

BLANTON MUSEUM OF ART

DIGITAL MEMBERSHIP CARDS FREQUENTLY ASKED QUESTIONS

How will I receive my digital membership card?

The card will arrive via email with a link to download your new digital membership card directly to your Apple Wallet on your iPhone, or to your WalletPasses on your Android phone (the WalletPasses app must be downloaded from Google Play). If your email has a sensitive spam filter, be sure to add membership@cuseum.org to your address book.

How will my secondary member get their card?

If you're at the Dual membership level or above and have designated a secondary member, you'll receive a separate email and card for both members at the email address you gave when you joined or renewed. There are two ways to activate the secondary member card: 1) Forward the secondary member the email to download their card OR 2) Download both cards yourself and share the card from Apple Wallet (iPhone) or WalletPasses (Android) by clicking the "Share" icon on the back of the card.

How do I download my digital membership card?

Follow the instruction below:

- **If you have an iPhone, you will install your digital membership card using an app called Apple Wallet that comes with your phone.**
 - Open the digital membership email directly from your smartphone and click the "Download" button in the email.
 - Click "Add to Wallet," then "Add." Your membership card will automatically download to the **Apple Wallet** app.
 - To access your membership card in your Apple Wallet, swipe down on your home screen to activate the search function.
 - Type "wallet" into the search bar.
 - Then, click the wallet icon that appears under the "Applications" header. From there, you can access your membership card at any time. To view the back of your digital card, with information about your benefits, tap the icon with three dots within a circle on the upper right corner of your card.
- **If you have an Android phone, you can install your digital membership card by using either the WalletPasses app or the Google Pay app:**
 - **If you choose the WalletPasses app:**
 - Download and install the app from the [Google Play Store](#).
 - Open the digital membership email directly from your smartphone and click the "Download" button in the email.
 - A new window will appear. Click on "Add to WalletPasses" and your membership card will be saved in your WalletPasses app, where you can access it at any time.
 - **If you choose the Google Pay app (Gpay):**
 - Download and install the app from the [Google Play Store](#).
 - Open the digital membership email directly from your smartphone and click the "Download" button in the email.
 - Click on "Add to Gpay."
 - A preview will appear. Click on "Save to Gpay."
 - In some cases, Gpay might ask you to log in so you can save it to an account. Please log in to continue (no credit card information should be required).
 - Your membership card will be saved to Gpay, where you can access it at any time.

Will I receive a physical copy of my membership card?

We're going green! To reduce paper and plastic waste, all memberships receive a digital card by default. Physical copies will be provided [upon request only](#). However, we hope you will join us in our goal to make all memberships digital and eco-friendly!

My membership is current, but I cannot access my card. Can it be replaced?

Yes. Please contact us at member@blantonmuseum.org, and we will send an email with the link to download your cards.

How will I receive my guest passes?

Any guest passes included with your membership level will be sent to you via email and accessible when you log in to the online member portal.

How do I redeem reciprocal benefits at other organizations?

Your digital membership card will have all your reciprocal benefit programs listed, and reciprocal benefits will also be listed on the back of the card. Just show your digital card at the visitor services desk of the reciprocal museum you are visiting!

If you have further questions, email us at member@blantonmuseum.org. We are happy to help!