



Membership FAQ

What's changing about membership at the American Folk Art Museum?

We've streamlined the process of renewing and purchasing memberships to allow for greater accessibility and ease. Along with developing digital membership cards to give you instant access to your membership benefits, we've also developed a slate of new programs, events, and a special members' email newsletter.

How can I change to a different category?

If you wish to upgrade or downgrade your membership, please select the new category of your choice when completing your next membership renewal.

How can I enjoy membership with my family or a friend?

Members at the \$90 level within the Supporter membership automatically receive an additional dual membership card; this can be shared with a family member or friend. Additional dual membership cards for Patron members are available by request, can be noted on the renewal form, or in the Chart Notes area at the online Museum Shop—please contact membership@folkartmuseum.org if you need more information.

Do you offer discounted memberships?

Yes, we offer discounts to Seniors (65+), Students, and Educators at the Supporter level (\$60).

Where do I find my member discount code to use at the Museum Shop and for an online order?

You may find the member discount code listed in the acknowledgment letter or email received with your membership card(s), on the back of the digital membership card, and the login page for the Museum Shop. Please email membership@folkartmuseum.org with any further questions or if you need assistance.

I don't receive emails about my membership or news from the Museum?

We send emails to all members who've provided their email address. If you are not receiving emails, you may have requested no emails, unsubscribed, or not supplied an email address. To make sure you subscribed to our emails, please email membership@folkartmuseum.org.



Digital Membership Cards

Why is the Museum implementing digital membership cards?

Digital membership cards offer members instant access to their benefits (such as reciprocal membership, discount code, etc.) without the need to wait for their mailed card/acknowledgment letter to arrive. Along with this, digital cards enable the Museum to send specialized messaging to members about exclusive events and special shop discounts.

How do I add the membership card to my iPhone?

First, access the digital membership card 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.

To access the digital wallet, swipe down on your home screen to activate the Search function—type "Wallet" into the search bar. Then, tap the Wallet icon that appears under the "Applications" header. From there, you will be able to access your digital card!

If you have more than one member on your membership, both digital membership cards will be available to download.

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

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

If you have more than one member on your membership, both digital membership cards will be available to download.

My family member/friend is also on this membership; how can they receive the card?

iPhone Navigate to the back of the card (tap on the "..." button on the front, you can find it in the upper right corner), then tap on the share icon at the top right to send the card to your secondary member. If you are an iOS user, you will find the share icon at the top right on the back of the card (this membership benefit is available at the \$90 level and above).

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Android Navigate to the back of the card (tap on the small “i” on the front) and use the “Share Pass” button to send the card to your secondary member (this membership benefit is available at the \$90 level and above).

I downloaded my card, but I can’t find it.

iPhone If you have an iPhone, the card will automatically download to Apple Wallet. Check the app for your new card (scroll through any cards that are already there—it may be hiding!).

Android If you have an Android, you’ll need to download Wallet Passes or Google Wallet from the Play Store prior to downloading the card.

I’d prefer not to use this digital membership card; what should I do?

Renewing members will automatically receive a digital membership card unless they opt into receiving a mailed membership card. Please allow up to two weeks for it to arrive. If, at that time, you still have not received your card, please email membership@folkartmuseum.org.

If you’re a new member and require a physical membership card, please email membership@folkartmuseum.org to request one within 24 hours of purchasing a membership.

There’s an error on my membership card.

Please email membership@folkartmuseum.org.

How do I change my mailing and/or email address on file?

Please email membership@folkartmuseum.org.