



## Smithsonian Affiliate Membership Program and Portal Processing FAQ's:

- **What is an Affiliate Membership and what benefits are included?**

The Affiliate Membership is a benefit exclusive to Smithsonian Affiliate organizations. It is offered in conjunction with, or in addition to, an organization's own membership program. When a visitor signs up for a Smithsonian Affiliate membership at a local Affiliate, they receive their local Affiliate's membership benefits along with additional benefits from the Smithsonian. See a full list of Smithsonian benefits [here](#).

- In addition to the Smithsonian Affiliate Membership, Affiliate organizations may also **opt-in** to the Smithsonian Affiliate Reciprocal Membership Program. This additional membership benefit allows members from participating Affiliate organizations to receive discounts on admission, retail, and programs at other Affiliate organizations that have opted into the Reciprocal Membership Program. **Both organizations must opt-in to the Reciprocal Membership Program for members to receive this benefit.** [Click here](#) for more information about Reciprocal Membership.

- **How long will it take for the member to receive their membership card and magazine?** When utilizing our online [portal](#) the processing time has significantly decreased. Typically, an order is processed within 3-5 business days of an online submission. Membership cards are usually received within 2 weeks of being processed; new members receive the first issue of the magazine in about 6 weeks. If your museum is still submitting manual memberships, please add an additional week to these estimates.

- **Will the online system automatically renew my members?**

This system is strictly to streamline submitting memberships. ALL renewals must continue to be processed at the Affiliate level and resubmitted through the payment portal.

- **My member has not received their membership card.**

**\*NEW FEATURE\*** You are now able to verify your member's status at the Affiliate level online and receive a downloadable temporary card for their immediate use.

[SMT Membership Portal \(smithsonianservice.com\)](https://smithsonianservice.com)

**PLEASE NOTE:** This temporary e-card is **NOT** acceptable for use and/or entry in the reciprocal network program. Your Affiliate must be a current offeror of the program and your member must have their physical card on-hand to receive those reciprocal benefits.

If you need to request a new card for your member, please email SFG [SPECIAL SERVICES](#) . Please include your organization's name and the member's name and address in the email.

- **We have international members. How should those memberships be submitted and what are the additional shipping costs?**

International memberships will need to be submitted manually to *Smithsonian* magazine at the following address with the excel spreadsheet including member and payment information. **Canada pricing:** 12 issues for \$25/24 issues for \$50 and **all other international pricing:** 12 issues for \$38/24 issues for \$7

SFG

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- **My member has opted not to receive the magazine portion of the membership. Is there a way to submit this in the online portal?**  
Unfortunately, not currently. This type of request will still need to be submitted manually and *Smithsonian* magazine at the address above with an excel spreadsheet containing the member (s) information, payment information and a message indicating “No Magazine Subscription”.
- **How do I submit a 2-year subscription?**  
Two-year subscriptions should be submitted manually and include the excel spreadsheet with the member(s) information and payment information. These should be mailed directly to *Smithsonian* magazine at the address listed above.
- **How do we submit address and/or magazine change requests for members?** Please email SFG [SPECIAL SERVICES](#) to change a member’s address, subscription, or other contact information. Please include your organization’s name and the member’s name and address in the email.
- **I’m receiving an error at log in that says, “Not authorized.”**  
Your password will need to be reset. Please email us at [AffiliateMember@si.edu](mailto:AffiliateMember@si.edu)
- **How do I receive a receipt for my online submittals?**  
A receipt for your order can be generated once the system reflects a **PAID** payment status. To generate the receipt:
  1. On the order history screen, choose the specific order for which you wish to receive a receipt.
  2. Click the **VIEW DETAILS** link.
  3. Your order details will display below and in the top right-hand corner, select the button labeled **CLICK HERE TO DOWNLOAD** and a receipt will be drafted for that transaction.
- **My order payment is showing “Your card did not authorize.” What does this mean?**  
Your payment was not authorized, and your orders were not submitted. Please check the payment information you submitted and/or verify with your issuing bank to make sure that “Smithsonian” is an authorized vendor for payment. Should the issue continue, please send an email to SFG [SPECIAL SERVICES](#) for further assistance.
- **My order details show that some of the submittals were rejected. Why did this happen and how do I resubmit them?**  
Please check to make sure you’ve downloaded the most recent template and follow the spreadsheet template guidelines on tab 2. Any deviation from that format will result in a rejected submittal. Should the issue continue, please email SFG [SPECIAL SERVICES](#) for further assistance.
- **How do I reset my username or password?**  
Please email us at [AffiliateMember@si.edu](mailto:AffiliateMember@si.edu) to request your password to be reset. Usernames cannot be changed.