



MEMBER PORTAL GUIDE



MEMBER PORTAL GUIDE

Thank you for being part of The Frick Pittsburgh community!

Your membership means the world to us, and it's dedicated supporters like you who make our museum thrive. We couldn't do it without you!

We also want to make sure you're getting the most out of your membership in the easiest way possible. That's why we've put together this handy guide to help you navigate our online Member Portal. It's your go-to spot to:

- Reserve member tickets for tours and programs
- Make changes to your reservations
- Renew your membership with just a few clicks

Need help? We're always here for you!

Feel free to reach out to our Member Hotline at **(412) 342-4086** or drop us an email at **Members@thefrickpittsburgh.org**.

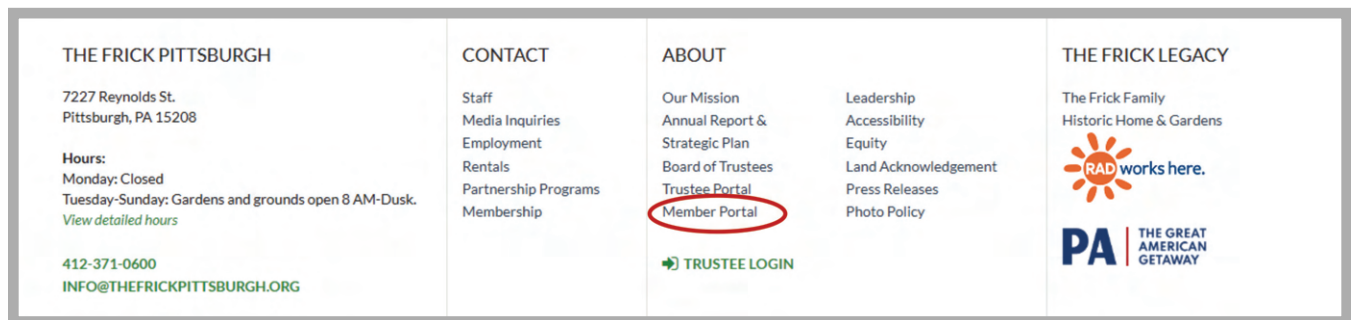
We can't wait to see you at The Frick soon!

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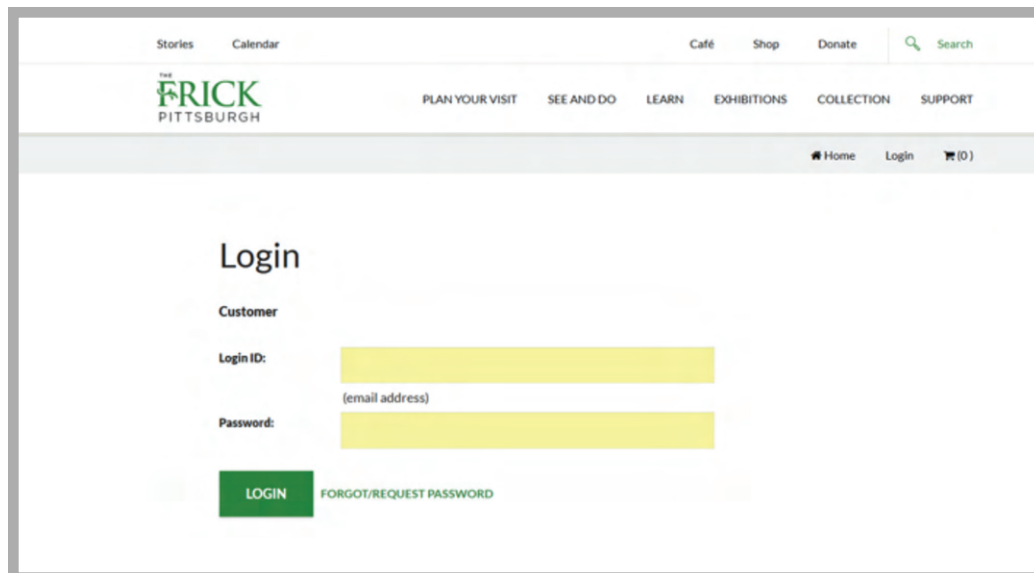
ACCESSING YOUR ACCOUNT

Access our login page at <https://tickets.thefrickpittsburgh.org/Login.aspx>
(I recommend saving this link as a favorite in your browser!)

