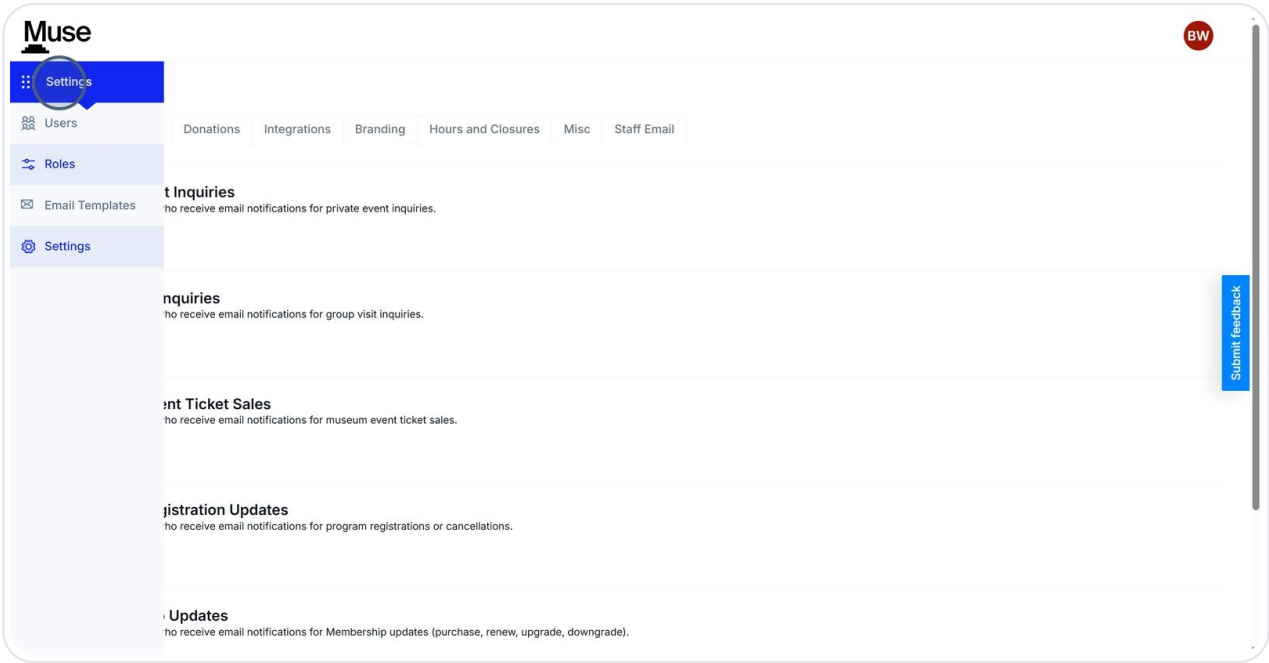


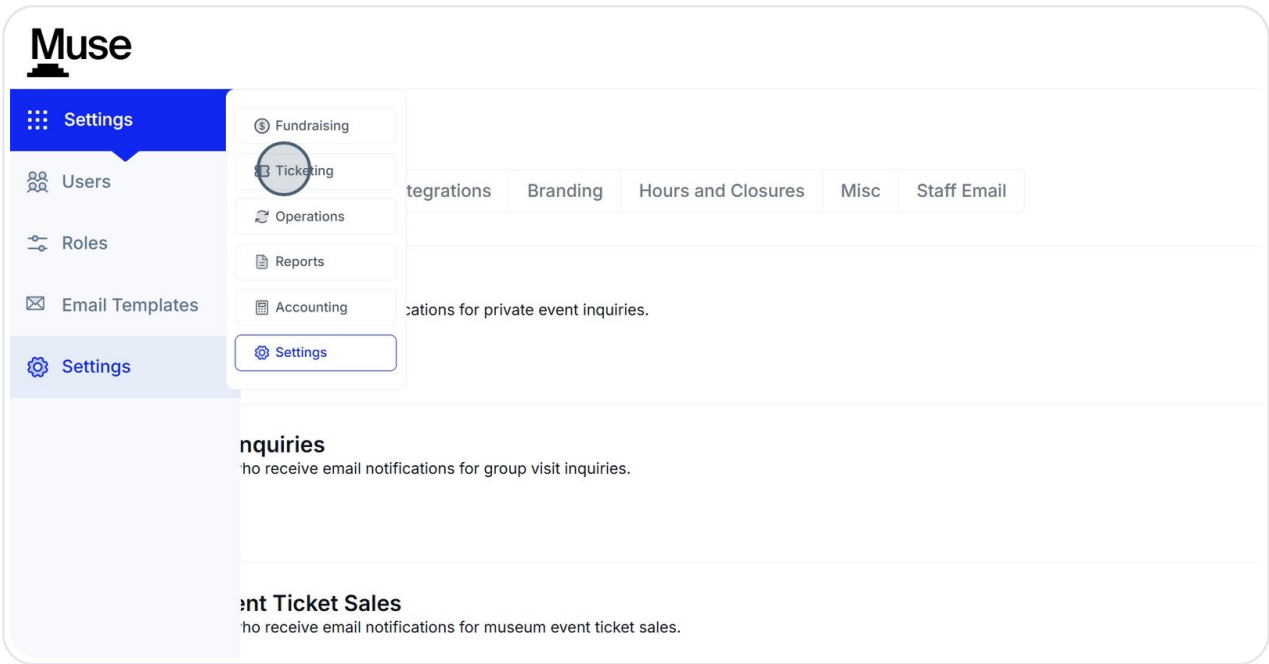


Renew a Member- ship

1. Start by accessing the Settings menu from the blue North Star icon.



2. Navigate to Ticketing.



3. Open 'Memberships.'

Muse

BW

Create an event

Create a ticket type

Create a membership benefit

Today

7 Days

30 Days

Tickets revenue

\$10.00

Tickets sold

1

Events reached capacity

0

75%+ capacity, whether past, current, or upcoming

Event capacity

Event Name	Date and Time	Venue	Capacity	Sold	% of Spots Sold	Status
Annual Gala	Aug 22, 2026 at 7:00pm	Main Exhibition Hall	300	29	10%	Upcoming

Submit feedback

4. Switch to Membership Settings to confirm your renewal configurations.

Muse

Memberships

LevelsBenefitsMembershipsAdd-OnsSettings

Add Membership

Q Search by name

Name (A-Z)

Bulk Actions

Filter

Primary Member	Level	Current Status	Relative Status	Join Date	Last Renewal	Expiration	
Lula Adams MB0759772783	Family	Active		7/02/26	--	7/02/27	:
John Anderson MB7398541373	Supporter Membership	Inactive		12/30/25	--	5/10/26	:
Taryn Asta MB37392887871	Individual	Active		6/25/26	--	6/25/27	:
Corrine Bailey MB36081848198	Individual	Active		3/23/26	--	6/30/28	:
Norman Bates MB37104695824	Student	Active		2/12/26	--	7/13/27	:
Janis Benton MB36372360295	Family	Active		5/21/26	--	5/20/27	:
Chris Bilbro MB35619074210	Individual	Active		5/21/26	--	5/20/27	:
Luke Churcher MB30437254645	Individual	Inactive		1/26/26	--	1/26/27	:
Johnny Damon MB31932739393	Family	Inactive		4/24/26	--	4/23/27	:
Sam Davis MB34255741591	Individual	Active		6/25/26	--	6/25/27	:
Count Dracula MB5066141899	Individual	Active		6/25/26	--	6/25/27	:
Ben Family MB31919384598	Family	Inactive		4/09/26	--	4/08/27	:

Submit feedback

7. Customize discounts to encourage early membership renewals. The Early Renewal Discount is extended to members that renew the same membership level before the Standard Renewal Period.

