

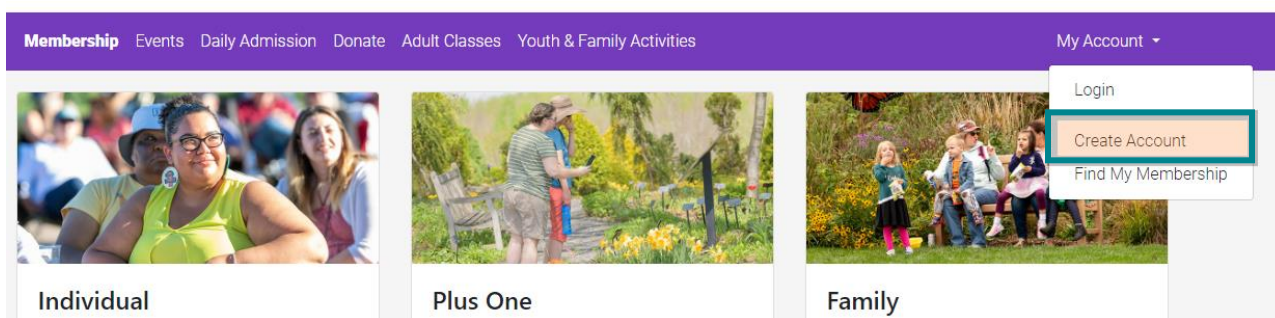


Member Account Login Instructions

Not a member? Become one today at [GBBG.org/MemberShip](https://gbbg.org/MemberShip)

First time logging in? Create an account.

Step 1: On the Green Bay Botanical Garden ticket portal page ([GBBG.org/BuyOnline](https://gbbg.org/BuyOnline)), go to **My Account** and select **Create Account** from the drop-down menu.



Step 2: Create your account by entering your first name, last name, email address, and phone number, and select **Continue**.

IMPORTANT NOTE: The email address entered must be the email associated with your membership, otherwise you will not be recognized as an active member. Not sure what email address is associated with your membership? Contact our Development & Membership Coordinator, Alina Booth, at membership@gbbg.org.

A screenshot of the "Create Account" form. The form title is "Create Account". Below the title is a paragraph: "To create your account, tell us a little about yourself. If you've purchased WPS Garden of Lights tickets online in the past, you do not need to create a new account. Simply enter the account information used to purchase your tickets." Below this is a sub-header: "Please tell us a little about yourself so we can create your account." The form contains input fields for "First Name", "Last Name", "Email Address", and "Phone Number" (with a "US" dropdown). There is a checkbox for "I'm not a robot" and a reCAPTCHA logo. Below the form is a paragraph: "If you have an existing user account and/or Membership, we will attempt to match your information for associating records." At the bottom of the form are three buttons: "Continue" (highlighted with a red box), "Login", and "Go Back".

Step 3: To authenticate your account, the system will need to send you a verification code. Select to receive that code via SMS text or email, and select **Send Verification**. In the next window, enter the Verification Code and select **Submit Code**.

Create Account

To create your account, tell us a little about yourself. If you've purchased WPS Garden of Lights tickets online in the past, you do not need to create a new account. Simply enter the account information used to purchase your tickets.

We need to send you a Verification Code to authenticate your account. Please choose how you would like to receive the code.

SMS: *****5883

EMAIL: shan.f*****@gmail.com

If we send an sms verification code to a mobile phone number, your mobile provider's standard rates for sending and receiving text messages may apply.

Send Verification

Create Account

To create your account, tell us a little about yourself. If you've purchased WPS Garden of Lights tickets online in the past, you do not need to create a new account. Simply enter the account information used to purchase your tickets.

We have sent a Verification Code to the following contact method associated with your account.

*****5883

Enter Code

Verification Code


Submit Code

Resend Verification

Step 4: Create and re-enter a password. Select **Create Account and Login** to finish process and login to your account. Select **Done** on the final screen to take you back to our ticket page.

Create Account

To create your account, tell us a little about yourself. If you've purchased WPS Garden of Lights tickets online in the past, you do not need to create a new account. Simply enter the account information used to purchase your tickets.




Code Validated!

Your password should be at least 8 characters long, contain upper and lower case letters, and at least one number.

Create Account and Login

Create Account

To create your account, tell us a little about yourself. If you've purchased WPS Garden of Lights tickets online in the past, you do not need to create a new account. Simply enter the account information used to purchase your tickets.