This link can also be found at the bottom of <https://www.thefrickpittsburgh.org>
Scroll all the way to the bottom of the page and click “Member Portal.”



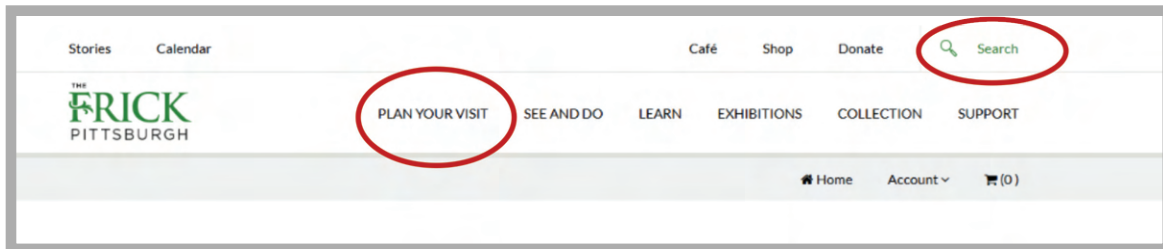
Log in using the credentials found in your welcome email.



Make sure you're using the email address that is associated with your membership.
Unsure what email to use? Give us a call or email!

ACCESSING YOUR ACCOUNT

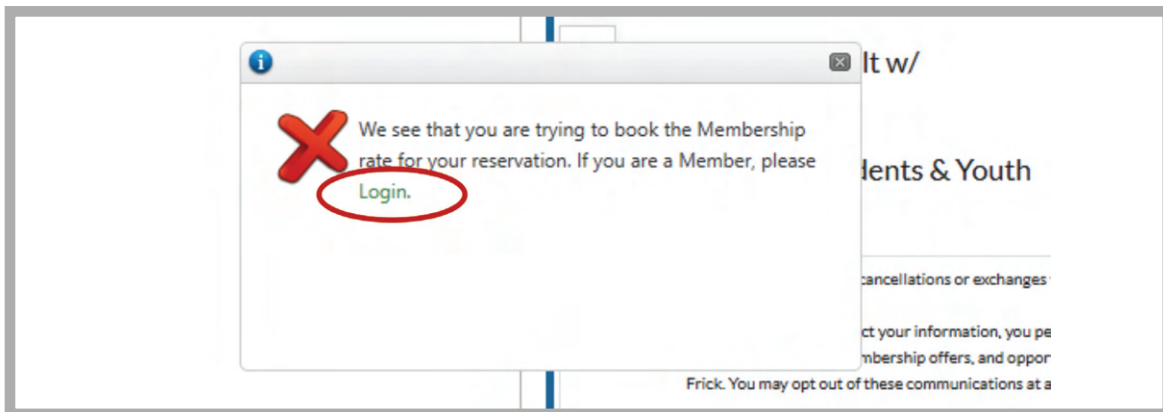
Once logged in, your screen will look like this. You'll be able to navigate the website as normal and remain logged in! Click on "Plan your Visit" or use the Search tool to find our ticketing pages.



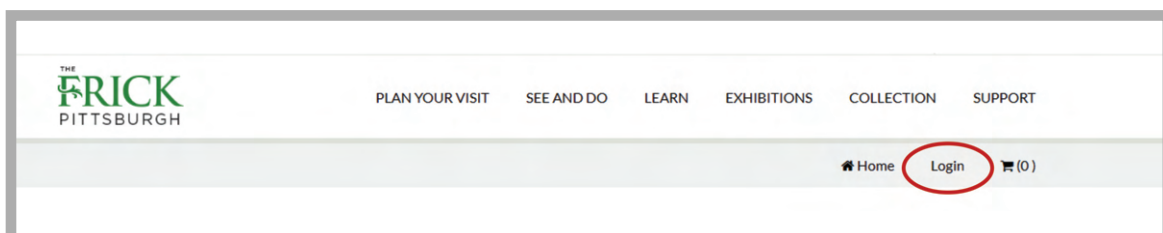
Already have items in your cart? No problem!

You can also access the login page from any transaction.

If you try to purchase member tickets while not logged in, you will receive the error message below. Click the Login option in the message to reach the login page.



