


# Digital Membership Card FAQs

Welcome to the Frequently Asked Questions section for our Digital Membership Card.

## How can I access the content on the back of my Digital Membership Card?

- **iOS USERS**
  - Open your Digital Membership Card.
  - Tap on the  icon at the top right of the card. If you don't see this icon, make sure you are not accessing the card from your lock screen.
- **ANDROID USERS**
  - *Wallet Passes App:*
    - Open your Digital Membership Card.
    - Tap on the "i" icon at the bottom right of the card
  - *GPay:* this format does not offer a back of card, instead you will be able to see all the content on one side, by scrolling down to see additional information.

## How do I add the membership card to my iPhone with Google Pay (Gpay)?

- See [Downloading Instructions](#)

## How do I add the membership card to my Android phone with Google Pay (GPay)?

- See [Downloading Instructions](#)

## How to use my Google Pay (Gpay) passes?

- See [Downloading Instructions](#)

## How do I add the membership card to my iPhone's mobile wallet?

- See [Downloading Instructions](#)

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

- See [Downloading Instructions](#)

## Do I have to use the Digital Membership Card?

- No. You are not required to use the Digital Membership Card. You will simply need to show a valid ID at check-in.

## What do I do if I find an error on my Digital Membership Card (Name misspelled, incorrect membership level, incorrect expiration date, etc.)?

- We apologize for any information that was incorrect. We will happily make the necessary corrections. You can email us at [visitorservices@knockknockmuseum.org](mailto:visitorservices@knockknockmuseum.org), give us a call at 225-388-3090 or alert us to the error at your next visit.

### **How do other adults on my membership use my card?**

- Every named adult on your membership will be issued and sent their own personalized Digital Membership Card. This will prevent the need for you to share your card with other adults listed on your membership. If they don't have their card for any reason, they will simply show a valid ID to enter the museum.

### **What do I do if I don't receive my Digital Membership Card?**

- Email us at [visitorservices@knockknockmuseum.org](mailto:visitorservices@knockknockmuseum.org), give us a call at 225-388-3090 or alert us to the issue at your next visit. We will send you one via email within two (2) business days.