



## DIGITAL MEMBERSHIP CARD FAQ

*MOSI 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. Additional questions can be directed to 813-987-6000 or [membership@mosi.org](mailto:membership@mosi.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'd prefer not to use this digital membership card, what should I do?**

We are still offering plastic membership cards for a \$5 purchase. The new digital membership cards are simply a contactless and ecofriendly benefit for your convenience. Please call the Reservations Department at 813-987-6000 or visit the Guest Services desk in the lobby to request a physical membership card.

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

Please call the Reservations Department at 813-987-6000 or visit the Guest Services desk in the lobby to request a physical membership card. There is a \$5 charge per card.

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

Please call 813-987-6000 or email [membership@mosi.org](mailto:membership@mosi.org) to update your membership record.

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

Open the Wallet app find your membership card. Navigate to the back of the card (click the small "i" on the front) and use the "Share Pass" button to send the card to your secondary member.



### **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 Guest Services desk to take advantage of your member benefits.

### **Will I still need to show my Photo ID with my digital card?**

Yes. The safety of our members is very important to us, and we want to ensure that no one else is using your membership benefits.

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

You can renew your membership online, over the phone, or in person at the Guest Services desk, and you will receive an email with your new digital membership card within three business days after.

### **How will my reciprocal benefits work when visiting other organizations?**

Simply show your digital membership card at participating organizations to receive use your benefits.

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

Yes! Please contact us at 813-987-6000 or email [membership@mosi.org](mailto:membership@mosi.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.