You can also use the Login option at the top of the reservation page.



CHANGING YOUR PASSWORD

Forgot your password? No problem! From the Login Screen, click “Forgot/Request Password” to have a reset link sent to you.

THE FRICK PITTSBURGH

PLAN YOUR VISIT SEE AND DO LEARN EXHIBITIONS COLLECTION SUPPORT

Home Login (0)

Login

Customer

Login ID:

(email address)

Password:

LOGIN FORGOT/REQUEST PASSWORD

Enter the email associated with your membership into the prompt and click “Forgot/Request Password”

THE FRICK PITTSBURGH

PLAN YOUR VISIT SEE AND DO LEARN EXHIBITIONS COLLECTION SUPPORT

Home Login (0)

Request Password

Please enter your email address below to begin retrieving your password.

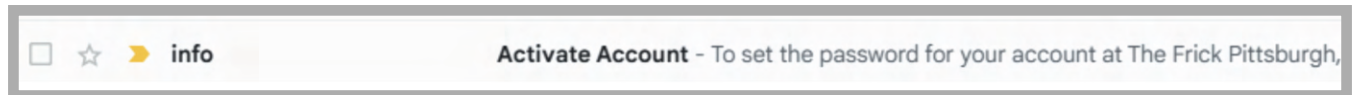
Email Address:

FORGOT/REQUEST PASSWORD

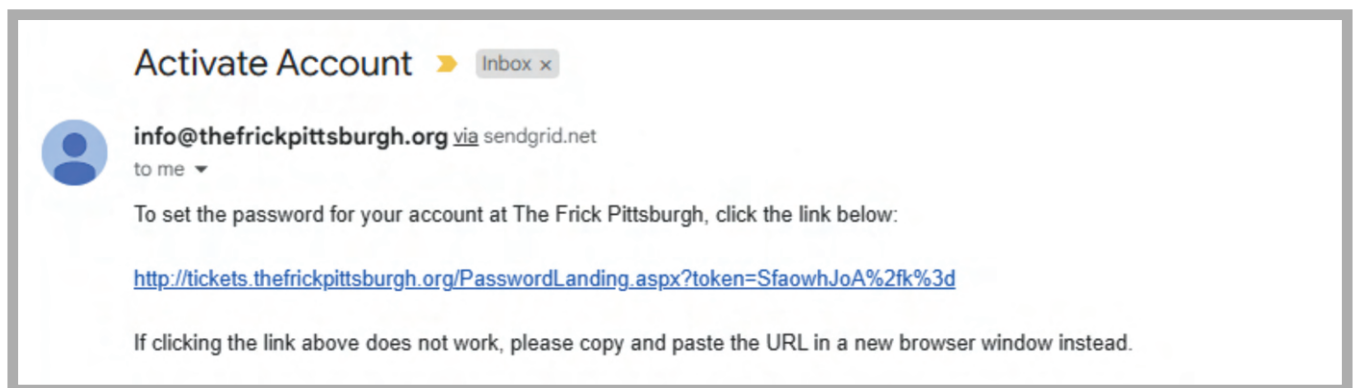
CHANGING YOUR PASSWORD

You should receive an email from info@thefrickpittsburgh.org.
Be sure to check your spam/junk folder!

