

Mobile Member Card App FAQ

LACMA members can use the free Mobile Member Card app to take advantage of their benefits, including free admission, access to Member Previews, discounts at the museum, and much more.

How do I get the Mobile Member Card app?

1. Download it on iTunes or Google Play—the app’s available for iPhone and Android. Just search “LACMA Member.”
2. After you install and launch the app, you’ll be prompted to enter your member ID number. You can find it in your welcome email or on your plastic member card, if you have an old one. You can also call Member Services at 323 857-6151 (Mondays–Fridays, 9 am–5 pm) or email membership@lacma.org to find your member ID.
3. Select where you’d like us to send your verification code: email or mobile phone.
4. After you get your verification code, relaunch the app and enter your verification code.
5. The details of your membership should now be visible in the app. When you launch the app on-site at LACMA (or at home), your personal membership details will be visible on screen.

What if I can’t find my member ID?

You can enter the email address or mobile phone number associated with your membership, and we’ll send you an email or text message with your member ID. Still having trouble? Call Member Services at 323 857-6151 (Mondays–Fridays, 9 am–5 pm) or email membership@lacma.org.

I just joined. How long will it be before I can use the app?

It usually takes us about a week to process your membership, after which we’ll send you a welcome email and give you details on how to download and activate the Mobile Member Card.

What are the technical requirements?

This app works on most Android phones, Jelly Bean and higher, and iOS devices including iPhone and iPad running iOS 7 and higher.

How do I use the app?

The Mobile Member Card is just like your old plastic card, but it's paperless, and therefore greener. It also reflects the most recent updates to your membership profile. Just show the mobile card at any Ticket Office when you visit the museum for free admission and to take advantage of other member benefits. Our staff will scan the barcode, and you'll be on your way!

Will I still get a plastic card?

Members at the Student, Individual, and Dual level will no longer receive plastic membership cards as of July 1, 2015. We're committed to going green at LACMA, and eliminating the tens of thousands of plastic membership cards (plus all the paper used when they're mailed) that we print every year will make a huge difference. If you don't have the Mobile Member Card, you can still visit LACMA without a plastic card. Just show your photo ID at the Ticket Office—no plastic card required.

If you are a member at the Friend level or above, you will still receive a plastic card so that you may use it at the 25 reciprocal museums nationwide (listed on the back of the card). However, you may also download the Mobile Member Card and use it when visiting LACMA.

Who can use the Mobile Member Card app?

The app may be used by all paid members. The app does not reflect NexGen memberships, who will continue to receive plastic cards.

Will the app update when I renew my membership?

Yes, the app will refresh once a day (as long as you are connected to Wi-Fi). However, please allow a few days for us to process your renewal.

Can I use the app to change my address, phone number, etc.?

Unfortunately, the app does not yet have this capability. You can update or change your personal information by calling Member Services at 323 857-6151 (Monday–Friday, 9 am–5 pm), visiting a LACMA Ticket Office, or emailing membership@lacma.org.

I share my membership with someone else. Can we both use the app?

Absolutely! If you share your membership with a second person (Dual level or above), both of your names will appear at the top of the Mobile Member Card. You may visit together or separately with a guest, as long as there are no more than two adults per visit. Just like with your regular member card, your membership is not transferable, and you may be asked to present a photo ID when visiting the museum.

How many guests may I bring with the Mobile Member Card?

The Mobile Member Card allows the same benefits as your regular member card. Check your membership level for more details about free tickets, guest passes, and more.

I used to get a “guest of” card. Does the app cover that?

No. We are discontinuing “guest of” cards altogether. But don’t worry! If you are at the Dual level or higher, you can always bring a guest.

Can I use the Mobile Member Card for discounts at the LACMA Store?

Yes! Your member benefits, including your discount at the LACMA Store, are still in place. Just show your Mobile Member Card when you’re making your purchase.

Will I be able to use the Mobile Member Card to receive reciprocal privileges at other museums?

Not at this time. If you’re a member at the Friend level or above and you plan to use your reciprocal privileges while traveling, take your original plastic card with you.

What should I do if I change phones?

Download the app again from iTunes or Google Play, enter your member ID, and you’re all set!

How do I become a member?

Great question! You may join LACMA online, by calling 323 857-6151 or by stopping at one of the membership desks located near either Ticket Office on your next visit.