY ACCOUNT** and select **CREATE ACCOUNT** from the drop-down menu.

The screenshot shows the top navigation bar of the National Building Museum website. On the left, there are links for 'Tickets' and 'Membership'. On the right, there is a shopping cart icon with '0' items and a 'My Account' dropdown menu. The dropdown menu is open, showing three options: 'Login', 'Create Account' (which is highlighted), and 'Find My Membership'. Below the navigation bar, there is a calendar for March 2024. The calendar shows dates from 25 to 9. For dates 25, 26, 29, 1, 2, 7, 8, and 9, the text '10:00am - 4:00pm ONLINE GENERAL ADMISSION' is displayed. For dates 3 and 4, the text '10:00am - 4:00pm' is displayed. The days of the week are listed at the top of the calendar grid: SUNDAY, MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, and SATURDAY.

Step 2: Create your account by entering your first name, last name, email address, and phone number, and select **CONTINUE**. (*IMPORTANT NOTE* The email address entered must be the email associated with your membership. Otherwise, you will not be recognized as an active member.

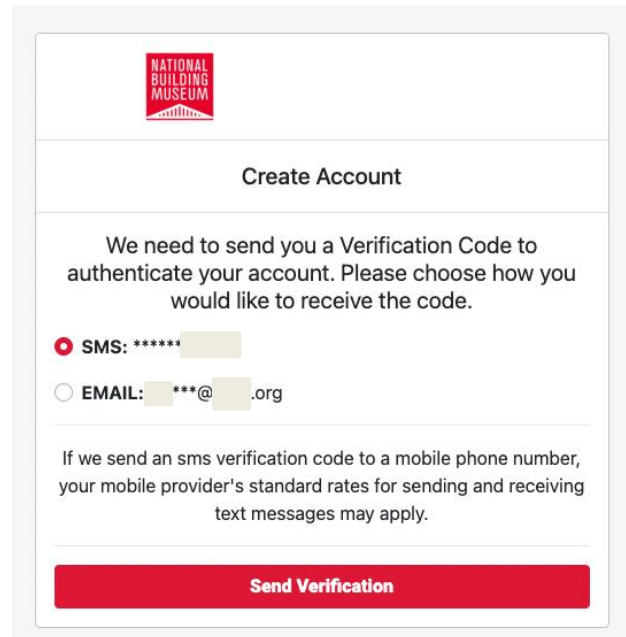
Not sure what email address is associated with your membership? Contact the Membership department membership@nbm.org

The screenshot shows the 'Create Account' form on the National Building Museum website. The form has a red header with the NBM logo and the text 'Create Account'. Below the header, there is a sub-header 'Please tell us a little about yourself so we can create your account.' followed by several input fields: 'First Name', 'Last Name', 'Email Address', and 'Phone Number'. The 'Phone Number' field has a dropdown menu for the country code, currently set to 'US'. Below the input fields, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom of the form, there is a red 'Continue' button, a dark grey 'Login' button, and a light grey 'Go Back' button. A small note at the bottom of the form states: 'If you have an existing user account and/or Membership, we will attempt to match your information to associating records.'

Step 3: Create and re-enter a password. Select **CREATE ACCOUNT AND LOGIN** to finish the process and login to your account.

Step 4: To authenticate your account, the system will need to send you a verification code. Select to receive the code via either SMS text or email and select **SEND VERIFICATION**. In the next window, enter the Verification Code and select **SUBMIT CODE**.

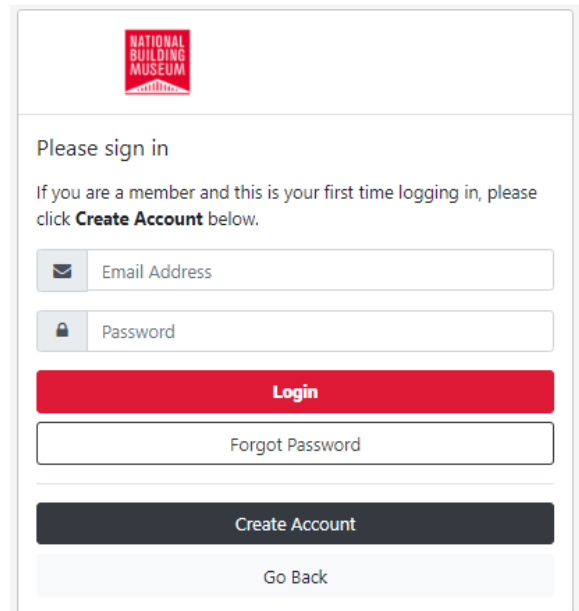
→ **Note:** Verify that the last four digits of the phone number or the email preview are correct and current. SMS texts are only able to be sent to mobile phones. Please select the email option if the number listed cannot receive text messages. If they are not correct or current, contact the Membership department at membership@nbm.org



Already created an account? Log in to your account.

Step 1: On the [NBM Ticket Portal Page](https://nbm.ticketapp.org/portal/pages/tickets/) (<https://nbm.ticketapp.org/portal/pages/tickets/>), go to **MY ACCOUNT** and select **LOGIN** from the drop- down menu.

Step 2: Enter your email address and password and click **LOGIN**. If you cannot remember your password, click **FORGOT PASSWORD** to reset your password.



Step 3: To view your membership information, click your name in the right side of the top menu, then select **PROFILE** from the drop-down menu. On this page, you can update contact information, view your membership level, view other members associated with your account, renew or upgrade your membership, and change your account password.



Tickets Membership Calendar Events and Programs

- Profile
- Order History
- Logout

March 2024

3/2024

MONTH

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---|---|---------|-----------|---|--|--|
| 25 10:00am - 4:00pm ONLINE GENERAL ADMISSION | 26 10:00am - 4:00pm ONLINE GENERAL ADMISSION | 27 | 28 | 29 10:00am - 4:00pm ONLINE GENERAL ADMISSION | 1 10:00am - 4:00pm ONLINE GENERAL ADMISSION | 2 10:00am - 4:00pm ONLINE GENERAL ADMISSION |
| 3 10:00am - 4:00pm | 4 10:00am - 4:00pm | 5 | 6 | 7 10:00am - 4:00pm | 8 10:00am - 4:00pm | 9 10:00am - 4:00pm |



Account Info Contact Info Memberships Recurring Gifts

Profile

Sabrina Utz

ID: [REDACTED]
PORTAL USER: Active
MEMBER STATUS: Active

[Change Password](#)

Don't see your membership?

[Find my Membership](#)

Portal User Info


This is the info used to access your Web Portal Account.

| | |
|---------------|--------------|
| Email Address | Mobile Phone |
| [REDACTED] | [REDACTED] |

[Update Portal User Info](#)



Account Info Contact Info Memberships Recurring Gifts



General Membership
Family
STATUS: Active
AUTO-RENEW: No

ID: [REDACTED]
EXP: [REDACTED]
TERM: 1 year

[Renewal Options](#)

Members

Do not see your membership in your account?

Step 1: On your member profile page, click on the **FIND MY MEMBERSHIP** button on the left side.

Step 2: Enter your member ID (including the dash if applicable; ex. 1-234567) and click **LOCATE MEMBERSHIP**.

Locate Membership

Please enter the Membership ID number for the membership you want to locate.

Locate Membership

Cancel

Step 3: If your membership is successfully located, the next screen will list the information associated with your membership. (*If your membership could not be located, contact the Membership department at membership@nbm.org.)

Questions? Contact the Membership department at membership@nbm.org or 202.849.2480.