

Member Login Troubleshooting for GRAM's Website

FAQ

Wait, I have to sign in to register for events/programs now?

Yes, due to overwhelming public demand for our events and programs, we are now requiring members to sign in to register.

How do I do that?

Start by clicking on the "Register" link at the top of the page associated with the event/program you are interested in.



[image GRAM_1.2]

Fill out the form, using your email for the user name, and create your password. Hit "Create Login" and you will be set. *Please note, your login email address needs to match the email associated with your GRAM Membership.*

The image shows a registration form for GRAM. At the top is the GRAM logo. Below it is the heading "Registration" followed by the subtext "Create your GRAM login to receive your GRAM member discounts or benefits." The form is divided into two sections: "Registration Details" and "Username & password".
The "Registration Details" section contains the following fields:

- Title: [dropdown menu]
- Country: [dropdown menu with "United States" selected]
- First name: [text input]
- Address: [text input]
- Last name: [text input]
- City: [text input]
- Email: [text input]
- State: [dropdown menu with "<Please Select>" selected]
- Phone: [text input]
- ZIP: [text input]

The "Username & password" section contains the following fields:

- Username: [text input] with a note: "The site uses your email address to"
- Password: [text input]
- Confirm password: [text input]

At the bottom of the form is a blue button labeled "Create Login".

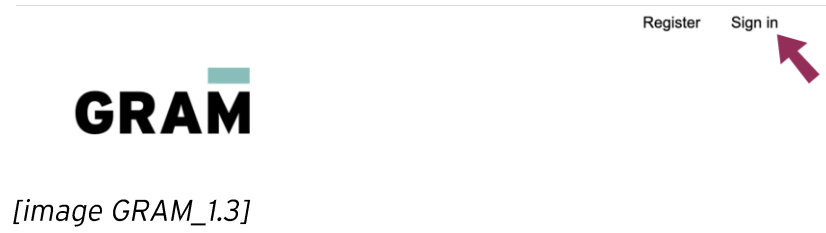
[image GRAM_2]

Oh no! I don't remember which email I used when I became a GRAM Member!?

Don't worry. Just give GRAM's Visitor Services a call at 616.831.1000 or send them an email at info@artmuseumgr.org and they can help you out.

I've already created a login and password, how do I sign in?

Just click the "Sign In" link at the top of the page of the event/program you want to register for and enter your login and password.



[image GRAM_1.3]

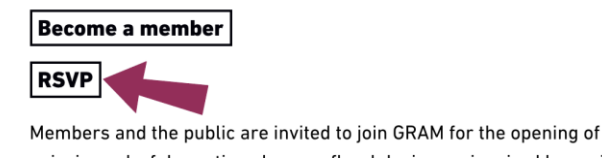
I'm a Member and I am successfully signed in, but it still looks like I am being charged for an event/program that is supposed to be free for members?

The GRAM Member discount is not applied to any transaction until the last screen. Add the items to your cart and proceed to the checkout screen. At that point you should see the member discount applied. When you hit "checkout" you will be taken to a final confirmation screen listing what you have registered for and you will receive a confirmation email.

If you are having any issues during your checkout, please give visitor services a call at 616.831.1000 or email info@artmuseumgr.org

Member Login Registration Walkthrough

- Go to www.artmuseumgr.org
- Under the Events tab, select "Member Events" and click on the Member Event you want to sign-up for and then click RSVP box.



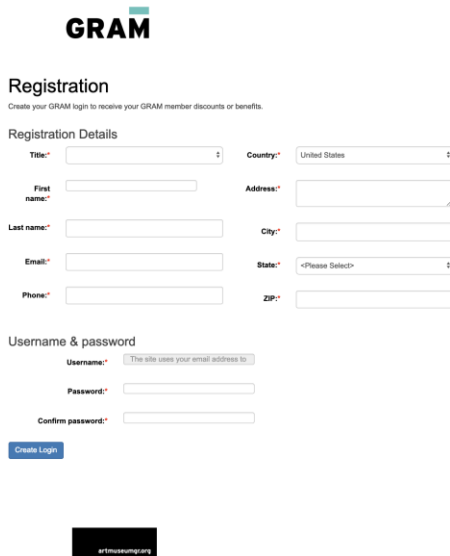
[image GRAM_4.1]

- Click on the “Register” link at the top right of the page.



[image GRAM_1.1]

- Fill out your Registration Information and Create your Login and Password. PLEASE NOTE, your login is the email address associated with your GRAM Membership. If you do not remember the email you used to become a GRAM Member, please call Visitor Services or email info@artmuseumgr.org for assistance.