☒ Include check-ins in museum admissions reporting

Standard Renewal Period (Days Before Expiration)

30

Renewal Grace Period (Days After Expiration)

30

Early renewal discount %

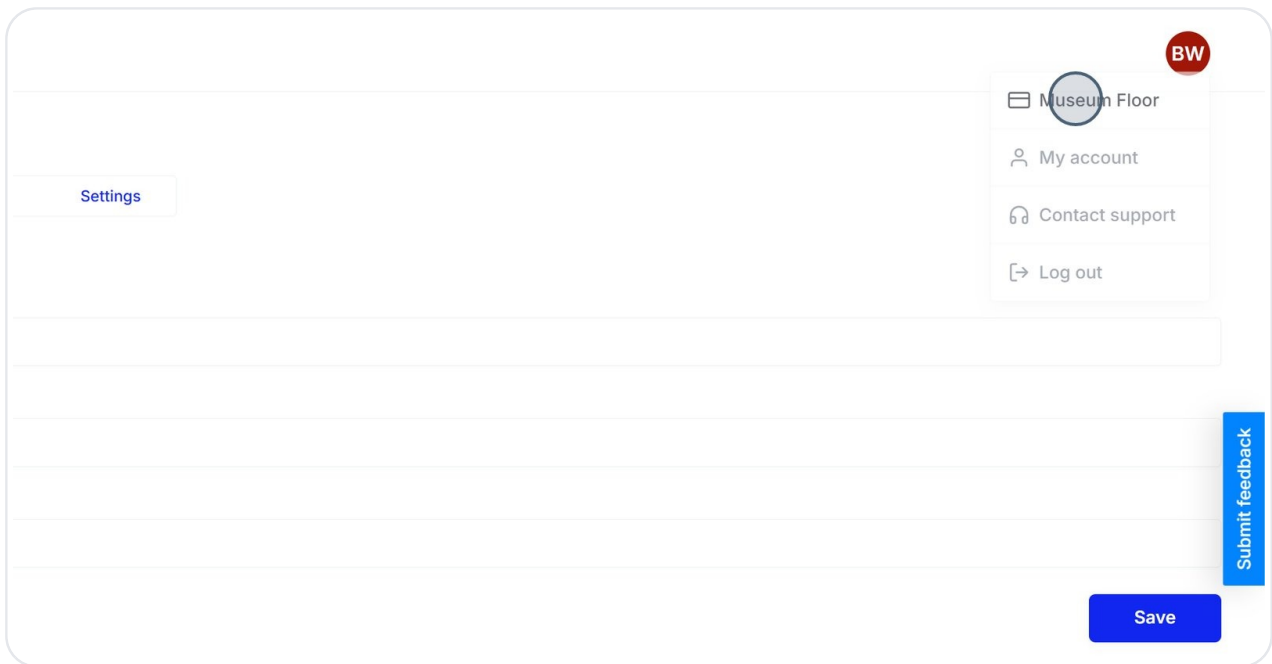
10.0%

