

## **DIGITAL MEMBERSHIP CARD FAQs**

The Chicago History Museum is excited to introduce digital membership cards as a benefit of membership! We hope these answers to common questions help you understand your new digital card. If you should have any questions, please call 312-642-4600 or email [doyle@chicagohistory.org](mailto:doyle@chicagohistory.org).

### **How do I add the membership card to my iPhone?**

Access the email from your smartphone and click the "Download" button, then click "Add to Wallet" and "Add." The card will automatically go to your iPhone's [Apple Wallet](#). It can be accessed in Wallet at any time.

### **How do I add the membership card to my Android phone?**

Android users need to install [Wallet Passes](#) from Google Play. After you have the app, access the email from your smartphone and click "Download" in the membership email, and the card will automatically go to your Wallet Passes app, where it can be accessed at any time.

### **I don't have a smart phone, what can I do?**

You can take a screen shot of the digital membership card as it appears in your email and save the photo for future use.

### **If I don't have a mobile phone, what can I do?**

Please call 312-642-4600 or email [doyle@chicagohistory.org](mailto:doyle@chicagohistory.org) to request a physical membership card.

### **My name is spelled wrong/membership level is incorrect.**

Please call 312-642-4600 or email [doyle@chicagohistory.org](mailto:doyle@chicagohistory.org) to update your membership record.

### **My family member is on this membership account also, how can they receive the card?**

Open the Wallet app and locate your membership card. Navigate to the "back" of the card (click the small "i" or the "..." in the corner of your card) and use the "Share Pass" button to send the card to your secondary member. If you should need assistance, please call 312-642-4600.

### **I downloaded my card but I can't find it.**

If you have an iPhone, the card will automatically download to Apple Wallet. Check the Wallet app for your new card (scroll through any cards that are already there--it may be hiding!). If you have an Android, you'll need to download Wallet Passes from the Play Store prior to downloading the card.

### **How will I use my digital membership card?**

Your digital membership card is unique to your membership and displays your name, membership level, expiration date, and a barcode for us to scan. Simply show your digital membership card to our staff at the Visitor Services desk, the North & Clark Café, or the Museum Store to take advantage of your member benefits! Plus package members, All Star members, and Historical Alliance can also show their card at museums [participating in NARM](#) to enjoy reciprocal benefits.

### **Will my digital card update when I renew my membership?**

Yes! The digital card will automatically update when your membership information changes. For example, your expiration date and membership level will automatically update the next time you renew or upgrade your membership. This means that you only have to download the card once!

**I am not sure I received my digital card. Can you send it again?**

Yes! Please contact us at 312-642-4600 or email [doyle@chicagohistory.org](mailto:doyle@chicagohistory.org), and we can resend the email for you to download and enjoy your digital membership card. You may also want to check the Junk, Spam, and Unwanted folders of your email.