

# Steps for Handling Unreachable trap.nz Project Administrators

Occasionally, [trap.nz](https://trap.nz) receives inquiries about a project administrator who cannot be contacted by current or new members wishing to join. While we recognise that projects are owned by their administrators and members, we will assist when an administrator is unreachable.

1. We'll attempt to contact the administrator by email or phone if a number is available
2. If there is no response, we will email all project managers to explain the situation and seek their permission to add new administrators. We will also ask if any current manager wants to take on the administrator role.
3. Once we reach a consensus among the project managers, we will update the membership to ensure there is an active administrator. The membership of the original administrator will not be revoked.

For any questions regarding these steps, please contact us at [support@trap.nz](mailto:support@trap.nz).

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