

Frequently Asked Questions

How do I access the Member Portal?

Login into the [Member Portal](#) using your email address, and you will receive a magic link in your inbox that will allow you to log in without a password. The portal includes behind-the-scenes content for members only. You can also access your digital membership card in the portal.

What is my member code?

You can find the member code on your digital membership card underneath your name. You can access your membership card through the Member Portal linked above. The member code is composed of two words as opposed to numbers and can be used on our [website](#) for free event tickets, discounts, and free admission. It is also located on your digital membership card under your name.

What other cultural institutions does my CJM membership card get me access to for free?

Members at the Household tier and above have free access to the over 1,000 cultural institutions through the North American Reciprocal Membership program (NARM). You can explore the organizations on this list on the [NARM website](#). Your digital membership card has a gold logo indicating your membership. Show your membership card upon check in to receive free entry.

Can I receive a physical membership card instead of a digital membership card?

Yes, please email membership@capitaljewishmuseum.org with this request and your mailing address.

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.

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

Android: Navigate to the back of the card (tap on the small "i" on the front) and use the "Share Pass" button to send the card to your secondary member.

iPhone: Navigate to the back of the card (tap on the "..." button on the front), then tap on the share icon at the top right to send the card to your secondary member.

If you are an iPhone user, you will find the share icon at the top right on the back of the card.

My partner/spouse needs a membership card in their name.

Please email membership@capitaljewishmuseum.org with this request and your partner/spouse's email address.

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!). Some iPhones will open your digital wallet by double tapping the power button twice. If you have an Android, you'll need to download Wallet Passes from the Play Store prior to downloading the card.