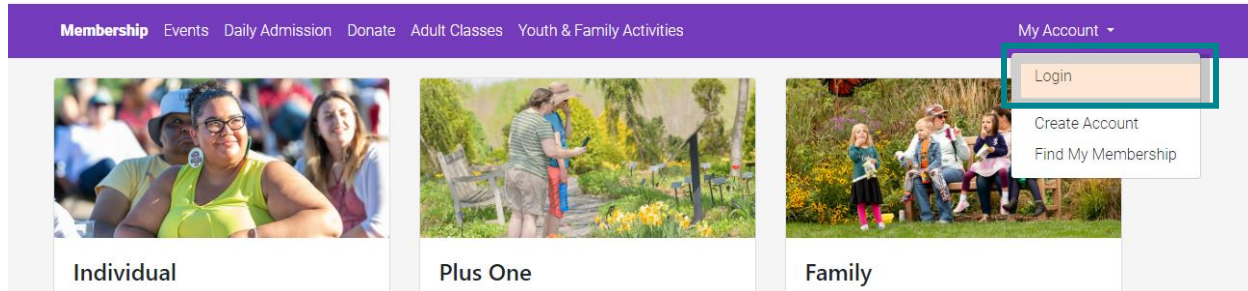
Account Creation Complete!

Congratulations, your account is set up and ready to use!

Done

Already created an account? Log in to your account.

Step 1: On the Green Bay Botanical Garden ticket portal page (GBBG.org/BuyOnline), go to **My Account** and select **Login** from the drop-down menu.



Step 2: Enter your email address and password and click **Login**. If you cannot remember your password, click **Forgot Password** to reset your password.

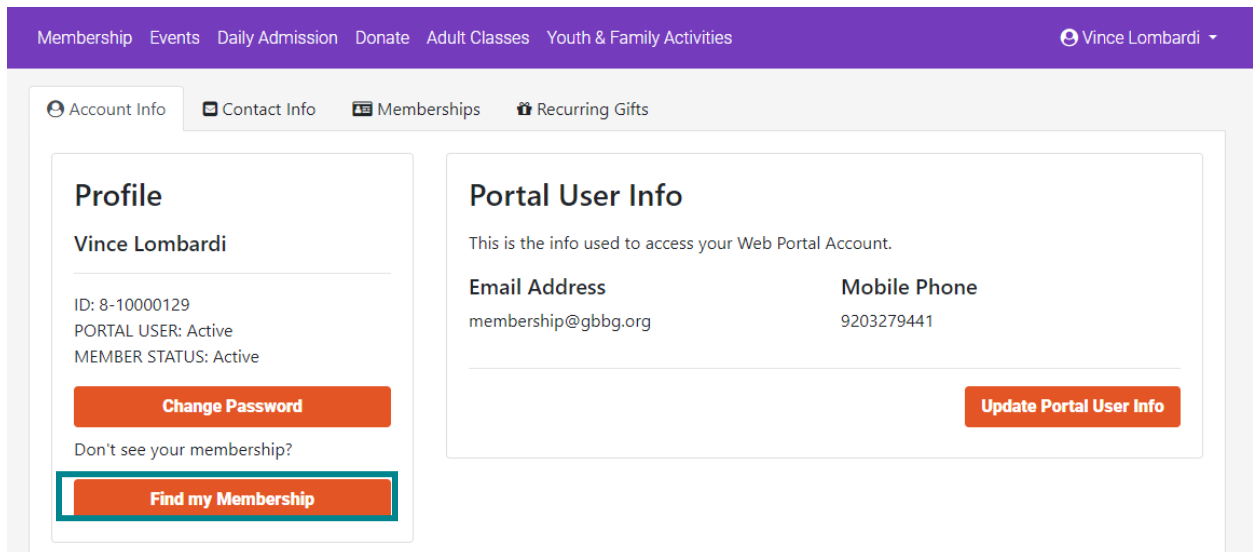
A screenshot of the login form. At the top, it says 'Please sign in'. Below that, it says 'If you are a member and this is your first time logging in, please click **Create Account** below.' Then, it says 'Members, if this is your first time logging in, select **Create Account** below to receive your member discount. Member discount will appear at checkout on select events and classes.' There are two input fields: 'Email Address' and 'Password'. Below the input fields are three buttons: 'Login' (highlighted with a red box), 'Forgot Password', and 'Create Account'. At the bottom is a 'Go Back' link.

