

Downloading Your Digital Membership Card

There are three ways to access your membership card:

- Apple Wallet
 - Google Wallet
 - The eMembership App
-

For iPhone (Apple Wallet)

1. Open the membership email on your iPhone.
2. Tap the membership card link.
3. Review your digital membership card.
4. Tap the “Add to Apple Wallet” button.
5. Tap “Add” in the top-right corner of your screen.
6. Your membership card is now saved in Apple Wallet.

You can access your card anytime by opening the Wallet app on your iPhone.

For Android (Google Wallet)

1. Open the membership email on your Android device.
2. Tap the membership card link.
3. Review your digital membership card.
4. Tap the “Add to Google Wallet” button.
5. Follow the prompts to save the card.
6. Your membership card is now available in Google Wallet.

You can access your card anytime through the Google Wallet app.

For the eMembership Card App

1. Download the eMembership app using the links below:
 - [Apple App Store](#)
 - [Google Play Store](#)
2. Open the app.

3. Select the LancasterHistory or Friends of the Tanger Arboretum tile and tap “Find My Membership Cards.”
 4. Enter your membership number and last name.
-

Using Your Digital Membership Card

Your digital membership card can be used for:

- Membership verification
- Guest admissions (if applicable)
- Accessing member benefits
- Displaying membership expiration information
- Reciprocal admission programs such as NARM or RAP

At participating institutions, simply present the QR code or barcode displayed on your digital card.

Viewing Membership Benefits

Membership benefits may appear:

- On the back of your Apple Wallet or Google Wallet card (Click the three dots in the upper right-hand corner, select “pass details” and then click the link called “member details”
- Inside the eMembership app.

Benefits may include:

- Free admission
- Guest passes
- Reciprocal benefits
- Store discounts

Updating Your Membership Card

Whenever LancasterHistory updates your membership information, your digital card updates automatically.

This may include:

- New expiration dates after renewal
- Membership level upgrades

- Updated member names
- New benefits or reciprocal information

There is no need to download a new card unless instructed by LancasterHistory.

Renewal Notifications

You may receive reminders when your membership is approaching expiration through:

- Mail or email (depending on whether or not you have indicated a preference)
- Push notifications to your phone

Simply follow the renewal instructions provided by LancasterHistory.

FAQ's

Q: I received the email, but the card will not open.

A: Please try the following:

- Open the link directly on your smartphone
- Make sure your internet connection is active
- Try a different browser
- Ensure your phone software is up to date

Q: I belong to both LancasterHistory and Friends of the Tanger Arboretum. What do I do?

A: You should receive two invitation emails, one for each membership program.

If using Apple Wallet or Google Wallet:

- Add both cards separately using the instructions above.

If using the eMembership app:

- Download the app once and add both memberships within the app.

Q: I accidentally deleted my digital card.

A: Reopen the original membership email or text message and add the card again.

If you cannot locate the message, contact LancasterHistory for a new link.

Q: My membership information is incorrect.

A: Please contact LancasterHistory's membership office directly to update your information.

Q: I have a Family & Friends Membership or higher, and it was only sent to one Member. Can I get a Digital Card sent to the second Adult?

A: Yes, please contact LancasterHistory's membership office directly to add a second email.

Q: I renewed my membership, but my expiration date has not updated.

A: Membership updates may take some time to sync. If the update does not appear after 24–48 hours, please contact LancasterHistory at 717.392.4633, ext. 141.

Q: Can I share my digital card?

A: Digital membership cards are intended only for the named member(s) associated with the membership. You can, however, share eligible digital guest passes with non-members.

Q: I don't want a digital card. Can I still get a paper card?

A: Yes. As of June 2026, LancasterHistory will no longer automatically generate paper membership cards, but members may still request one.

We've moved to this digital program to:

- Provide easier access for members
- Reduce production and mailing costs
- Allow automatic updates and guest pass sharing
- Improve communication for member events and opportunities

And remember, you generally do not need to present a membership card at LancasterHistory because we can always look you up by name at the front desk.

If you would still prefer a paper card, please complete [the online form](#) or call 717.392.4633, ext. 141 when renewing your membership.