

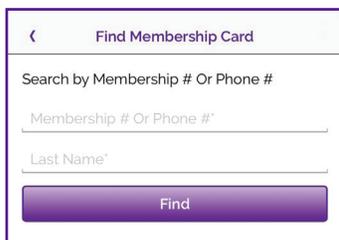
# Digital Membership Cards



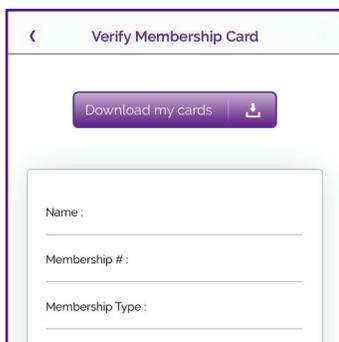
Download 'The Magic House, Membership' App



Select *Find My Membership Cards*



Enter Membership Info and Select *Find*



Download Membership Card

## How do I get my digital membership card?

Instructions for downloading your digital card can be found here: [Download Instructions](#)  
If you are having trouble, please contact the Membership department at 314-288-2533 or [membership@magichouse.org](mailto:membership@magichouse.org).

## I can't find the app in the app store. What should I do?

Search 'The Magic House, Membership'. This app will not appear if you search 'Magic House' only.

## How much does the app/digital card cost?

It's free!

## Can I access my digital card on more than one device?

Yes! You can download the app and have access to your membership on multiple devices.

## How soon will I be able to access my card after I join or renew?

Your digital membership card can take up to 48 hours to appear in The Magic House app. If the membership was purchased during a holiday or busy period, please allow staff 3-5 business days to process.

## When will I receive a welcome email?

We will send you a welcome email immediately upon joining or renewing, which will include a description of your membership benefits and instructions for downloading your digital card (if you haven't already). You may use this email as a temporary card until your card is available for download.

## Will I be able to enter The Magic House or MADE for Kids if I have not downloaded my digital card or if I forget my phone?

Yes, our staff will be happy to look up your membership manually at our Membership Entrance at The Magic House or at the reception desk at MADE for Kids; however, having the digital card ready at check-in will make our staff faster! Please note that a photo ID will still be required at check-in.

## How can I access my digital card if I can't get wireless service?

You can download the digital card to your e-wallet, save a screenshot to your photos, or print a copy of the card for your convenience.

## Can I still get a physical membership card?

Yes, you can purchase a physical card at the Membership desk for \$5.00.

## Can I still use my old physical membership card?

Yes, your physical membership card can still be used until it expires. To access your digital card, download the card using our Magic House app.

## How can I access the reciprocal visitation benefits to other ACM museums that are a part of my membership?

You will need to provide proof of your Magic House membership by showing your digital membership card or a downloaded or printed copy of it at the participating organization's admissions desk. Please ask our Membership team if your membership comes with ACM reciprocal benefits.