



A Comprehensive Resource for Out-of-Schooltime Staff

If You Forgot Your Password or Username

Are you already in the NH Professional Registry, but you forgot your Password? Or you have forgotten your Username? Follow these simple steps to regain access to your account.

Go to the home page of the NH Professional Registry at
<https://nhportal.naccraware.net/nh/home.action>.

Forgot Your Password or Change Your Password

1. If you forgot your password, use the "Forgot your Password" link. Enter your user name and then hit the blue "Reset Password" button.
2. Check your email for a link to use. Please note that the link will be sent to the email address that you entered in your record. If you need to have that email changed, please go to "Contact Us" and call or email for assistance.
3. Staff maintaining the NH Professional Registry has no access to passwords. They are unable to look up a password or reset one.

Forgot Your Username

1. If you forget your user name, click the "Forgot your Password" link.
2. Then click on the "Click Here" link:
Please enter your user name to reset your password. If you have forgotten your user name, please [click here](#) to use an alternate method for resetting your password.
4. Next you will need to provide your email, birthdate and the last 5 digits of your Social Security number.
5. **Please do not create a new account. If you already have a record, creating another one will cause a duplicate record and may prevent you from viewing all of your registry record information.**
6. Follow the steps above to complete this process.

As always if you have questions or need help navigating the Registry, please do not hesitate to contact ACROSS NH at 1-855-302-6678. We're here to help!

ACROSS NH is a project of SERESC funded by the Child Development Bureau. Our goal is to provide statewide technical assistance and professional development opportunities to after school providers to support their work in creating high-quality, innovative programs for school-aged children.

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