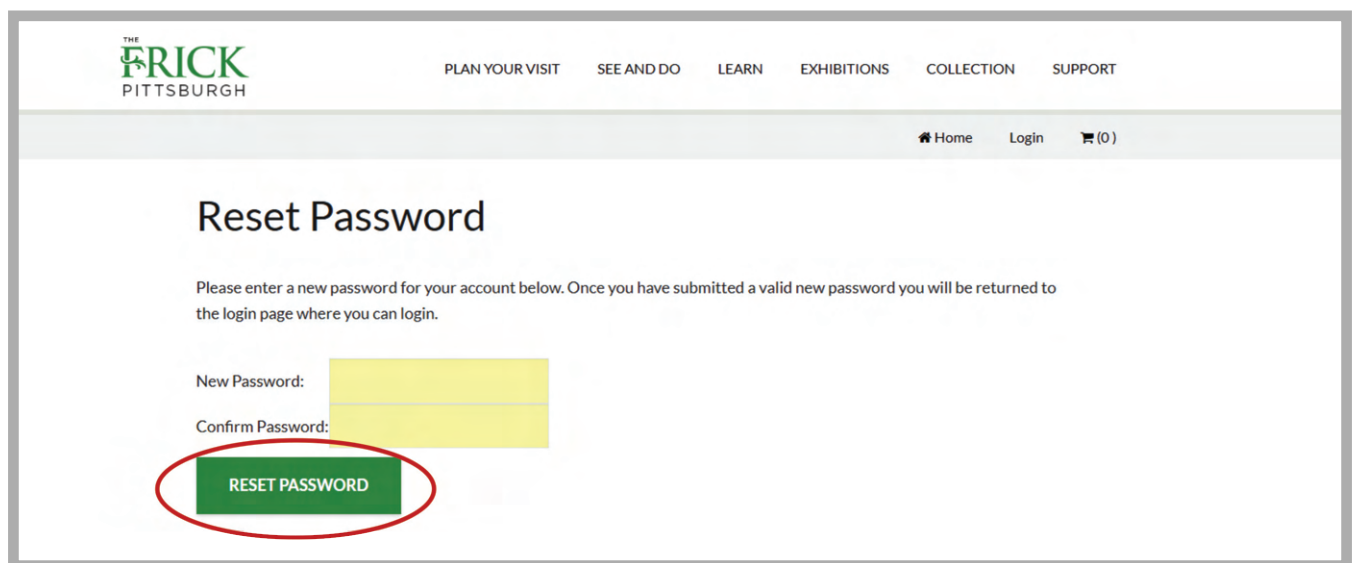
If you don't see an email, you might not be using the correct email address.
Reach out to us to confirm.



Follow the link in the email to set up your new password.



Enter in your new password and click “Reset Password”

A screenshot of the 'Reset Password' page on The Frick Pittsburgh website. The page has a header with the Frick Pittsburgh logo and navigation links: PLAN YOUR VISIT, SEE AND DO, LEARN, EXHIBITIONS, COLLECTION, and SUPPORT. Below the header is a secondary navigation bar with links: Home, Login, and a shopping cart icon with (0). The main content area is titled 'Reset Password' and contains the text: 'Please enter a new password for your account below. Once you have submitted a valid new password you will be returned to the login page where you can login.' There are two yellow input fields: 'New Password:' and 'Confirm Password:'. Below these fields is a green button with the text 'RESET PASSWORD', which is circled in red.

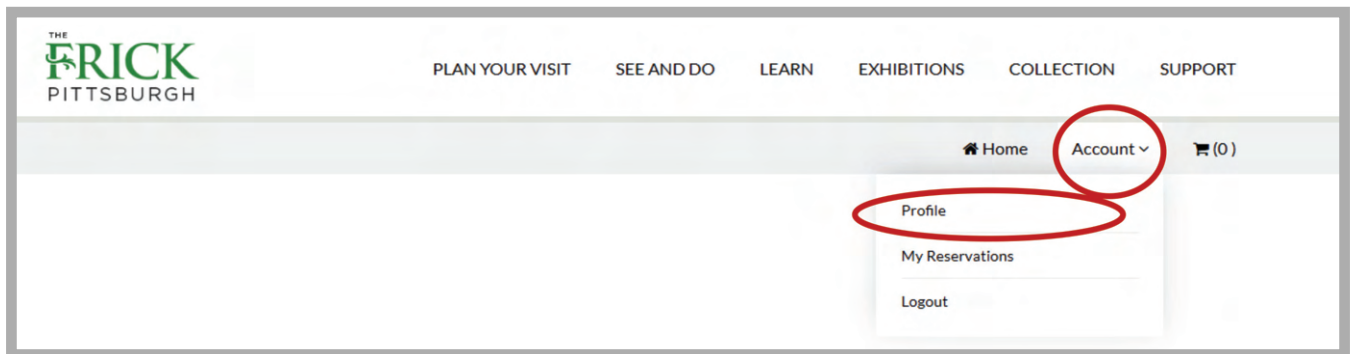
Once your password has been reset, you will be redirected to the login page.

CHANGING YOUR PASSWORD

Need to Update Your Password?

You may have been given a temporary password to create your account. To update this password, you will need to first login using the steps outlined above.

