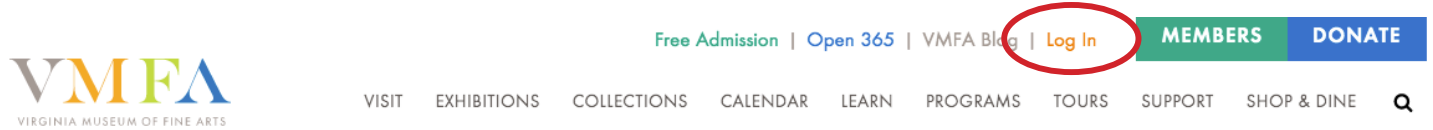


Membership Accessing Your Member Profile

1

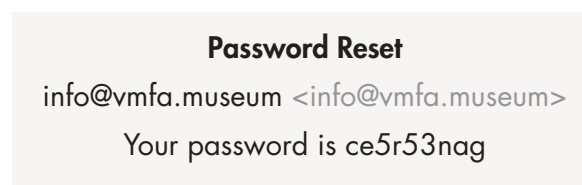
LOGGING IN OR CREATING YOUR ACCOUNT



- Go to the VMFA website at www.VMFA.museum
- On the top right of the webpage click the orange **Log In** button.

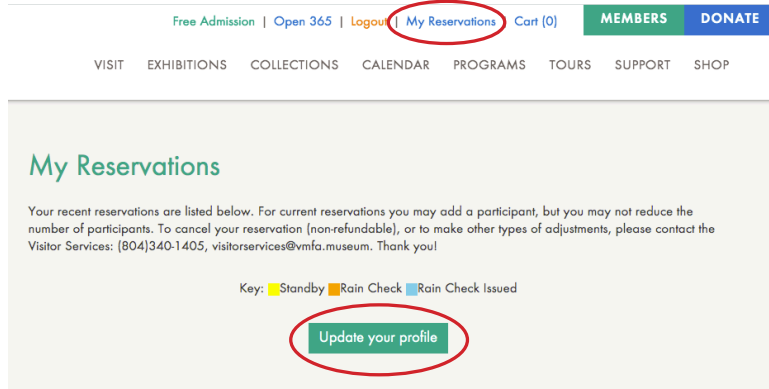
A screenshot of the VMFA login page. The page has a light green background. On the left, there is a 'Login' section with the heading 'Login' in green. Below the heading is a paragraph: 'If you are a VMFA member or have booked a reservation online with us before, please enter your email address and password to save time loading your profile details.' There are two input fields: 'Login ID:' and 'Password:'. Below the 'Login ID:' field is the text '(Email Address)'. Below the 'Password:' field is a green button labeled 'Login' and a blue button labeled 'Request password'. Both buttons are circled in red. On the right side of the page, there is a 'Questions' section with contact information: 'Visitor Services and Ticketing: 804.340.1405' and 'Member Services: 804.340.1520'. Below that is a 'New to our website?' section with the text: 'A new profile will be created for you on the billing page during the reservation process.' Below that is a 'Request password' section with the text: 'If you have forgotten your password, please enter your email address and then click the "Request Password" link. Your password will be emailed to the address provided.' At the bottom of the right section is a green button labeled 'Create Profile'.

- If you have an account with us already, type in your Login ID (primary email address) and Password and click **Login**.
- If you forgot your password or have never set one, type in your primary email address for your Login ID and click **Request Password**.



- A temporary password will be sent to your email address. Use this in the Password field on the login screen.

UPDATING YOUR PROFILE / PASSWORD



- Once you are logged in click **My Reservations** at the top of the screen
- Click **Update your profile**
- You will be brought to a screen that looks like the image below. Here you can update your profile information and change your password, if need be. Make sure that you click **Accept** when you are done or your changes will not be saved.
- You can also update your profile information while you are checking out from making a reservation or renewing your membership. When you are filling out your billing information you will be given the option to set a password and your personal information will be saved to your profile.

A screenshot of a 'Profile Information' form. The form contains several input fields: 'Member Type' (dropdown menu), 'Company' (text field, optional), 'Title' (dropdown menu), 'First Name*', 'Last Name*', 'Address (Part 1)*', 'Address (Part 2)', 'City*', 'State*', 'Zip*', 'Country' (dropdown menu, set to 'United States'), 'Email*' (with note '(will be your login ID)'), 'Use email' (checkbox, 'Check to receive more information via email'), 'Home Phone' (text field, with note '(ex: 555-111-2222)'), and 'Hear about us' (dropdown menu, 'how did you?'). At the bottom, there is a section titled 'Please Create a Password' (circled in red) with 'Password*' and 'ReType Password*' fields (both with note '(8-12 characters)'). A red asterisk indicates required fields. The 'Accept' button at the bottom right is also circled in red.

If you have any further questions or concerns, the membership department can be reached at membership@VMFA.museum or at 804.340.1520.