



## **DOWNLOADING & USING YOUR LONGUE VUE HOUSE & GARDENS DIGITAL MEMBERSHIP CARDS**

Digital membership cards will be delivered by email to all active members of Longue Vue House and Gardens. The email will come from Longue Vue House and Gardens with the subject line: **Your New Membership Card**.

**Please note:** *Your digital membership card is designed to be used exclusively on a smartphone (iPhone or Android). It cannot be downloaded using a desktop or laptop computer or a tablet. If you do not have a smartphone or if you prefer to have a hard copy of your membership card, please contact the Membership office at [membership@longuevue.com](mailto:membership@longuevue.com)*

Below are a few tips to assist with the download process:

### **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 download 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?**

Please contact the membership office at [membership@longuevue.com](mailto:membership@longuevue.com) and we will be happy to provide a physical card.

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

Please contact the membership office at [membership@longuevue.com](mailto:membership@longuevue.com) and we will be happy to provide a physical card.

**I have a question about my membership benefits.**

Membership benefits are listed on the back of the digital card. To view the full listing of benefits, click the icon on the bottom right corner of your card (it will be either an "i" or "...") You can scroll down to view information on benefits, hours of operation, and to access the link to the membership page of the Longue Vue website. If you need additional information or have specific questions about your membership, please direct questions membership office at [membership@longuevue.com](mailto:membership@longuevue.com).

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

Please contact the membership office at [membership@longuevue.com](mailto:membership@longuevue.com) to update your membership records.

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

On the bottom right hand corner of your card you will either have a small "i" or "...". Click the icon, which will direct you to the back of the card where you will see the option to "Share Pass." Click this option and you can choose to send the card to your secondary member either by email or text message.

**I have a Caregiver add-on on my membership. Can they get a digital card too?**

Unfortunately, we cannot generate digital cards for add-on guests or caregivers at this time. Simply have your named caregiver show a copy of your digital membership card by navigating to the back of your digital membership card and use the "Share Pass" button to send the card to your caregiver. After selecting

“Share Pass” you will need to select the email or mail option to share your pass. iPhone users can share the pass via text message if sending to another iPhone.

### **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 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.

### **Will I have to download a new card when I renew?**

No, once you renew your membership, your card will be automatically updated. To help streamline the renewal process you will receive a series of three reminder emails; the first will be 30 days before your membership expires, the second the day your membership expires, and the final will be one week past the expiration date. To renew, simply follow the instructions in the email which will direct you to the Longue Vue website where you can renew online. If you prefer not to renew online, you can always contact the membership office at [membership@longvue.com](mailto:membership@longvue.com).