



## RJF Presidents' Club Digital Membership Card

### Frequently Asked Questions

We are now offering digital membership cards for the RJF Presidents' Club. Digital membership cards are an environmentally friendly way to provide a simplified check-in at the Club, while helping us decrease cost associated with printing physical cards. It is also easier for you – no need to flip through your wallet or purse looking for yet another card. You can never misplace a digital card. It is always just a few taps away!

#### When will I receive my digital card?

If you are a new member, the primary email address on your account will receive a link to download your digital membership card within two weeks of the date you joined. If you are a renewing member, you will receive a link to download a new card within two weeks of your renewal. You can then simply delete your expired card from your app.

#### When will I need to use my digital card?

When you enter the Club at any time, you simply need to show your digital membership card to a concierge or staff member.

#### How do I add my digital card to my mobile phone?

##### iPhone Users

1. iPhone users will have an app already on their phone called Apple Wallet.
2. Open the digital membership card email from your phone.
3. Make sure Safari is set as your default browser.
4. Click on the "Download My Digital Membership Card" link from the email.
5. You will see a preview of your card. Click "Add".
6. Your digital membership card is now stored in your Apple Wallet app.

## **Android Users**

1. Android users will have an app already on their phone called Google Wallet
2. Open the digital membership card email from your phone.
3. Make sure Google Chrome is set as your default browser.
4. Click on the “Download My Digital Membership Card” link from the email.
5. You will see a preview of your card. Click “Add”.
6. Your digital membership card is now stored in your Google Wallet app.

## **How do I access my digital card?**

For iPhone users, your digital card will be in your Apple Wallet app. For Android users, your digital card will be in your Google Wallet app.

## **What information is stored on my digital membership card?**

Your name, membership level and renewal date. You will also find helpful information on the back of the card like the contact information for our Donor Relations team, a link to the RJF Presidents’ Club webpage, and the Dinner Reservations phone number and email.

## **Can I share my digital card?**

Members must be present in the Club with all guests. You can only share your membership card with another member of your household. Send the original email with the digital membership card link to them and they will be able to download the card to their mobile device. A limit of two (2) downloads per membership card within the same household.

## **What if I do not want to use a digital card or do not have a mobile phone?**

Our standard process will be to send you a digital membership card. We do hope you will join us in this effort to provide you with an eco-friendly, simplified, and touchless access option. However, we understand if you need to have a physical card. Please contact the Club with your request at 216-640-8420. Please allow a minimum of two weeks to receive your physical card.

## **Who do I contact with questions or assistance downloading my digital membership card?**

Jason Bogdany  
216-640-8428  
[jason.bogdany@playhousesquare.org](mailto:jason.bogdany@playhousesquare.org)