Then click on the “Account” drop down menu and select “Profile.”



Scroll to the bottom of the page and enter in a new password. Click “ACCEPT” when you’re done.

A screenshot of a web form titled "PLEASE CREATE A PASSWORD". It contains two required fields: "Password*" and "ReType Password*", both with yellow input boxes and masked with dots. To the right of each input box, it says "(8-12 characters) (Password Is Set)". Below the form, there is a small asterisk note: "* - Required Fields". At the bottom right of the page, there is a green "ACCEPT" button, which is circled in red.

NOTE: Please do not use this function to update your address, phone number, or email address as this will not transfer over to our database. If you need to update your contact information, call the Member Hotline at (412) 342-4086 or email Members@thefrickpittsburgh.org.

MAKING RESERVATIONS

Making reservations is quick and easy with the Member Portal, but if you do run into issues, you can always give the Member Hotline a call! If you're calling on a weekend, we recommend calling our front desk at (412) 371-0600 to get a quicker response

To Make Reservations Online:

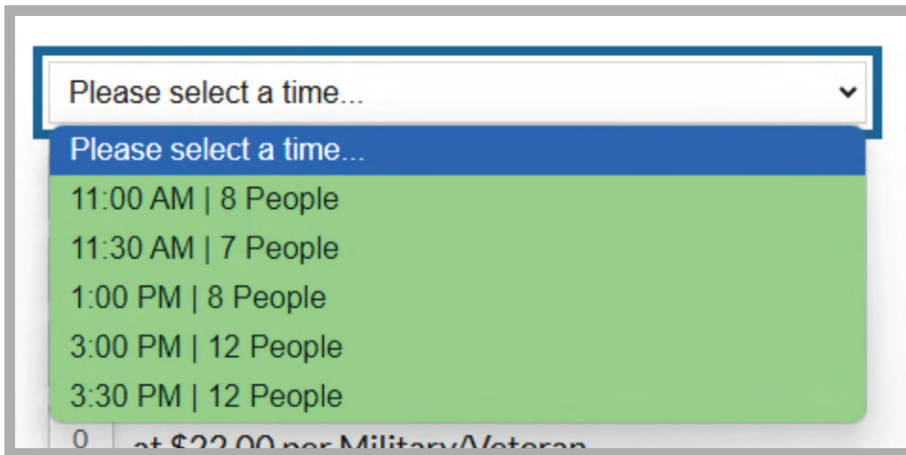
1. Log onto our website using the steps outlined above.
2. Search the website and select the tickets you'd like to reserve
3. You will be asked to select the date of your visit using a calendar.
 - Use the arrows to change the month and click directly on the square containing your desired date.
 - If a square appears white, that means that there are no offered programs for that date.
 - The square will turn blue once you've selected it.

< December 2024 >						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Key: (good availability) (limited availability) (booked) (N/A)
 (currently selected date)

MAKING RESERVATIONS

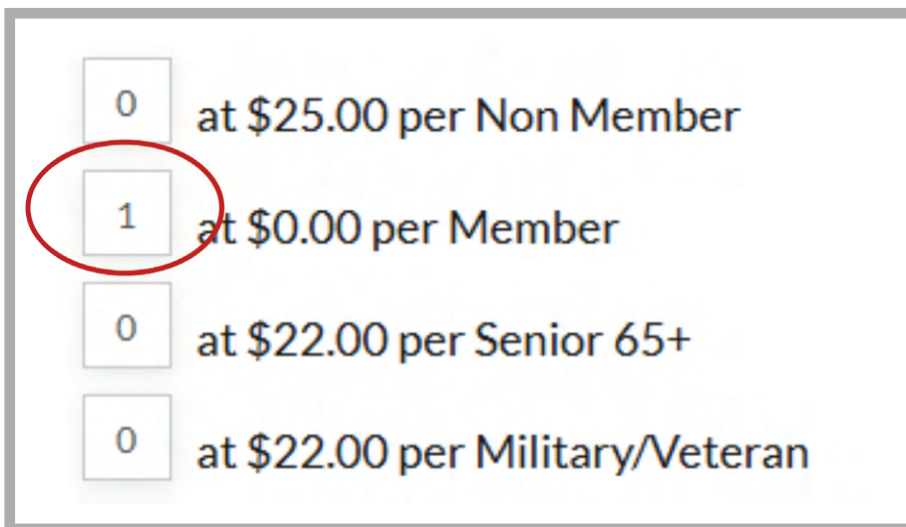
4. Next, you will be asked to select the time of your program.
- If your program is not offered at multiple times, this will automatically populate with the correct time.
 - Each time slot will show the number of available spaces left in the program at that time. For example – there are 8 spots left for this tour at 11 AM.