8. Click Save to secure your updates.

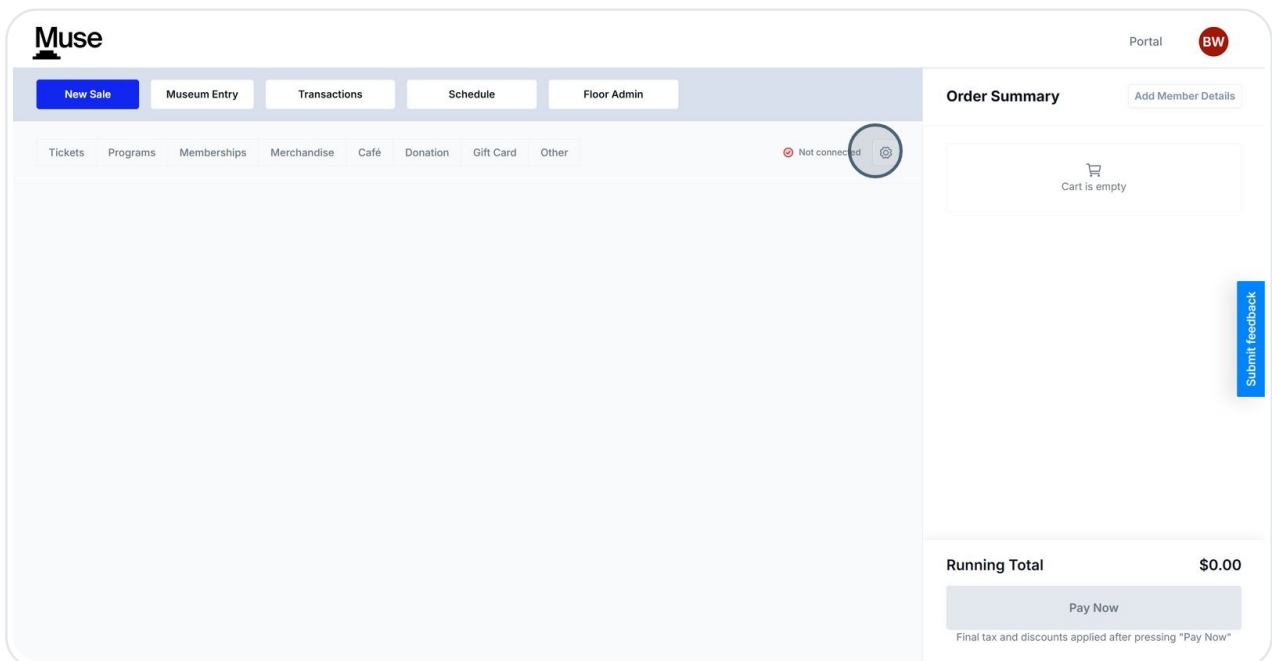
Submit feedback

Save

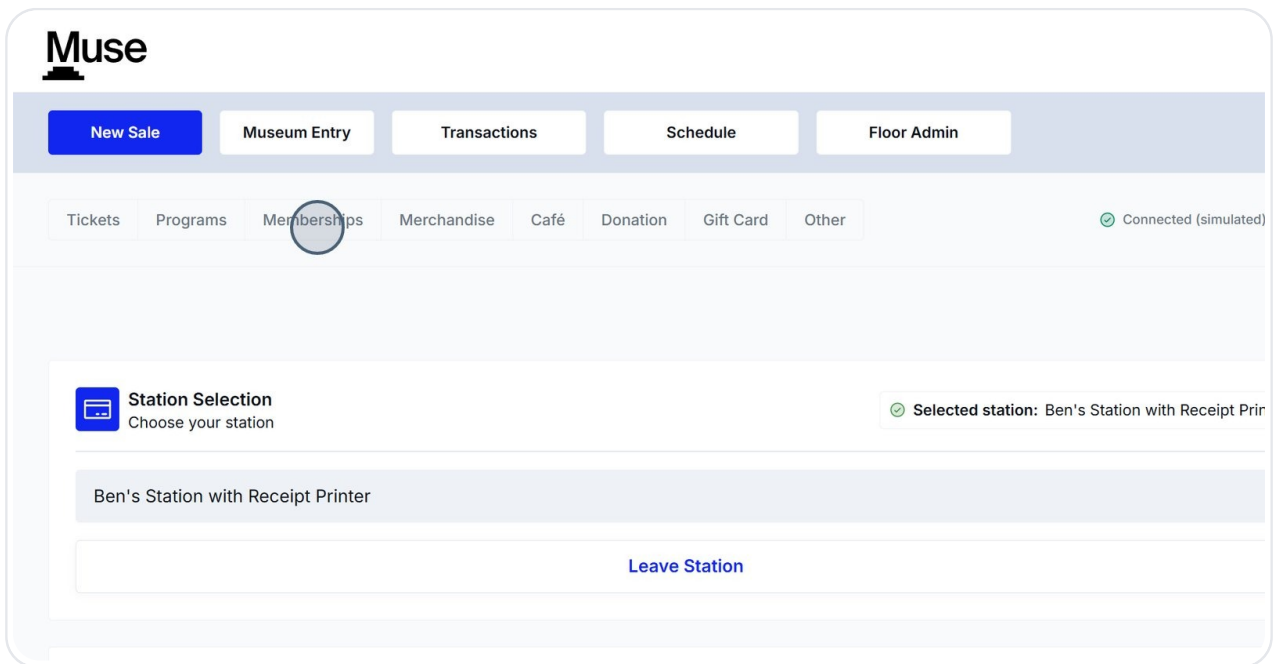
9. Click Museum Floor to open the floor view and continue your membership renewal or upgrade.



