

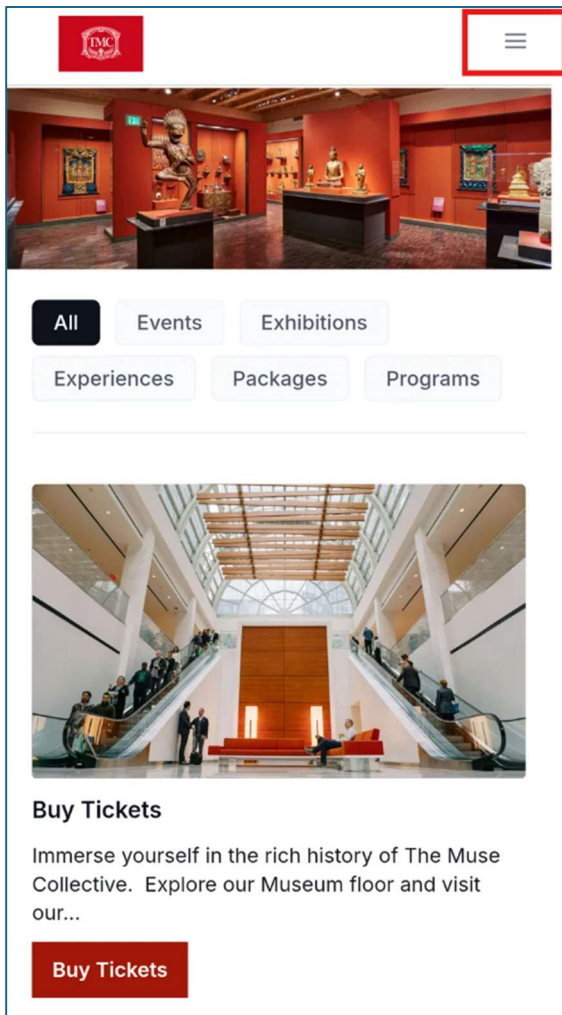
Access Your Member Account (Mobile)

You can manage your membership from your phone. This guide shows you each screen you will see.

Step 1: Go to the Ticket Site

Open your museum's ticket website on your phone.

At the top right, tap the **menu** button.

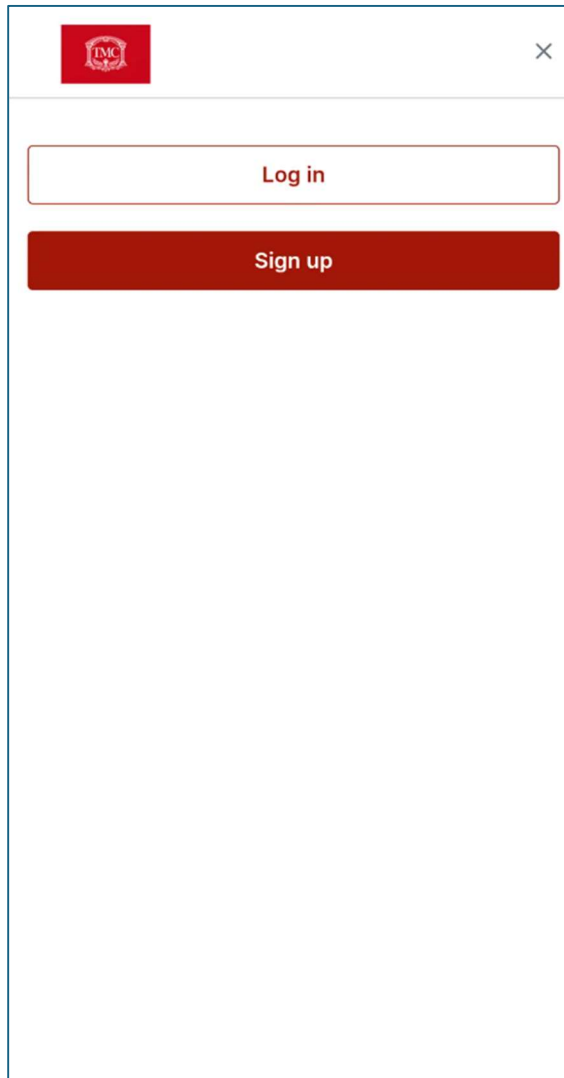


Step 2: Tap Log In

You will see two buttons.