Step 3: To view your membership information, click your name in the right side of the top menu, then select **Profile** from the drop-down menu. On this page, you have the ability to update contact information, view your membership level, view other members associated with your account, renew or upgrade your membership, and change your account password.



Don't see your membership in your account?

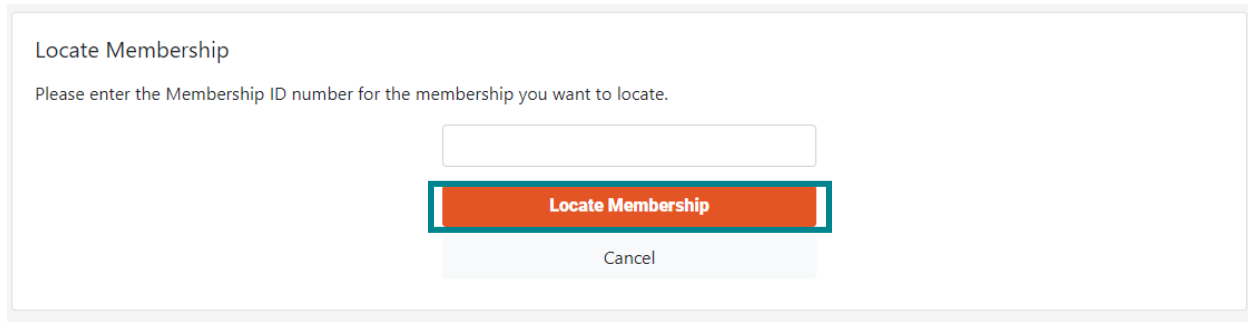
Step 1: On your account profile page, click on the **Find My Membership** button on the left side.



The screenshot shows a user account profile page for Vince Lombardi. The page has a purple header with navigation links: Membership, Events, Daily Admission, Donate, Adult Classes, Youth & Family Activities, and a user profile icon for Vince Lombardi. Below the header are tabs for Account Info, Contact Info, Memberships, and Recurring Gifts. The Account Info tab is active, showing a Profile section with the name Vince Lombardi, ID: 8-10000129, PORTAL USER: Active, and MEMBER STATUS: Active. There is a 'Change Password' button and a 'Don't see your membership?' link. Below the link is a 'Find my Membership' button, which is highlighted with a red border. To the right is the Portal User Info section, which includes the text 'This is the info used to access your Web Portal Account.' and fields for Email Address (membership@gbbg.org) and Mobile Phone (9203279441). There is an 'Update Portal User Info' button.

Step 2: Enter your member ID (including the dash; ex. 1-234567) and click **Locate Membership**.

Don't know your Member ID number? Contact our Guest Experience Team at 920.490.9457, or email us at info@gbbg.org.



The screenshot shows a 'Locate Membership' form. The title is 'Locate Membership' and the instruction is 'Please enter the Membership ID number for the membership you want to locate.' There is a text input field for the membership ID. Below the input field is a 'Locate Membership' button, which is highlighted with a red border. Below the 'Locate Membership' button is a 'Cancel' button.

Step 3: If your membership is successfully located, the next screen will list the information associated with your membership. Select to receive a verification code via SMS text or email, and select **Send Verification Code**.

IMPORTANT NOTE: If your membership could not be located, contact our Development & Membership Coordinator, Alina Booth, at membership@gbbg.org.

Verify Membership

We have located the following Membership information. Please choose a verification method below and we will send you a verification code to confirm your identity.

We located the following Membership:

| | |
|-----------|--------------------|
| MEMBER ID | 8-10025916 |
| PROGRAM | General Membership |
| LEVEL | Individual |

Please choose your name and a verification method:

Jane Doe (Primary Member) ▼

EMAIL: mark*****@gbbg.org

SMS: *****8899

Send Verification Code

Cancel

Step 4: In the next window, enter the Verification Code and select **Submit Code and Reset Account**. Your account should now be associated with your membership.

Enter Verification Code

We have sent a Verification Code to the following contact method associated with your account. Please enter the code below to confirm your identity and reset your account.

After confirming your identity, we will reset your account to associate with the following Membership:

| | |
|----------------|--------------------|
| MEMBER ID | 8-10025916 |
| PROGRAM | General Membership |
| LEVEL | Individual |
| PRIMARY MEMBER | Jane Doe |

Submit Code and Reset Account

Cancel

Questions? Contact our Guest Experience Team at info@gbbg.org or 920.490.9457.