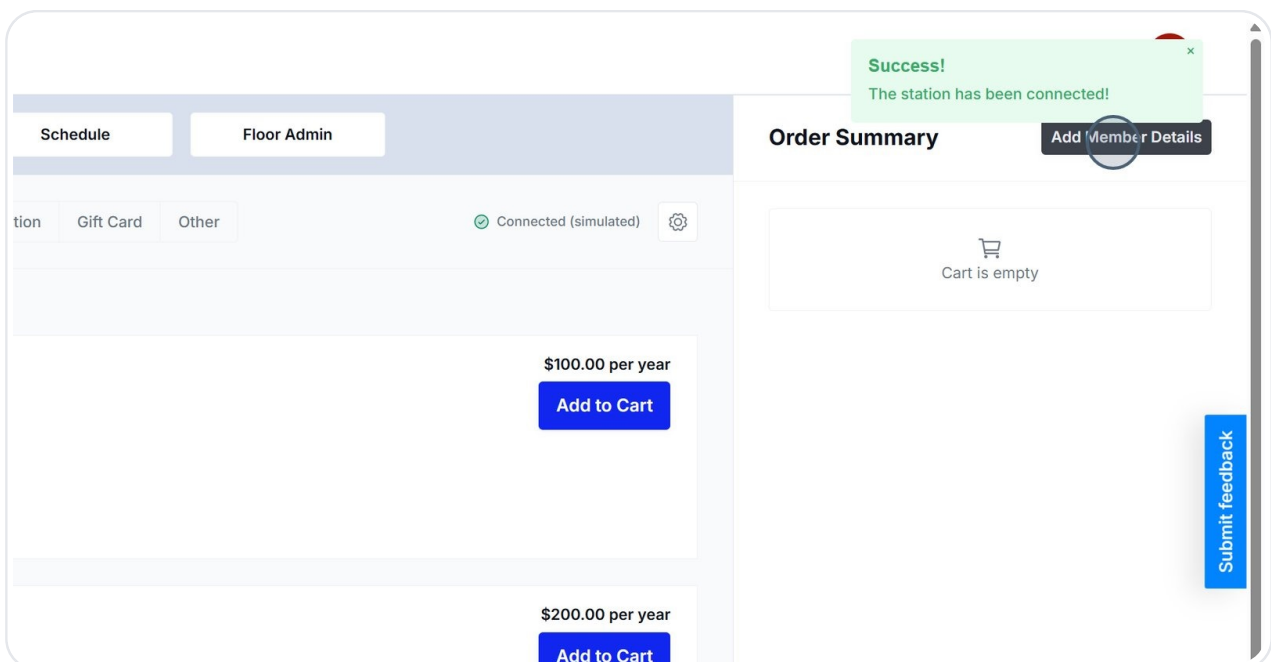
10. Connect to an available station to proceed with transactions.



11. Head to the Memberships tab to choose renewal or upgrade options for visitors.



12. Add member details to personalize the membership renewal or upgrade.



13. Select the member you wish to renew or upgrade for a streamlined experience.

The screenshot shows the Musesoftware interface with the 'Memberships' tab selected. A 'Find Member' modal is open, displaying a search bar with 'jen mendoz' and two search results for 'Jen Mendoza'. The first result is 'Active' with a green status tag and a red 'JM' profile icon. The second result is 'Inactive' with a grey status tag and a red 'JM' profile icon. The background shows the 'Individual' membership details, including a list of benefits and a 'Supporter Membership' option with a price of '\$200.00 per year' and an 'Add to Cart' button.