- Tap **Log in** if you already have an account.
- Tap **Sign up** if this is your first time.

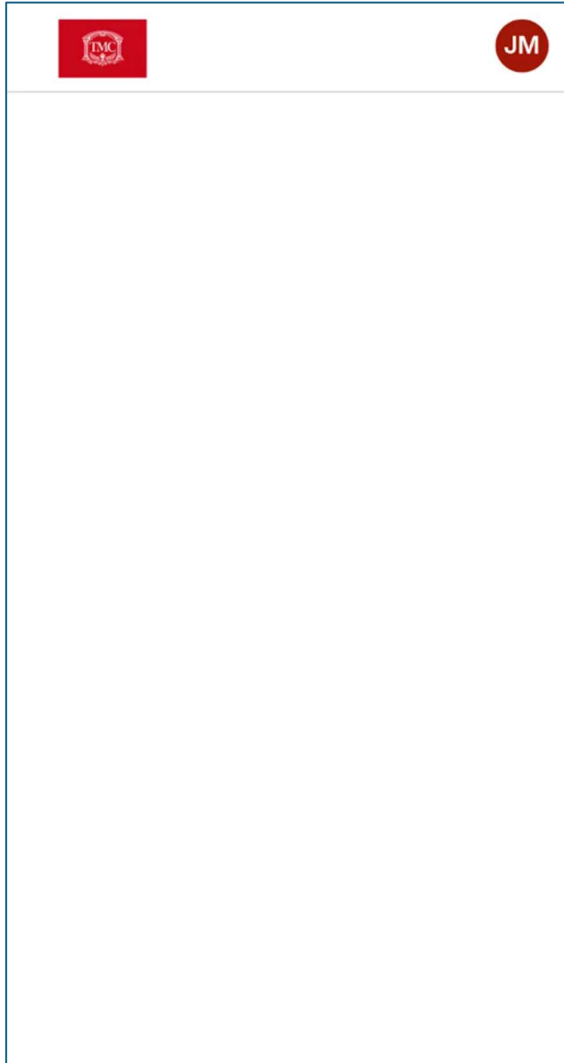
Tip: Use the same email address you used when you bought your membership.



Step 3: Check That You Are Logged In

After you log in, look at the top right corner. You should see a circle with your initials in it.

That circle means you are logged in.



Step 4: Open Your Account

Tap the circle with your initials.

A small menu will open. Tap **My account**.



What You Can Do in Your Account

Your account has several sections. Here is what each one does.

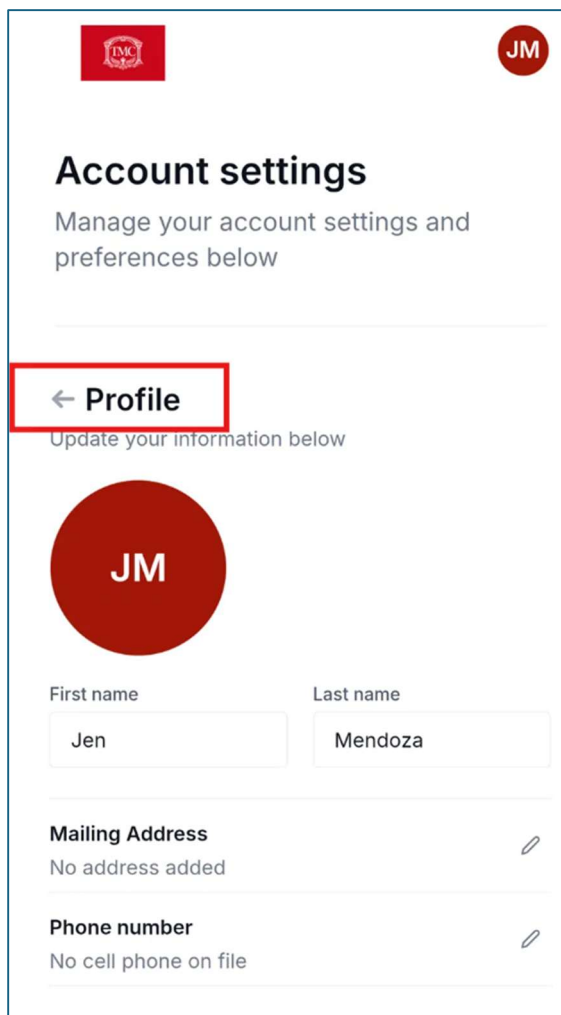
Profile

This is where you update your name and contact information.

