

Membership FAQ

How do I activate my profile?

1. Visit <https://bgozarks.ticketapp.org/portal/auth>
2. Click the **Create Account** button
3. Enter your name, the email address associated with your BGO membership, and your phone number. The system will attempt to link your membership to your account by matching your email.
4. Choose whether you prefer to receive your verification code via text or email, then select Send Verification.
5. Enter the verification code and select **Submit Code**.
6. You will be prompted to create a password that is eight characters long, contains upper and lowercase letters, and should include at least one number.



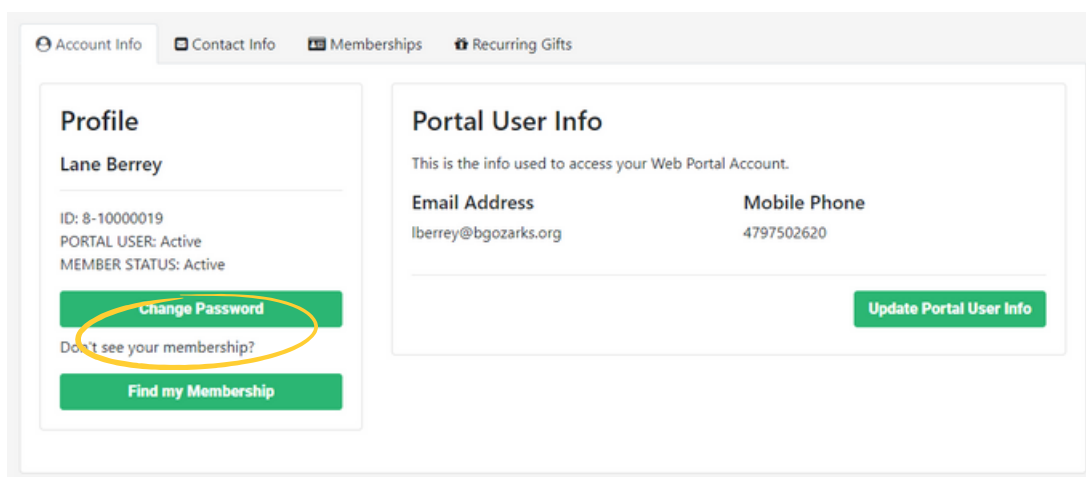
My membership is not showing on my account. How can I connect it?

1. Log in to your account at bgozarks.ticketapp.org/portal/profile by clicking **My Account** in the top right and selecting **Log In** from the drop-down.
2. After logging in, go to your profile by clicking your name in the top right and selecting **Profile**.
3. On the left-hand taskbar, click **Find My Membership**.
4. Enter your Membership ID and click **Locate Membership**.
5. Verify your membership using the primary phone or email associated with your membership.



Note: If you do not have access to the primary phone or email associated with your membership, please contact the Membership Department at memberships@bgozarks.org.

1. Once you receive the verification code via text or email, enter the code and click **Submit Code and Reset Account**.
2. You should now see your membership appearing within your account profile.



The screenshot shows a user profile page with the following elements:

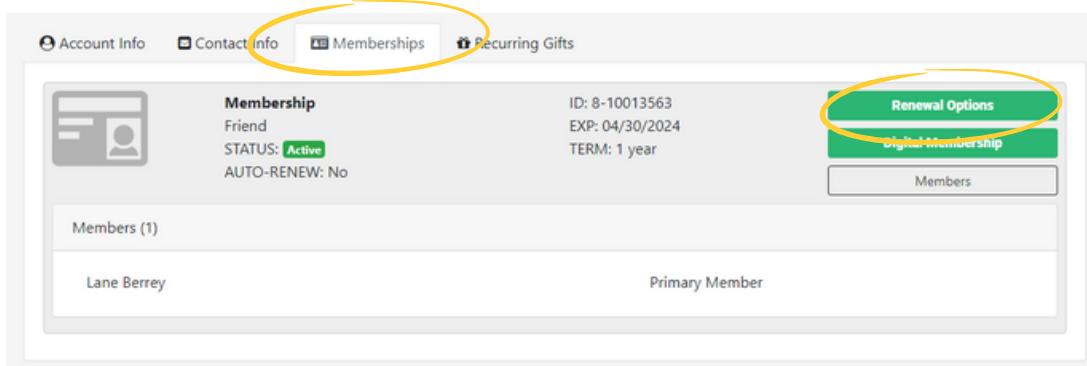
- Navigation tabs: Account Info, Contact Info, Memberships, Recurring Gifts.
- Profile** section:
 - Name: Lane Berrey
 - ID: 8-10000019
 - PORTAL USER: Active
 - MEMBER STATUS: Active
 - Buttons: Change Password (circled in yellow), Find my Membership
 - Text: Don't see your membership?
- Portal User Info** section:
 - Text: This is the info used to access your Web Portal Account.
 - Fields: Email Address (lberrey@bgozarks.org), Mobile Phone (4797502620)
 - Button: Update Portal User Info

How do I renew my membership?

