

DIGITAL MEMBERSHIP CARD FAQs

What is the Ingenium digital membership card?

The Ingenium digital membership card replaces the previous physical card. There will be no change to your membership number, category, or benefits package. The digital card will display your name, membership category, membership number, expiry date and license plate number (if applicable). It will also contain a barcode that can be scanned by Ingenium frontline staff.

Your digital membership card works just like a physical card. Simply show your digital card to our staff to enjoy your exclusive membership benefits.

How will I receive my digital membership card?

New or returning members will receive their digital membership cards via email, within two business days of their membership purchase.

How can I use my digital membership card?

Simply show your digital membership card to our staff to access the following benefits:

- Free access to Ingenium museums
- 10% members discount at Ingenium boutiques
- 10% discount at Ingenium's cafeterias
- Proof of Ingenium membership for access to reciprocal museums

You can also check the back of your digital membership card for quick access to lists of membership benefits, contact information, and other relevant info.

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How do I install the digital membership card on my mobile device?

FOR IPHONE USERS

Access the digital membership card email using your smartphone, and tap the "Download Membership Card" 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.

FOR ANDROID DEVICES

Access the digital membership card email using your smartphone, and tap the "Download Membership Card" button.- It will then bring up an image of your card and offer you the option to Save to Google Pay.- If you don't currently have the app installed, you will be taken to the Google Play store to download it first.- Once you've downloaded the appropriate app and saved your card, you can access it at any time by opening that app.

I don't have access to a smartphone. What should I do?

If you don't have access to a smartphone, please contact the Ingenium membership department and we will send you a PDF version of your digital membership card that can be printed at home: contact@ingeniumcanada.org

Can my old membership card still be used?

Old membership cards are now outdated, and don't properly reflect extensions that have been granted as a result of COVID-related museum closures. In addition, old membership cards do not contain a barcode, which may be required in the future.

Why is Ingenium transitioning to digital membership cards?

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Digital membership cards have a number of key benefits over physical cards, including the following:

- Most find it more convenient to access cards directly on their smartphones.
- They allow Ingenium to update membership details in real time without needing to resend physical cards or cancel old cards. This is especially useful for membership extensions related to COVID closures.
- Digital cards are a more sustainable option, allowing us to cut down on paper and other resources.

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

Yes! Within two business days of your membership renewal you should see updated details on your digital membership card.

I didn't receive the email for downloading the digital membership card. What should I do?

You may want to check the Junk, Spam, or Unwanted folders of your email. If you still cannot find the email, please contact us at contact@ingeniumcanada.org, 613-991-3053

I have a second cardholder on my membership. Will they also receive a digital membership card?

If your secondary cardholder did not receive an email with their card, then you can forward your email to them so that they can install the card as well.

Will the digital membership card work for entrance at museums under Ingenium's reciprocal agreements?

Yes, you can use the digital membership card to enjoy the reciprocal museum program. The reciprocal program logos are displayed on the digital membership card; simply show your card to our reciprocal partners when you visit.