Member Account Login Instructions

Not a member? Become one today at GBBG.org/Membership

First time logging in? Create an account.

Step 1: On the Green Bay Botanical Garden ticket portal page (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.
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**.

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.
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.

**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.

**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.
**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:

<table>
<thead>
<tr>
<th>MEMBER ID</th>
<th>8-10025916</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAM</td>
<td>General Membership</td>
</tr>
<tr>
<td>LEVEL</td>
<td>Individual</td>
</tr>
</tbody>
</table>

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:

<table>
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<tr>
<th>MEMBER ID</th>
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</thead>
<tbody>
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</tr>
<tr>
<td>LEVEL</td>
<td>Individual</td>
</tr>
<tr>
<td>PRIMARY MEMBER</td>
<td>Jane Doe</td>
</tr>
</tbody>
</table>

[Submit Code and Reset Account]

[Cancel]

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