You may join or renew either online or in person at the Garden.

To renew online, follow these steps:

1. Log in to your account at bgozarks.ticketapp.org/portal/profile by clicking **My Account** in the top right and selecting **Log In** from the drop-down.
2. After logging in, go to your profile by clicking your name in the top right and selecting **Profile**.
3. Click the **Memberships** tab, find your current membership, and click **Renewal Options**.



Should I join/renew my membership before I visit?

You may join or renew either online or in person at the Garden.

Your **digital** membership card will be sent to your email within 24 hours of your purchase.
Your **physical** membership card(s) will arrive by USPS in 2-3 weeks.

You can still visit the Garden without your membership card. Please present your name at the Admissions Window, and we will look up your membership record.

Can I renew early?

Yes! If you renew your membership before it has expired, your membership will be extended for 1 year from the current expiration date.

How many guest passes do I have? Who can use them? How can they use them?

All memberships are associated with **2 guest admissions passes**.

Guest passes are for one-time use and are tracked digitally at the Admissions Window.

Guests simply need to give the name of the BGO member at Admissions. A member does not need to be present for their guest(s) to use guest passes.

Note: Physical or digital passes are not available at this time.

Note: Guest passes cannot be used for events or programs.

When will I receive my membership cards?

Your **digital** membership card will be sent to your email within 24 hours of your purchase. Your **physical** membership card(s) will arrive by USPS in 2-3 weeks.

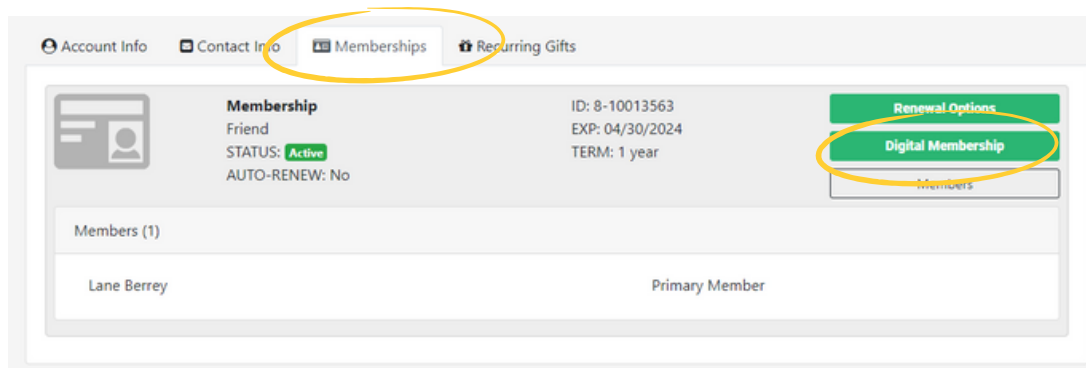
I cannot access my digital card. Can I re-download it?

Sure! Use the link from the original email you received to download your digital membership card again. You can also access the download page from your BGO member portal.

1. Log in to your account at bgozarks.ticketapp.org/portal/profile by clicking **My Account** in the top right and selecting **Log In** from the drop-down.
2. After logging in, go to your profile by clicking your name in the top right and selecting **Profile**. Your membership should already be associated with your account.

Note: If you don't see your membership, see below to connect your membership to your account.

1. Click the **Memberships** tab, find your current membership, and click **Digital Membership** to go to the digital card download page.

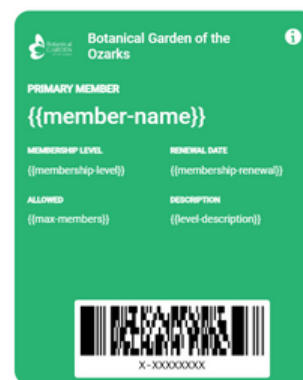


My phone doesn't have Google or Apple Wallet, can I still use a digital membership card?

Yes! Use the link from the original email you received to download your digital membership card again. You can also access the download page in your BGO membership portal

See *"I cannot access my digital card. Can I re-download it?"*

1. Select **Add to Google Wallet** and click **View Pass**. Take a screenshot and present the photo at the Admissions Window for entry to the Garden.



I lost my membership card. Can I receive another one?

Yes! please fill out the Membership Card Request form on our website.

Link: bgozarks.org/membership-card-request/