[image GRAM_2]

- Click the “Create Login” button at the bottom of the page and you will be signed in and able to register for the event/program you selected!

RSVP for a Member Event/Program

- Go to www.artmuseumgr.org
- Under the Events tab, select "Member Events" and click on the Member Event you want to sign-up for and then click RSVP box.

Become a member

RSVP



Members and the public are invited to join GRAM for the opening of

[image GRAM_4.1]

- Click on the "Sign In" link at the top right of the page.

Register Sign in



GRAM

[image GRAM_1.2]

- You will be prompted to fill in the sign in box using your login and password. Don't forget, your login is the email address associated with your GRAM Membership.
- Select the quantity and types of tickets that you want and add them to your cart by clicking "Add To Cart".

GRAM

Really Great GRAM Member Event



6:00 PM – 9:00 PM

Open to the public (\$15 admission), Members Free (Please sign-in, membership discounts will appear in check-out.)

Members and the public are invited to join GRAM for the opening of Art In Bloom! Experience the first sights of spring while enjoying colorful creations by area floral designers inspired by assigned pieces from GRAM's permanent collection. Enjoy complimentary hors d'oeuvres, a cash bar, and 17 food designs while mingling with fellow art lovers. This event is open to the public and free for GRAM members.

Please sign-in or register to RSVP for this event.

If you are having trouble signing in, please contact Visitor Services at 616.831.1000.

Not a member? Join online for instant access and fastest service or call 616.831.1000.

Member (Please sign-in to see discount at checkout)	<input type="text" value="Quantity"/>	\$15.00
Non-Member Adult	<input type="text" value="Quantity"/>	\$15.00
Non-Member Youth (6-17)	<input type="text" value="Quantity"/>	\$6.00
Child (5 and under)	<input type="text" value="Quantity"/>	Free

Register

artmuseumgr.org

[image GRAM_5.1]

- Fill in any all information about additional guests and click “Add To Cart”.

Registrant 1: Member (Please sign-in to see discount at checkout)

First name:*	<input type="text" value="Gram"/>	Country:	<input type="text" value="United States"/>
Last name:*	<input type="text" value="ArtMuseum"/>	Address:	<input type="text" value="101 Monroe Center"/>
Phone:	<input type="text" value="6168311000"/>	City:	<input type="text" value="Grand Rapids"/>
Email:*	<input type="text" value="info@artmuseumgr.org"/>	State:	<input type="text" value="MI"/>
<input checked="" type="checkbox"/> Use this as my billing information		ZIP:	<input type="text" value="49503"/>


Total: \$15.00



[image GRAM_7]

- At this point, your Member Discount should have applied to any/all relevant items in your cart. And you can click “Check Out”.

Event Registrations



Really Great GRAM Member Event - Member
(Please sign in to see discount at checkout)

Discounts: (\$15.00)

1 at \$15.00 Remove \$0.00

Additional Donation

\$

Total: \$0.00

Discount code:

Billing Information

Title:	<input type="text"/>	Country:*	<input type="text" value="United States"/>
First name:*	<input type="text" value="Gram"/>	Address:*	<input type="text" value="101 Monroe Center"/>
Last name:*	<input type="text" value="ArtMuseum"/>	City:*	<input type="text" value="Grand Rapids"/>
Phone:	<input type="text" value="(616) 831-1000"/>	State:*	<input type="text" value="MI"/>
Email:*	<input type="text" value="info@artmuseumgr.org"/>	ZIP:*	<input type="text" value="49503"/>

[image GRAM_8.1]

- Your order is complete and you have made it to the confirmation page! You will also receive an email at the address associated with your account.



Thank you for your online transaction of \$0.00. To achieve our mission, we rely on the generous support of individuals like you. We are grateful for your support.

Here is a summary of your transaction:

Total: \$0.00

Date:

Order: 10510941

Event Registrations



Really Great GRAM Member Event - Member
(Please sign in to see discount at checkout)

Discounts: (\$15.00)

1 at \$15.00

\$0.00

Total: \$0.00

If you have purchased tickets, please use the link below to print them. Printing out your tickets and bringing them to the counter will save you time as you arrive for the event!

[E-tickets](#)

This transaction will appear as Grand Rapids Art Museum on your credit card statement.

On behalf of our entire organization, thank you again for your generous support of our organization and its activities.

Sincerely,
Grand Rapids Art Museum



[image GRAM_9.1]