

When I try to register for my free account at Findmypast, it says my email address is already registered. What do I do now? Follow the step-by-step instructions below.

1. You received an email with your unique voucher code and clicked “here” where indicated or went directly to: <http://www.findmypast.com/new-york-g-and-b>



Dear [REDACTED],

The transition of the NYG&B eLibrary to its new home at Findmypast.com is in progress, and a testing phase is under way. The current NYG&B eLibrary at NewYorkFamilyHistory.org will operate as usual until our collections on Findmypast are fully functional this summer. Members will be notified of our continued progress by email.

However, NYG&B members are eligible **now** for significant benefits from Findmypast:

**Free access for NYG&B Members to U.S. and Canadian Collections on Findmypast.com.**

Follow these instructions to activate your free subscription:

1. Go to the special NYG&B access page at Findmypast [here](#)
2. Enter your unique voucher code **1234asdfg** in the box and click submit
3. Register your free account by entering your first and last name, country of residence, and email address and creating a password or log in if you are a current or past Findmypast user.

Once your free subscription has been activated, you may log in to Findmypast.com to access their U.S. and Canadian collections, to create an

2. You entered your voucher code and clicked submit



## New York Genealogical and Biographical Society

Members of the NYG&B enjoy free access to the NYG&B's digital eLibrary, hosted by Findmypast, as well as Findmypast's U.S. and Canadian collections, including the complete U.S. Census, 1790–1940; U.S. Passenger Lists, 1820s–1950s; birth, marriage, and death records from across the U.S. plus U.S. and Canadian newspapers as well as unique access to the PERiodical Source Index (PERSI).

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Family history news



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The Merchant of Death: the surprising history of the Mabel

Courtesy of New York Genealogical and Biographical Society



3. You filled in your information

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Home / Register / Sign in

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### Login to activate your voucher

Email Address

Password

Remember me next session?

[Activate voucher](#)

[Forgotten your password?](#)

### Register to activate your voucher

Your First Name

Your Last Name

Country of residence

Email Address

Choose a Password

Confirm password

Send me an occasional newsletter with news about the site

I agree to the [Terms and Conditions](#) and the [Privacy Policy](#)

[Activate voucher](#)

### Sign in using your Facebook

Have you got a Facebook account? It's easier and quicker, one less password to remember.

[Sign In with Facebook](#)

4. And you were told: "This email address is already registered." This means your email address is already in the Findmypast database. Perhaps you are or were a Findmypast member. Perhaps you once registered in order to take advantage of one of their free trials or promotional weekends. If your email address is already in the system, you cannot register as a new member, unless you use a different email address that is not already in their system. If you do not want to use a different email address, follow the steps below to finish the process.

Home / Register / Sign in

**You're almost ready...** Just login or register to activate your voucher and you're done.

### Login to activate your voucher

Email Address

Password

 Remember me next session?[Activate voucher](#)[Forgotten your password?](#)

### Sign in using your Facebook

Have you got a Facebook account? It's easier and quicker, one less password to remember.

 [Sign In with Facebook](#)

### Register to activate your voucher

Your First Name

Your Last Name

Country of residence

 ▾

Email Address

 ×**This email address is already registered**

Choose a Password

Confirm password

 Send me an occasional newsletter with news about the site I agree to the [Terms and Conditions](#) and the [Privacy Policy](#)[Activate voucher](#)

5. Click "Forgotten your password?"

Home / Register / Sign in

**You're almost ready...** Just login or register to activate your voucher and you're done.

### Login to activate your voucher

Email Address

Password

 Remember me next session?[Forgotten your password?](#) 

### Sign in using your Facebook

Have you got a Facebook account? It's easier and quicker, one less password to remember.

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### Register to activate your voucher

Your First Name

Your Last Name

Country of residence

 ▾

Email Address

 ×

This email address is already registered

Choose a Password

Confirm password

 Send me an occasional newsletter with news about the site I agree to the [Terms and Conditions](#) and the [Privacy Policy](#)

6. Fill in your email address and click submit.

[Home](#) / [Login](#) / **Forgot password**

### Important

Make sure that any email from *info@findmypast.com* isn't blocked by your email provider or ISP.

### Forgotten your password?

Fill in the email address you use to login with and we will send you an email with instructions for resetting your password.

Email Address

[Submit](#)

Not registered? [Register here for FREE](#)

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7. You should see this screen:

Home / Login / **Forgot password**

### Important

Make sure that any email from *info@findmypast.com* isn't blocked by your email provider or ISP.

### Thank You

Details of how to reset your password have been sent to cmziegler16@yahoo.com.

Please check your inbox.

### Email not arrived?

The email should arrive within the next few minutes. If it has not please check the following:

1. *Is the email address you gave above definitely correct? If not please try the [forgotten password page](#) again*
2. *Check your spam folder*
3. *Add the [info@findmypast.com](mailto:info@findmypast.com) email address to your address book*
4. *Add [findmypast.com](#) domain to your safe sender list in your email*
5. *Still no luck? Please try the [forgotten password page](#) again*