You can add or change:

- First and last name
- Mailing address
- Phone number

Click the back arrow next to “Profile” to access other details.



The screenshot shows the 'Account settings' page. At the top, there is a red header bar with the JMC logo on the left and a circular profile picture with the initials 'JM' on the right. Below the header, the title 'Account settings' is displayed in bold, followed by the subtitle 'Manage your account settings and preferences below'. A horizontal line separates the header from the main content. The 'Profile' section is highlighted with a red rectangular box. It features a left-pointing arrow and the word 'Profile'. Below this, the text 'Update your information below' is shown. A large circular profile picture with the initials 'JM' is displayed. Below the picture, there are two input fields: 'First name' with the value 'Jen' and 'Last name' with the value 'Mendoza'. Below these fields, there are two more sections: 'Mailing Address' with the text 'No address added' and a pencil icon to its right, and 'Phone number' with the text 'No cell phone on file' and a pencil icon to its right.

Account settings
Manage your account settings and preferences below

[← Profile](#)
Update your information below

Profile
JM

First name: Jen
Last name: Mendoza

Mailing Address
No address added

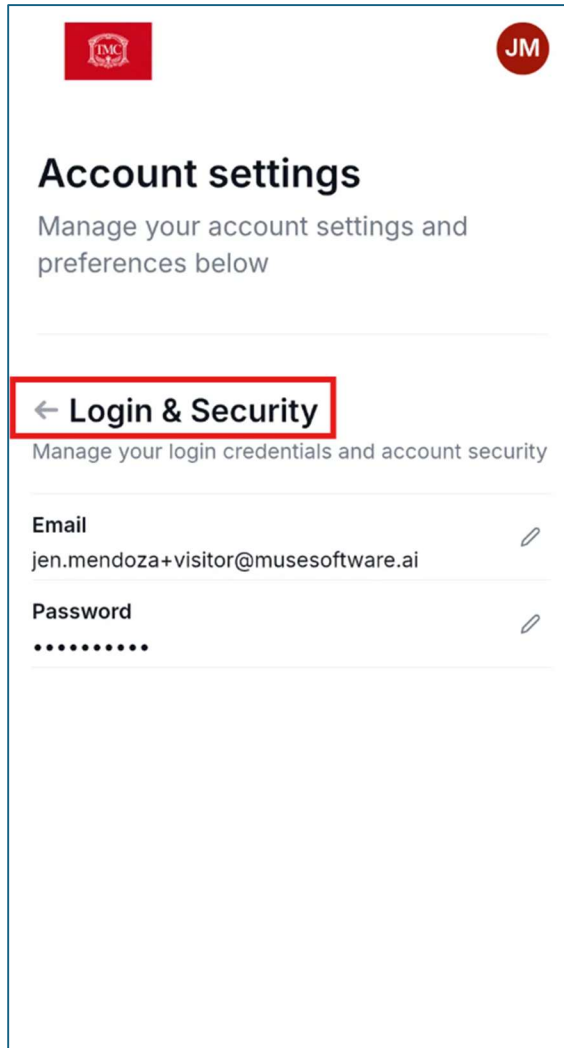
Phone number
No cell phone on file

Login & Security

This is where you change your email address or password.

Tap the **pencil icon** next to either one to make a change.

Click the back arrow next to “Login & Security” to access other details.

