

Frequently Asked Questions

[Why should I register?](#)

The Registries enable the 9/11 Memorial Museum to collect and preserve information, stories, and materials that enhance the public's understanding of experiences of survivors and those who came to help after the attacks. If you are a survivor or participated in the recovery efforts, the information you provide can be aggregated with that of others to provide a nuanced understanding of the terrorist attacks and their aftermath. Even if you are not a survivor or recovery worker, you can contribute. By adding a 9/11 memorial to the registry, you are increasing awareness of the myriad ways in which 9/11 victims have been commemorated throughout the world.

[What information is needed to register?](#)

First name, last name, year of birth, and email address must be provided to register. Users must also choose a password. Individuals who register for the Witnesses and Survivors Registry and/or the Rescue and Recovery Workers Registry will also be asked for their phone number, date of birth, and basic information about their experience. If you are registering from your home computer, please consider sharing digital photographs and documents that represent you or your experience

[How does the 9/11 Memorial protect my privacy?](#)

The 9/11 Memorial will not share your email address, mailing address, telephone number or date of birth with anyone. Registered users of the Witnesses and Survivors Registry and Rescue and Recovery Workers Registry will have the opportunity to adjust their privacy settings to control who sees their information. For more information, please read our Privacy Policy.

[How accurate are statistics presented in the Registries?](#)

Statistics come from information provided by registered users, and may not represent total populations or numbers of memorials.

[Where can I access the Registries?](#)

The Registries are accessible to visitors via touchscreen monitors in the Museum. The Registries are also available online.

[Can registered users contact each other?](#)

Registered users of the Witnesses and Survivors Registry and the Rescue and Recovery Workers Registry can send emails to other members of their registry. Users may opt out of receiving emails. Contributors to the Memorials Registry are unable to send or receive messages.

[I would like to use the Registries to research survivors, recovery workers, or memorials. How can I access the Registries?](#)

Those wishing to use the Registries for research purposes must contact the Museum with their full name, email address, and phone number. The message should include reasons for or justification of the research project for consideration. The 9/11 Memorial reserves the right to deny research access.

[How can I contact the 9/11 Memorial Museum about the 9/11 Memorial Registries?](#)

If you need assistance, please send an email message to: 911registry@911memorial.org

[Who can register a memorial?](#)

It is not necessary for you to have been involved in a memorial's creation to register it in the Memorials Registry. Anyone who creates an account can register a memorial. Contributors to the Memorials Registry should know where the memorial is located and have basic information about the creation and design of a memorial available before beginning the registration process. If you are already registered as a survivor or recovery worker, you may use the same profile to contribute information, past events, photographs, or documents to a memorial profile page.

[Who can add information, past events, photographs, or documents to a memorial profile page?](#)

Anyone who has created a Memorials Registry account can add new information or materials to a memorial profile page.

[Why can't I edit or add more information to a memorial profile page?](#)

In some cases, a memorial profile may be locked for public editing by an Administrator. If you would like to recommend an edit to a locked profile, please contact the Museum by sending an email to: 911registry@911memorial.org

[Who is eligible to register for the Rescue and Recovery Workers Registry?](#)

All individuals who worked at or around the World Trade Center site, at Fresh Kills Landfill, at the Pentagon, or at the Flight 93 crash site during the recovery period are invited to register.

[Should I register if I already submitted my information for the Thank You event on May 30, 2012?](#)

Information submitted in advance of or in person at the Thank You event on May 30, 2012, has been incorporated into the Rescue and Recovery Workers Registry. We strongly encourage everyone who previously submitted information to check to ensure that you are represented and share additional information about your experience. As you register, the software will attempt to match the information you provide with any information you have already provided and let y

[What happens to the information I add to my Rescue and Recovery Workers Registry profile?](#)

The 9/11 Memorial Museum will archive submitted material, and will not share information, stories, photographs, or documents beyond your privacy settings. know if the match is made successfully.

[What is the Scroll of Honor?](#)

The Scroll of Honor presents the names of those who participated in the rescue, recovery, and relief efforts in a digital scrolling list next to the iconic Last Column in the 9/11 Memorial Museum. Workers' names will be generated from the Rescue and Recovery Workers Registry.

[How does the Rescue and Recovery Workers Registry account for individuals who have passed away since the recovery period?](#)

Rescue, recovery and relief workers who have since passed away will be acknowledged as deceased on the Scroll of Honor. Relatives of deceased workers are invited to register on their behalf. Please select "Register on behalf of a loved one who participated" from the registration page.

[What should I do if I encounter inaccurate or inappropriate or information on a rescue/recovery worker's profile page?](#)

If you see a profile containing information that you think is inappropriate, false, or infringes on copyright, you may click the "Flag for Review" button located on that profile page. You must be a member of the Rescue and Recovery Workers Registry to submit an issue. Please sign-in, and provide a reason for flagging the profile and a short description of the issue. A notification will be sent to the Administrator for review.

[What happens to the information I add to my Witnesses and Survivors Registry profile?](#)

The 9/11 Memorial Museum will archive submitted material, and will not share information, stories, photographs, or documents beyond your privacy settings.

[How does the Witnesses and Survivors Registry account for individuals who have passed away since 9/11?](#)

Relatives of deceased witnesses and survivors are invited to register on their behalf. Please select "Register on behalf of a loved one" from the registration page.

[What should I do if I encounter inaccurate or inappropriate information on a witness or survivor's profile page?](#)

If you see a profile containing information that you think is inappropriate, false, or infringes on copyright, you may click the "Flag for Review" button located on that profile page. You must be a member of the Witnesses and Survivors Registry to submit an issue. Please sign-in, and provide a reason for flagging the profile and a short description of the issue. A notification will be sent to the Administrator for review.