

American Sign Museum

Membership FAQ

Your ASM membership contact is Sam Tuggle, who can be reached at stuggle@americansignmuseum.org or 513.701.2195.

How do I join? How much does it cost?

You can become a member of the ASM by signing up at the admissions desk, on the ASM website, or by contacting Sam Tuggle. The cost and list of benefits for your membership varies depending on which level is purchased – a breakdown of cost and benefits can be found at <https://48055.blackbaudhosting.com/48055/Membership>.

How do I renew or upgrade my membership?

You can visit the membership page on the ASM website to renew your membership yourself via credit card payment - <https://48055.blackbaudhosting.com/48055/Membership>.

You can also renew at the admissions desk when you visit the museum, or by contacting Sam Tuggle.

How do I access my membership card?

Visit this link:

<https://museum.inficaresoft.com/wallet/link/QW1lcmljYW4gU2lnbiBNdXNldW0=/>.

The site will ask for your last name and the phone number associated with your membership. If you have difficulty or your membership is not found, contact Sam Tuggle.

The digital membership card has been introduced as a convenient option for the many ASM members that prefer a digital option. If you would like to receive a physical card, please contact Sam Tuggle.

What if there are two different last names on the membership?

If there are two members with different last names sharing a membership, you may enter either last name to download your card.

Do I have to download the Museum Anywhere app with my membership card?

No. Members may choose to download the Museum Anywhere app, which stores your digital membership card, a FAQ page, and a floorplan of the ASM. All of these resources are already available on the ASM website or at the admission desk, so you do not need the Museum Anywhere app.

Can friends or family use my membership?

Your membership (depending on the level) may allow admission for 1-2 members as well as a number of consumable guest passes. These passes may be used to admit friends and family, but one of the primary membership holders must be present in order to claim this benefit. All guest passes are available at the admission desk.

How do I know how many guest passes I have left?

The starting amount of guest passes for your membership is listed in your member benefits. If you would like to know how many you have remaining, you may contact Sam Tuggle.

How do I claim NARM benefits?

If your membership is at the Friend level or above, you will be automatically enrolled in the North American Reciprocal Museum Association (NARM). A list of participating institutions can be found here: <https://narmassociation.org/members/>. When visiting one of these institutions, present your ASM membership card with the NARM logo and share your membership benefits – these ASM benefits should be recognized by the institution.

All you need for a NARM institution to recognize your benefits is to show the golden NARM sticker on your card or the NARM logo on your digital card.

What if I visit the Museum but forgot my phone or membership card?

You may still claim membership benefits by telling the staff at the admissions desk that you are a member and share your last name. If you have NARM benefits, you will want to make sure that you do have your card when visiting other organizations, or they will not be able to verify that you are a member with another NARM institution.

How can I get regular updates on Museum events and programs?

If you would like to receive the ASM's monthly newsletter and other email communications about the ASM's upcoming events, programs, and other news, contact Sam Tuggle.

Can my membership be set up to automatically renew each year?

Yes! If you pay for your membership with a credit card, you have the option to enable automatic payments for membership renewal. Auto-renewal can be cancelled at any time by contacting Sam Tuggle.

What are the discounted or free programs included with my membership?

All upcoming ASM events and programs can be found on the *Events* page of the ASM website - <https://www.americansignmuseum.org/events/museum-events>.

Each program will have a "Member" cost and a "General" or "Non-member" cost. These are updated frequently and are advertised on social media AND the monthly newsletter, so members will have ample opportunity to make the most of this benefit.