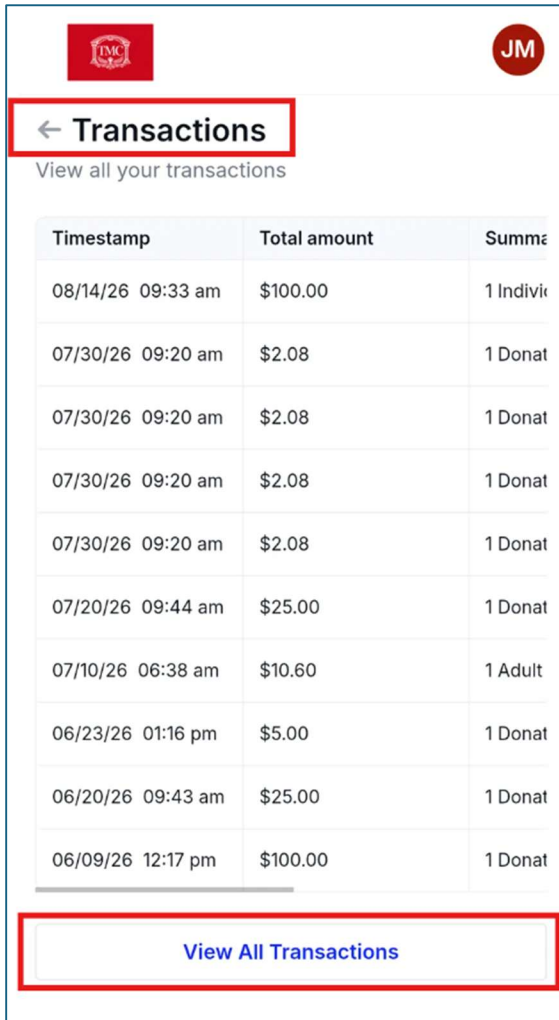


Purchases & Payments

This section has three parts.

Transactions shows everything you have bought. You will see the date, the amount, and what it was for.

Tap **View All Transactions** to see your full history.



← Transactions		
View all your transactions		
Timestamp	Total amount	Summary
08/14/26 09:33 am	\$100.00	1 Individual
07/30/26 09:20 am	\$2.08	1 Donat
07/30/26 09:20 am	\$2.08	1 Donat
07/30/26 09:20 am	\$2.08	1 Donat
07/30/26 09:20 am	\$2.08	1 Donat
07/20/26 09:44 am	\$25.00	1 Donat
07/10/26 06:38 am	\$10.60	1 Adult
06/23/26 01:16 pm	\$5.00	1 Donat
06/20/26 09:43 am	\$25.00	1 Donat
06/09/26 12:17 pm	\$100.00	1 Donat
View All Transactions		

Recurring Payments shows any payments that repeat automatically, like a membership that renews each year or a monthly donation.

Bookings shows any visits you have booked. If you have not booked anything, this section will be empty.

Click the back arrow next to “Transactions” to access other details.



06/20/26 09:43 am	\$25.00	1 Donat
06/09/26 12:17 pm	\$100.00	1 Donat

[View All Transactions](#)

Recurring Payments

View all your recurring payments

Description	Amount
Membership: Family	\$150.00
Donation	\$25.00

Bookings

View all your bookings

There are no results

Membership

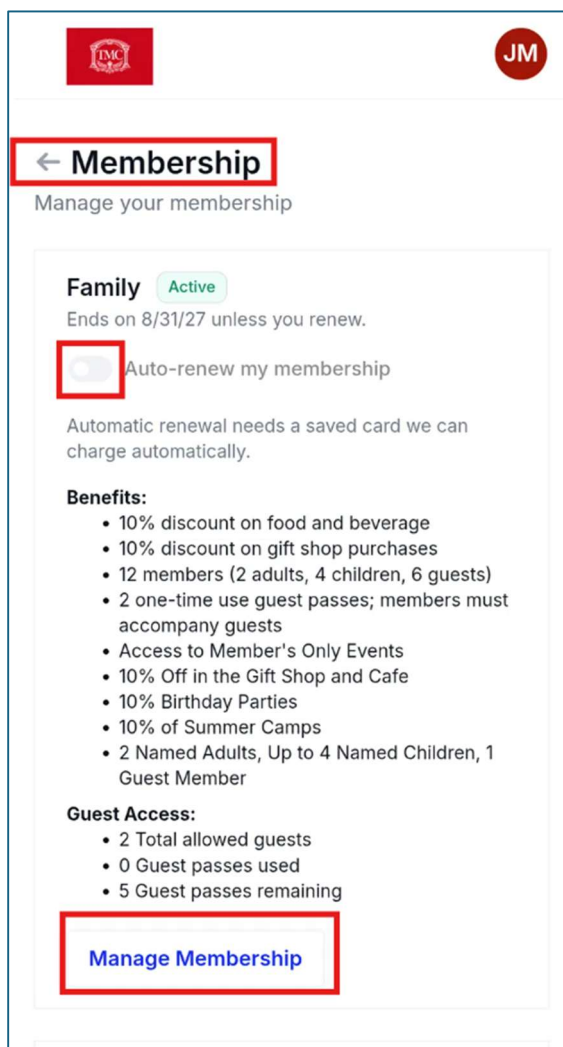
This is where you manage your membership.