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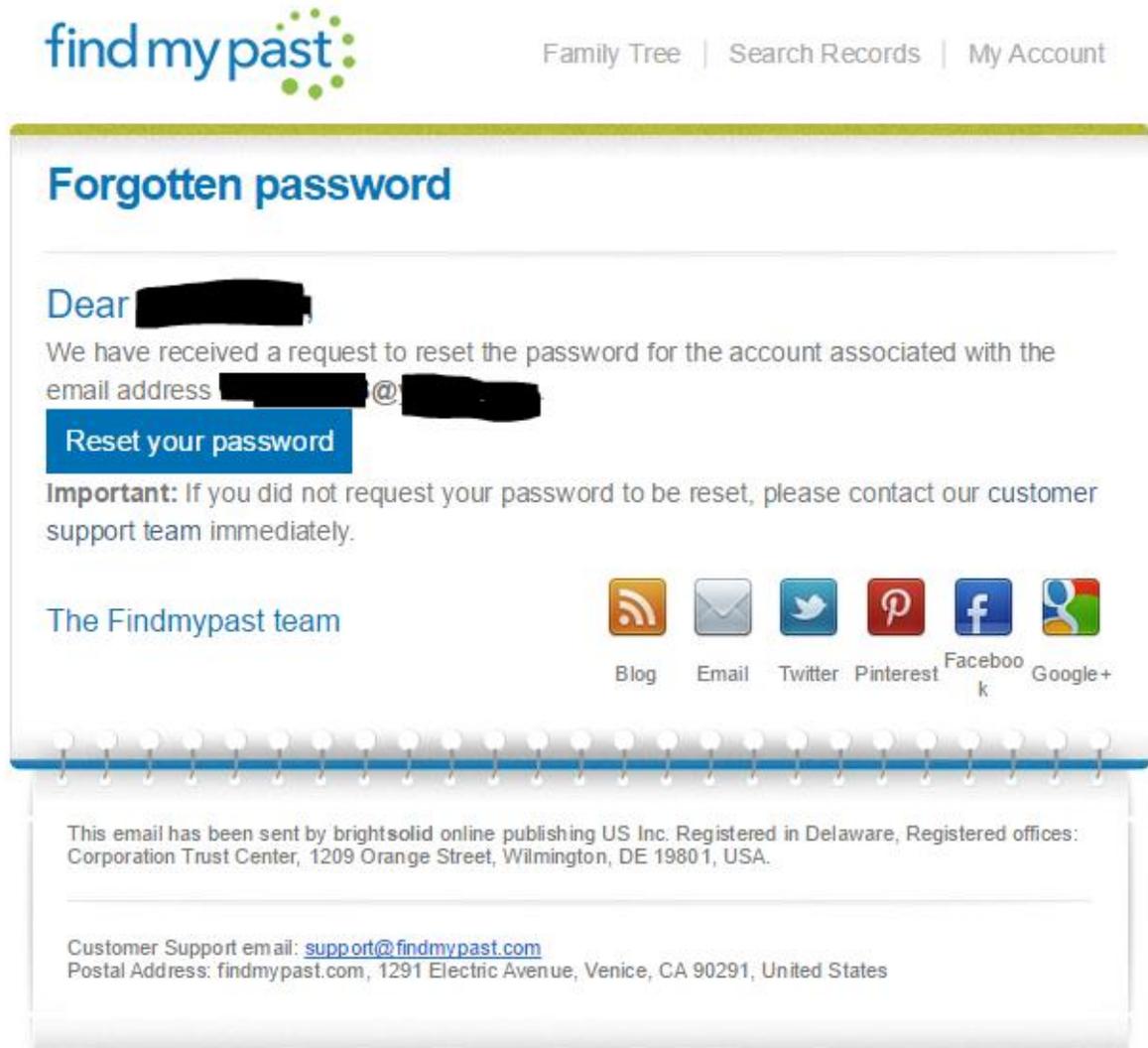
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- Now go to your email and sign in and check your inbox. You should have received an email from Findmypast that looks like this:



- Click the "Reset your password" button to reset your password.
- Enter your new password where indicated and click the blue "Reset Password" button. Please make a note of your password, as you will need it again shortly.

Home / Login / Reset password

### Choosing a secure password

Try to make sure your password is both memorable and secure at the same time. Try to make sure you use at least one number and for extra security, use a symbol in place of letters.

Don't use passwords like *password1* or your first and last name mixed with your date of birth.

### Enter a new password

New Password

Confirm Password

Reset Password

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11. You will be redirected to the Findmypast homepage.

Search all records

Who

First name

Last name

When

Born

YYYY

-/+ 2yrs

Where

World

Location

Search

Welcome back Catherine

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Findmypast FRIDAYS

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US & Canada family history



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Complete records from the United States, 1790-1940



BMDs records

Core records including land, court and valuation records



Parish records

A collection of parish records from the UK

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1

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12. Return to: <http://www.findmypast.com/new-york-g-and-b>, enter your voucher code and click submit



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> Courtesy of New York Genealogical and Biographical Society



13. Now, one of two things will happen:

- a. Your login timed out, at which point you will be taken to the page seen below and need to log in

[Home](#) / [Register](#) / [Sign in](#)

You're almost ready... Just login or register to activate your voucher and you're done.

### Login to activate your voucher

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Your First Name

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- b. Your login did not time-out and after you enter your voucher code you are sent to a page like the one below, congratulating you on activating your voucher code:

## Congratulations, your voucher for 12 Month US Subscription has been redeemed.

Expiry Date: **Sunday, 09 October 2016**

### New to family history?



Tracking your family history is a fantastic hobby full of thrilling discoveries. Learn how to get started by reading our handy hints and tips.

[Get started](#)



### Search for your ancestors



You now have access to millions of fascinating historical records! Begin tracing your family history by searching for a parent or grandparent.

[Search now](#)



### Translate your family tree



Our family tree software will help you keep track of your research. Write down what you already know about your family to get started

[Start your tree](#)

