

# Digital Membership Cards FAQ

## 1. How do I download my digital membership card?

iPhone users:

1. Open the email containing your digital card from your iPhone
2. Tap “Download”
3. Tap “Add to Wallet,” then “Add”
4. The card will automatically be loaded into your iPhone’s Apple Wallet. It can be accessed in Wallet at any time

Android users:

1. Download Wallet Passes from Google Play.
2. After you download and set up the app, open the email containing your digital card from your smartphone
3. Tap “Download”
4. The card will automatically be loaded into your Wallet Passes app, where it can be accessed at any time

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

Contact the membership department directly by email at [membership@hammer.ucla.edu](mailto:membership@hammer.ucla.edu) or by phone at 310-443-7050 to update the information on your card.

## 3. I have an additional member on this membership account. How can they use the card?

Navigate to the back of the card by tapping the circle with three dots. Then tap “Share Pass” to send the card to your secondary member.

## 4. 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.

## 5. I lost my phone and now need a new card.

Contact the membership department directly by email at [membership@hammer.ucla.edu](mailto:membership@hammer.ucla.edu) or by phone at 310-443-7050 to receive a new email with your digital membership card.

## 6. Is it possible to access my member benefits with my digital membership card?

Yes, your digital membership card works exactly the same as the plastic card. As a Hammer member, your digital membership card grants you priority ticketing at our programs, access to our members-only previews, discounts at the museum, access to reciprocal benefits, and much more!

## 7. How long does it take to receive my digital membership card?

Digital membership cards arrive the same day you join as a Hammer member.

## 8. I would like to keep using plastic cards.

That is not a problem! While we encourage all members to take advantage of the digital membership card, we also understand that it is not the right fit for everyone.