Here you can see:

- Your membership level
- Whether your membership is active
- When your membership ends
- All the benefits that come with your level
- How many guest passes you have left

Auto-renew: Turn this on if you want your membership to renew by itself each year.

Manage Membership: Tap this button to downgrade, upgrade or renew your membership.



Digital Membership Card

Scroll down on the Membership page to find your digital card.

Tap **Add membership card** to save it to your Apple Wallet or Google Wallet. Then you can show it on your phone when you visit.

Tip: This is faster than looking for a paper card at the front desk.

Members

Below your digital card, you will see everyone on your membership.

Depending on your membership level, you can tap **Add member** to add someone new.

Click the back arrow next to “Membership” to access other details.

The screenshot shows the TMC Membership page. At the top left is the TMC logo, and at the top right is a red circle with the initials 'JM'. Below the logo, there is a list of membership benefits: 10% Off in the Gift Shop and Cafe, 10% Birthday Parties, 10% of Summer Camps, and 2 Named Adults, Up to 4 Named Children, 1 Guest Member. Under 'Guest Access', it shows 2 Total allowed guests, 0 Guest passes used, and 5 Guest passes remaining. A 'Manage Membership' button is below this section. The 'Digital Membership Card' section contains the text 'Add membership card to your Apple/Google Wallet' and a red-bordered button labeled 'Add membership card'. The 'Members' section features a table with columns for Name, Type, Demo graphic, and Date of Birth. One member, Jen Mendoza, is listed as Primary and Adult. A red-bordered button labeled 'Add member' is positioned above the table.

Name	Type	Demo graphic	Date of Birth
Jen Mendoza	Primary	Adult	—

Programs

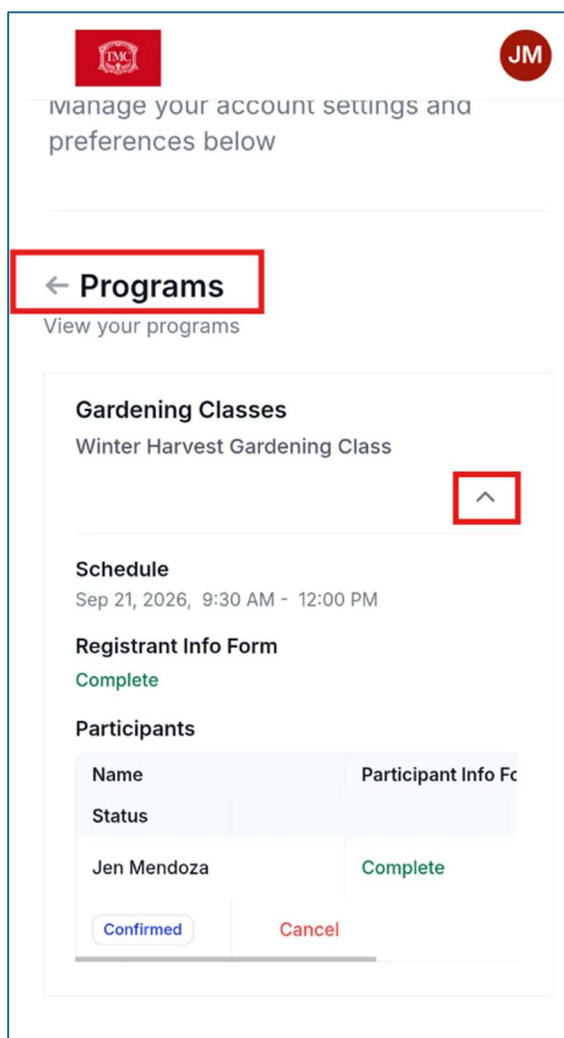
This section shows classes and programs you signed up for.

Click the caret next to the Program name to see:

- The class name
- The date and time
- Whether your registration form is complete
- Who is signed up

You can tap **Cancel** to cancel a registration.

Click the back arrow next to “Programs” to access other details.



Need Help?

If you cannot log in, or you do not see your membership after logging in, contact the museum. You may have used a different email address when you bought your membership.