

Status Date: 03 August 2018

Is there a manual, tutorial or user guide for the database?

Yes, you can find the Orphan Works Database tutorial in the [EUIPO Learning Portal](#), by following this link: [Orphan Works Database tutorial \(basic level\)](#). If you do not have a user account yet, please create one [here](#). For further information on creating an account, the course [About EUIPO Academy Learning Portal](#) includes the video [how to create an account for general users](#).

I forgot my username. How can I retrieve it?

On the [login screen](#), click on [Forgot your username?](#). Fill in the email address associated with your EUIPO account and click on 'Send email'. You will receive an email with your username.

I forgot my password. How can I retrieve it?

On the [login screen](#), click on [Forgot your password?](#). Introduce your username and click on 'Send email'. An email will be sent to the email address associated with your EUIPO account with instructions on how to reset your password and activate your EUIPO account.

I'm experiencing an issue using the database. How do I contact you?

You can send us an email at: observatory.orphanworks@euipo.europa.eu. To help us identify the issue, we strongly recommend you include your username and, if possible, a screenshot showing the problem or error message you are getting from the system.

Can I use the Orphan Works Database in my native language?

Yes. The Orphan Works Database is available in 24 languages (23 EU languages and Icelandic). You can select your language from the top left-hand corner of the [Orphan Works Database home page](#).

I represent a cultural organisation. How can I register as an Orphan Works Database user?

On the [Orphan Works Database home page](#), click on '[Registration of Beneficiary Organisation](#)'. When you submit the form, an email will be sent to your country's competent national authority. They will validate the information in the Orphan Works Database. Please also note that a single beneficiary organisation can register **multiple users**.

Can I search for orphan works from one specific organisation or country?

Yes. On the [Orphan Works Database home page](#), you can use the [Advanced search](#) option. Under the 'Beneficiary Organisation Information' section, you can find options to search by beneficiary organisation name and country.

How do I update an orphan work record when a rights holder is identified and located?

Access the affected records and update (edit) the 'Rights holder Information' section. We recommend using the '[Advanced Search](#)' option on the database [home page](#) to identify the records that need to be updated. Once you have identified the affected record(s), click on 'Edit Orphan Work' for the desired record, and go to the 'Rights holder Information' section (located under 'Orphan work detailed information' for main works or 'Embedded or incorporated works' for embedded works). Please update the name of the rights holder by clicking 'Edit' and checking the box 'Identified and located'. Once the record is updated, the competent national authority will be informed that there is an updated record which needs to be forwarded. For more detailed information please see the [Orphan Works Database Tutorial](#) section, 'Claim a status change'.