membercard

Digital MemberCard FAQs

1. **Where is my access code?**
   Your access code is in an email or letter from the organization you support. Access codes are alpha numeric and formatted as A1B2C3D4-000. The last three characters are always numeric, and the hyphen will auto-populate when you enter the code into the app.

2. **How do I enter a new access code?**
   Once logged in to the mobile app, click on the menu (three lines) in the top left-hand corner, select 'Add Access Code,' enter new access code and tap the 'Submit.' This applies to both entering multiple codes for different organizations you contribute to, or if you are just entering an updated code because your previous one expired.

3. **Why is the app not recognizing my access code?**
   Please confirm you are entering the entire access code. The hyphen will auto-populate after you enter the first eight characters and then you must include the last three digits. If you have entered the entire code and are still having trouble, please reach out to us at (800) 423-7645 or mobile@membercard.com.

4. **How do I filter search results?**
   Tap on the button of the category you wish to view, and the associated offers will populate for you. You can filter these further by selecting from the drop-down menu or using the search bar at the bottom of the screen. You may also change the radius to view benefits available in your area by tapping the map icon in the upper right-hand corner. The default is 25 miles, but you can slide that from 5-200 miles and select "View Results."

5. **How do I change location settings for the Mobile App?**
   Navigate to your phone's Settings and Location. Choose the MemberCard app and select your permission preference.

6. **How can I stay informed of benefit changes throughout the year?**
   To increase the value of your MemberCard, benefits are added and updated on a regular basis. In addition to checking your app, you can visit membercard.com, select your home state and organization to view the current list of benefits.