Find Member

jen mendoz

Jen Mendoza (Active)
jen.mendoza.visitor@musesoftware.ai • +18885555555
MB1384792838

Jen Mendoza (Inactive)
jen.mendoza@musesoftware.ai
MB38699150538

Individual

- 10% discount on food and beverage
- 10% discount on gift shop purchases
- 5 one-time use guest passes; members must accompany
- Unlimited Access to the Museum
- Access to Member's Only Events
- 10% Off in the Gift Shop and Cafe
- Access to the annual conference

Supporter Membership \$200.00 per year
Add to Cart

14. Acknowledge the membership addition so you can continue with checkout.

The screenshot shows the Musesoftware interface with the 'Order Summary' tab selected. A 'Membership Added' modal is open, displaying the message: 'The membership has been added to the cart. All tickets have been updated to member pricing.' with an 'Okay' button. The background shows the 'Order Summary' section with a red 'JM' profile icon, the name 'Jen Mendoza +1888', and the address '1234 Main St NW, Atlanta, GA 30303, USA'. Below this, there are two membership options: '\$100.00 per year' with a 'Renew' button and '\$200.00 per year' with an 'Upgrade' button. The 'Renew' button is highlighted with a red circle.

Membership Added

The membership has been added to the cart. All tickets have been updated to member pricing.

