



The San Diego Museum of Art rolled out a new Member Portal on May 9, 2023. This new Member Portal is a more accessible and user-friendly design. It includes self-service features that will give you the ability to view your membership details and download your digital membership card, view and update your contact information, and see your order history and download event tickets. [Click here for Frequently Asked Questions.](#)

The Member Portal replaces your old log-in account on our previous system, so all members must create a new account in order to purchase or reserve tickets.

Please follow these steps to create and access your account:

1. In your web browser (Chrome, Firefox, Microsoft Edge, etc.), go to <https://sdma.ticketapp.org/portal>.
2. In the upper right corner of the webpage, click on “My Account” and select “Create Account.” (see below for example)

The screenshot shows the top of the website with the logo and a navigation bar. The 'My Account' dropdown menu is open, displaying three options: 'Login', 'Create Account', and 'Find My Membership'. Below the navigation bar, there is a 'Museum Admission' card with a description and a 'View Details' button.

3. On the “Create Account” page, enter your first and last name, email address, and phone number (see below for example). Use the email address and phone number associated with your membership. Not sure which email or phone number to use? Contact the membership department at membership@sdmart.org or 619.696.1941 for assistance.

BALBOA PARK
THE SAN DIEGO
MUSEUM OF ART


Create Account


Please tell us a little about yourself so we can create your account.

First Name

Last Name

Email Address

 US Phone Number

I'm not a robot 
reCAPTCHA
Privacy - Terms

If you have an existing user account and/or Membership, we will attempt to match your information to associating records.

Continue

Login

Go Back

4. Check the box to indicate “I’m not a robot” and select continue.
5. On the next screen, verify your identity through either your phone number or email address by following the prompts and entering the verification code.
6. On the next screen, set your password and submit.
7. Once your account has been created, you can access your profile by returning to the “My Account” button in the upper right corner of the webpage, then selecting “Profile.”
8. Log in to your account before purchasing tickets in order to receive your member ticket price.

Under **Profile** in the Member Portal, you will have several tab options. Under **Account Info**, view and change your password or update your Portal User Info (your email should match what is under Contact Info). Under **Contact Info**, view and edit your address, email, and phone number. Under **Memberships**, view your membership level, expiration date, and auto-renewal status; renew your membership; or download your digital member card to your mobile device. Under **Recurring Gifts**, view any recurring donations you have set up (*see below for example*).

Under **Order History** in the Member Portal, you’ll see all tickets purchased or reserved in this new system. You can view your receipt or open your tickets to be scanned for entry. Please note that tickets purchased before May 9, 2023 will not appear in this list (*see below for example*).

TOTAL ORDERS: 2 PAGE: 1 OF 1 | [PREV](#) | [NEXT](#)

ORDER PLACED	TOTAL	TYPE	ORDER#:
April 23rd 2023 11:36am	\$0.00		View Receipt
ITEM TYPE: Ticket Membership Gallery Admission XTL Member Scan - Adult Qty: 1 (\$0.00 ea)			\$0.00
April 20th 2023 1:33pm	\$0.00		View Receipt
ITEM TYPE: Ticket Membership Gallery Admission Youth: age 7-17 Qty: 1 (\$0.00 ea)			\$0.00

Frequently Asked Questions

Q: I have been a member for a long time. Why do I have to create a new account?

A: SDMA implemented a new ticketing and membership system in May of 2023. This new system is streamlined to be more user-friendly and offer members more options to view their membership details and past ticket purchases, change their contact information, and download their digital member card to their digital wallet on their mobile device.

Q: I had an account on the old system. Why doesn't my email and password work?

A: Members' previous login credentials were unable to be transferred due to security and privacy restrictions. Creating a new account is a one-time action, and you can save your email and new password for ease of future use.

Q: I'm getting an error message that my email isn't associated with a membership, but I am a member! How do I fix this?

A: This error message indicated that you need to create a new account. Click "My Account" and then click "Create Account" and follow the prompts to create a new account and it will automatically link to your membership. If this step doesn't work, contact us at 619.696.1941.

Q: How do I link my membership to my account? Do I have to click "Find My Membership"?

A: Your membership will appear in the Membership tab once you have created an account. You do not need to click "Find My Membership" to manually locate your membership. If the membership that is automatically linked in the Membership tab is incorrect, please call us at 619.696.1941.

Q: What are the benefits of creating an account on the Member Portal?

A: Your account is the gateway to your member benefits. Once you are logged in, you can get member-priced tickets, view any upcoming member-only events, see your membership details, download your digital member card, reprint your event tickets, change your contact information, and more.

Q: I'm having trouble getting the verification code to my phone number, because my listed phone number is my landline (or the number is out of date). How do I fix this?

A: Switch the verification method to email, and the code will be emailed to you rather than sent by SMS text. If you do not have an email address, your email address is outdated, and/or you would like to update your primary number to be your mobile phone number, call us at 619.696.1941 and we can update your file before you create an account.

Q: I don't have a computer. How else can I get tickets to events?

A: You can give us a call at 619.696.1941, and we can process your tickets over the phone.