

NAACP

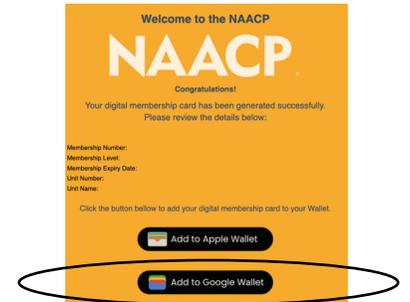
**DIGITAL
MEMBERSHIP CARD**

I am NAACP

Android User Guide

STEP 1: Download your Digital Membership Card from your email

- Open your email containing your Digital Membership Card (please check your junk mail folder)
- Scroll to and click “Add to Google Wallet” in your email
- The digital card will load (~30 seconds)
- Then add the digital card to your wallet
- Great job! Your pass is now saved to your phone



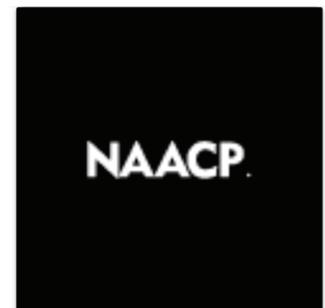
STEP 2: Open your Digital Membership Card in your Wallet App

- Search for and click on your Google Wallet
- Find the NAACP Digital Card in your Wallet App
- Confirm that information on your digital card is correct
- The information on the front of your card should include:
 - Membership Type
 - Name
 - Unit Number
 - Membership Number
 - Expiration Date



STEP 3: Check your member information on the back of the digital card

- On the top right-hand corner click the three dots icon
- Find your digital card details
- Find your “Member Information”
 - Phone
 - Address
 - Email
- View Live links and important messages
- If you need to update your membership card information, please click, “Update Membership Card”



Name

Membership Number

Expiration Date

Unit Number

Unit Name

Important Messages

Welcome to the Conference

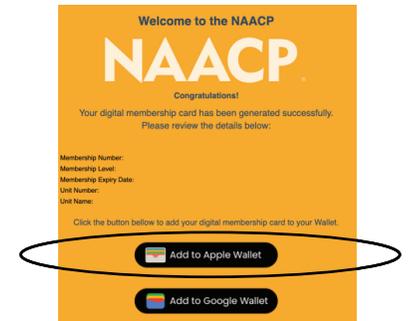
STEP 4: Provide feedback to our NAACP team

- On the back of the digital card, click the “Survey Link”: <https://forms.office.com/r/rmB7YaAPz7>
- Please complete your review of the Launch card

iPhone User Guide

STEP 1: Download your Digital Membership Card from your email

- Open your email containing your Digital Membership Card (please check your junk mail folder)
- Scroll to and click “Add to Apple Wallet” in your email
- The digital card will load (~30 seconds)
- Press “Add” in the top right-hand corner
- Great job! Your pass is now saved to your iPhone



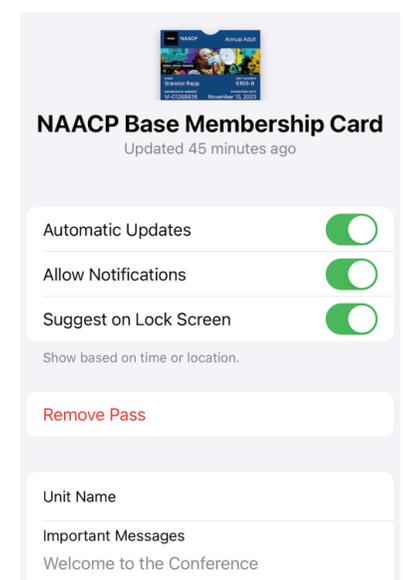
STEP 2: Open your Digital Membership Card in your Wallet App

- Search for and click on your “Wallet” App 
- Find the NAACP Digital Card in your Wallet App
- Confirm that information on your digital card is correct
- The information on the front of your card should include:
 - Membership Type
 - Name
 - Unit Number
 - Membership Number
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STEP 4: Provide feedback to our NAACP team

- On the “Pass Details” view of the card, click the “Survey Link”: <https://forms.office.com/r/rmB7YaAPz7>
- Please complete your review of the card

Renew Your Membership using the Digital Membership Card

30 days before your membership expiration date, you will receive a notification to your phone or by email to renew your membership via your Digital Membership Card

- Click the “Renew Your Membership” link on the back of your digital membership card
- Follow the prompts
- Submit payment
- Your Digital Membership Card will update with your most recent information

Note: The renew link on your digital card will only show 30-days prior to expiration

FAQ's

Frequently Asked Questions for the Digital Membership Cards

1. Am I eligible for an official NAACP Digital Membership Card?

If you are an active, paid member of the NAACP, you are eligible to receive an official NAACP digital membership card.

2. How do I get my digital membership card?

There are two ways to receive your digital membership card.

1. When you sign up for an annual, life, or subscribing membership, you will receive your digital membership card to your email after your membership application is submitted and processed.
2. Current members can call the NAACP National Contact Center at (410) 580-5777 and the National team will forward your card to your email address on file.

3. Why have I not received my digital membership card?

Please call the National NAACP Contact Center – Constituent Services Team at (410) 580-5777 to receive your digital membership card.

4. Will I be able to receive a digital membership card without a working email address?

No, you must have an email address to access your digital membership card. You also must have your email application on your mobile phone so that you can easily download the digital membership card to your phone's digital wallet. Please refer to the Digital Membership Guides for Apple and Android phones above (page 1 and page 2) for more information.

5. How do I download my digital membership card to my ios (Apple) OR Android phone?

An email with the download link will be sent to the email address that you have on file with the Association. From that email, you can click the Apple or Android links to download your digital card. Please refer to the Digital Membership Guides for Apple and Android phones above (page 1 and page 2) for more information.

6. Why does my digital membership card not appear in my Apple or Google Wallet?

Please refer to the Digital Membership Guides for Apple and Android phones above (page 1 and page 2) for more information.

7. How do I turn to the back of my digital card to review my contact information?

Please refer to the Digital Membership Guides for Apple and Android phones above (page 1 and page 2) for more information.

FAQ's

Frequently Asked Questions for the Digital Membership Cards

8. What if my contact information is not correct on the digital membership card? How do I update my contact information using my digital membership card?

Members with an active digital membership card can review and update their contact information via their digital membership card. Please locate the “Update Your Member Information” link on the back of the digital membership card (use the Digital Membership Card Guide for Apple or Android phones above (page 1 and page 2) for assistance). To update your member contact information, please click “Contact Information Update”

9. How do I renew my membership using my digital membership card?

Locate the “Renew Your Membership” link on the back of the digital membership card (use the Digital Membership Card Apple and Android guides above (page 3) for assistance). Click the link to renew your digital membership card and complete the form.

10. Why does my QR code not work?

The QR code is your unique NAACP identifier for NAACP official use only. Scanning the QR Code on the Digital Membership Card with your mobile device will not pull up any contact information.

11. Should I post my digital membership card on social media?

No, the National NAACP does not advise that you post your digital membership card on any social media outlets. Your membership card has personal identifiable information that you want to protect.

12. What if I have two or more memberships, will I receive a digital card for each of my memberships?

If you have more than one membership, you will receive a digital membership card for your most recent and up-to-date membership. You can add more than one digital membership card to your phone at any time by calling the National Contact Center – Constituent Services team at (410) 580-5777

13. Will I be able to receive a digital membership card for more than one unit?

Per the NAACP Bylaws, “Members of the Association shall affiliate and vote with only one Unit at a time.” Active members, in good standing, will receive a membership card for their most current membership only.