Okay

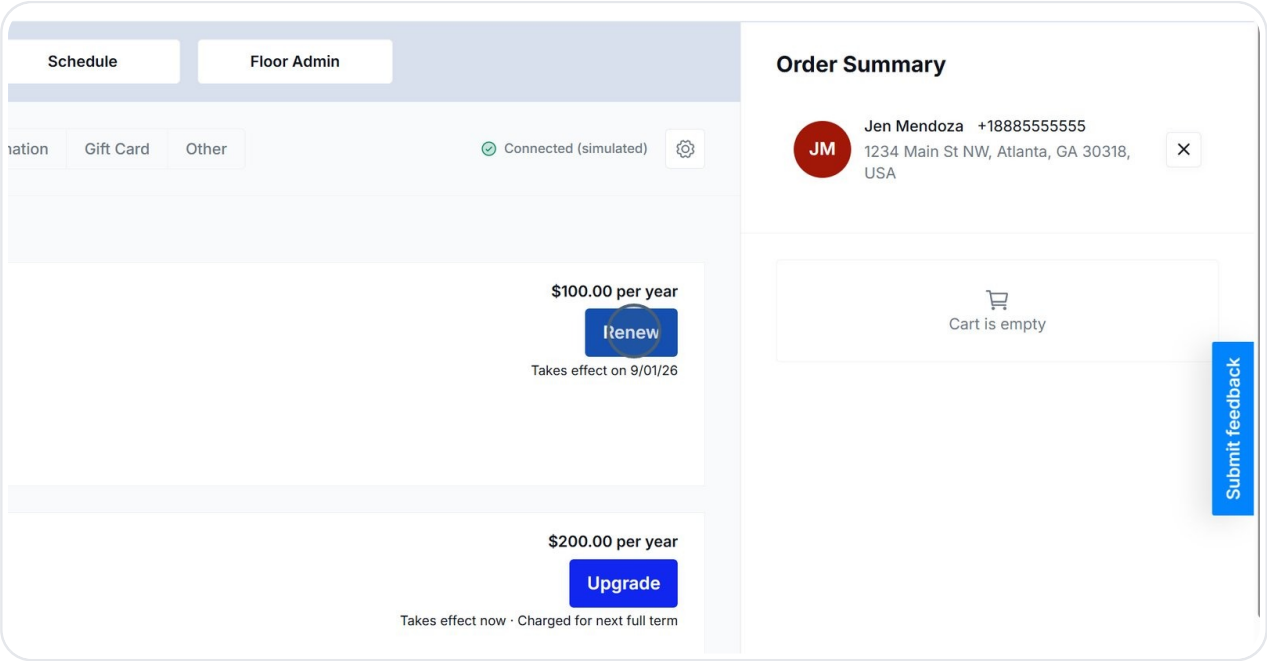
Order Summary

Jen Mendoza +1888
1234 Main St NW, Atlanta, GA 30303, USA

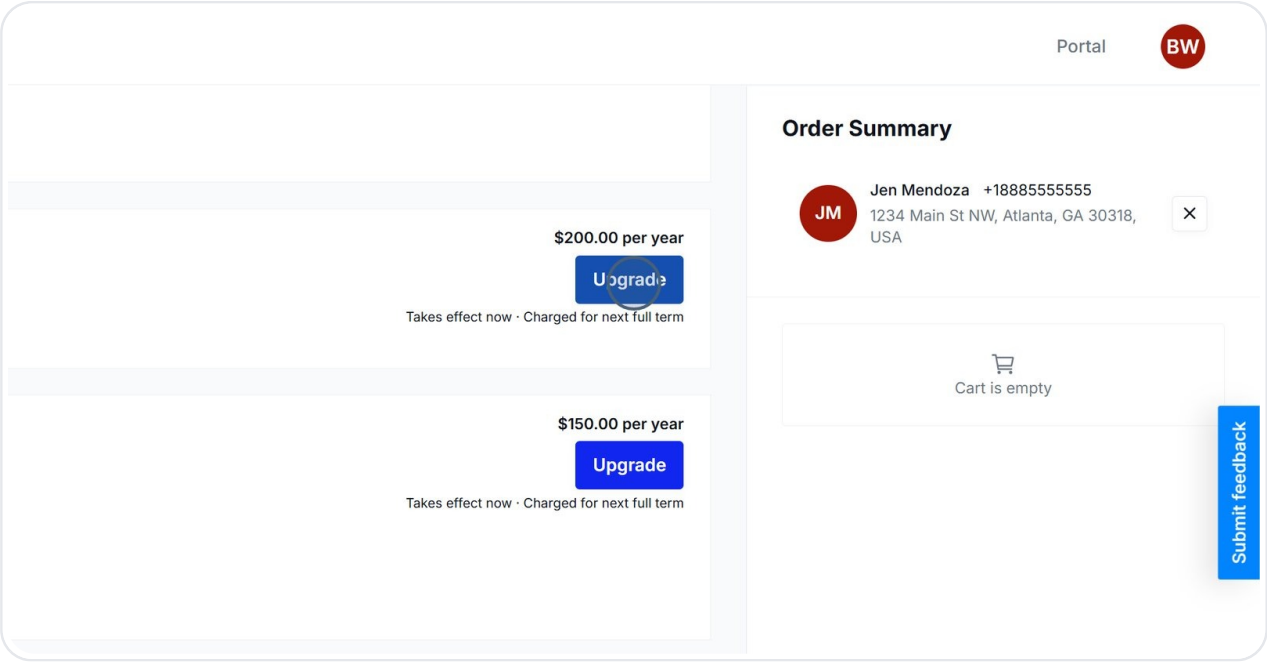
\$100.00 per year
Renew
Takes effect on 9/01/26

\$200.00 per year
Upgrade

15. Click Renew to easily extend a member's museum benefits for another year.



16. Or, you can upgrade the member to a premium tier for even more advantages.



17. Alternatively, choose Downgrade if the member wants a simpler or more affordable membership plan.

\$150.00 per year

Upgrade

Takes effect now · Charged for next full term

\$55.00 per year

Downgrade

Takes effect on 9/01/26

Cart is empty

Running Total \$0.00

Pay Now

Final tax and discounts applied after pressing "Pay Now"

18. In this case, let's walk through a straightforward renewal to extend museum privileges.

Portal BW

Schedule

Floor Admin

Donation

Gift Card

Other

Connected (simulated)

Order Summary

JM

Jen Mendoza +18885555555

1234 Main St NW, Atlanta, GA 30318, USA

Submit feedback

\$100.00 per year

Renew

Takes effect on 9/01/26

\$200.00 per year

Upgrade

Takes effect now · Charged for next full term

19. Select optional add-ons to boost value for members.

MEMBERSHIP DETAILS

\$100.00 per year

- 10% discount on food and beverage
- 10% discount on gift shop purchases
- 5 one-time use guest passes; members must accompany guests
- Unlimited Access to the Museum
- Access to Member's Only Events
- 10% Off in the Gift Shop and Cafe
- Access to the annual conference

ADD-ONS

☒ Annual Parking Pass

Save time and money by adding unlimited parking to your annual membership!

+\$50.00

☐ All Access Pass

Join to gain access to unique events and early registration options.

+\$75.00

Continue — \$100.00

USA

Cart is empty

Running Total

\$

Pay Now

20. Click Continue to finalize your renewal.

discount on gift shop purchases

time use guest passes; members must accompany guests

ed Access to the Museum

s to Member's Only Events

ff in the Gift Shop and Cafe

s to the annual conference

al Parking Pass

me and money by adding unlimited parking to your annual membership!

+\$50.00

ccess Pass

gain access to unique events and early registration options.

+\$75.00

Continue — \$175.00

Submit feedback

Running Total

\$0.00

Pay Now

Final tax and discounts applied after pressing "Pay Now"

21. Click Renew to confirm and process the membership renewal for your guest.

ited Access to the Museum
ss to Member's Only Events
Off in the Gift Shop and Cafe
ss to the annual conference

[Change Membership](#)

ne Last Name
mendoza

endoza+visitor@musesoftware.ai

umber
1 888-555-5555

[Back](#) [Renew](#)

Cart is empty

[Submit feedback](#)

Running Total \$0.00

[Pay Now](#)

Final tax and discounts applied after pressing "Pay Now"

22. Acknowledge the confirmation to keep moving forward with your transaction.

Transactions Schedule Floor Admin

Merchandise Café Donation Gift C

Membership Added

The membership has been added to the cart. All tickets have been updated to member pricing.

[Okay](#)

connected (simulated) ⚙️

\$100.00 per year

[In Cart](#)

Takes effect on 9/01/26

Order Summary

JM Jen Mendoza +1888
1234 Main St NW, Atl
USA

1 Membership (Renewal)
1 Individual (\$100.00)
1 All Access Pass (\$75.00)

\$200.00 per year

[Membership Selected](#)

Takes effect now - Charged for next full term

st accompany guests

23. Click Pay Now to complete your membership renewal or upgrade, and proceed to the next step.

In Cart

Takes effect on 9/01/26

\$200.00 per year

Membership Selected

Takes effect now · Charged for next full term

\$150.00 per year

Membership Selected

Takes effect now · Charged for next full term

1 Membership (Renewal) \$175.00

1 Individual (\$100.00)

1 All Access Pass (\$75.00)

Submit feedback

Discount Code ⓘ View Codes

Enter discount code Apply

Running Total \$175.00

Pay Now

Final tax and discounts applied after pressing "Pay Now"

24. Select the member's preferred payment method and follow the prompts through to completion!

Muse

Portal BW

Subtotal \$175.00

Tax \$0.00

Final Total \$175.00

Amount Due \$175.00

Enter gift card code Apply

Cash Card Other

← Edit Order

Order Summary

JM Jen Mendoza •18885555555
1234 Main St NW, Atlanta, GA 30318, USA X

1 Membership (Renewal) \$175.00

1 Individual (\$100.00)

1 All Access Pass (\$75.00)

Submit feedback

Discount Code ⓘ View Codes

Enter discount code Apply

Running Total \$175.00

Pay Now

Final tax and discounts applied after pressing "Pay Now"