A screenshot of a web form showing a dropdown menu for selecting a time. The dropdown is open, displaying a list of time slots and the number of people available for each. The options are: 11:00 AM | 8 People, 11:30 AM | 7 People, 1:00 PM | 8 People, 3:00 PM | 12 People, and 3:30 PM | 12 People. The dropdown is currently set to 'Please select a time...'. Below the dropdown, the text '0 at \$22.00 per Military/Veteran' is partially visible.

Time	Available Spaces
11:00 AM	8 People
11:30 AM	7 People
1:00 PM	8 People
3:00 PM	12 People
3:30 PM	12 People

5. After selecting your date and time, you can enter in the number of tickets you'd like. Replace the 0 with the appropriate number of tickets at each option.

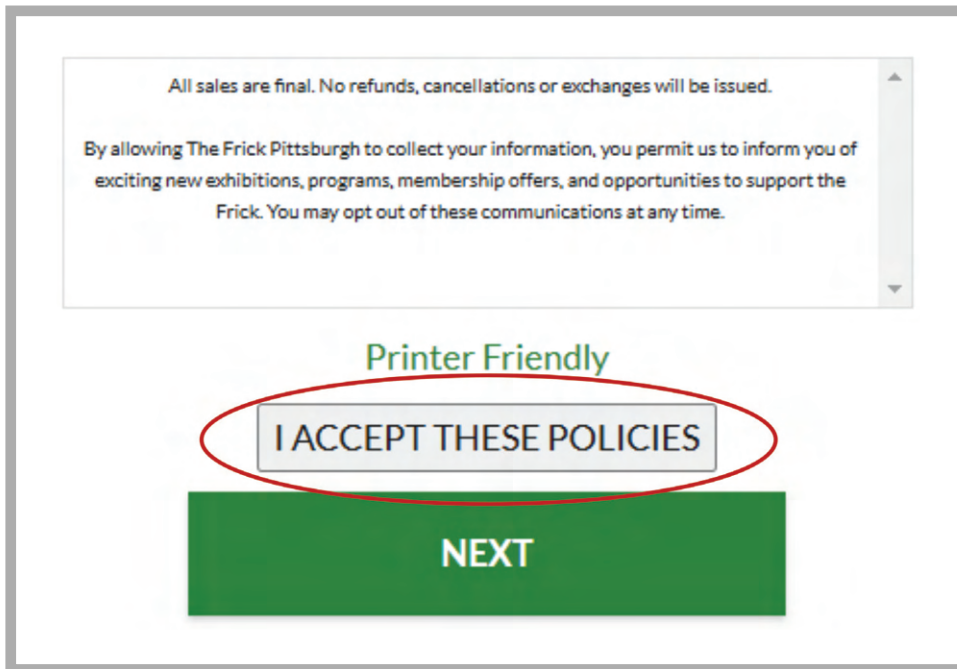


A screenshot of a web form showing a list of ticket options. Each option has a quantity selector (a box with a number) and a price per ticket. The options are: 0 at \$25.00 per Non Member, 1 at \$0.00 per Member, 0 at \$22.00 per Senior 65+, and 0 at \$22.00 per Military/Veteran. The quantity selector for the '1 at \$0.00 per Member' option is circled in red.

Quantity	Price per Ticket	Category
0	\$25.00	Non Member
1	\$0.00	Member
0	\$22.00	Senior 65+
0	\$22.00	Military/Veteran

MAKING RESERVATIONS

6. You will need to accept the policies located in the text box by clicking “I ACCEPT THESE POLICIES” before you move on.



All sales are final. No refunds, cancellations or exchanges will be issued.


By allowing The Frick Pittsburgh to collect your information, you permit us to inform you of exciting new exhibitions, programs, membership offers, and opportunities to support the Frick. You may opt out of these communications at any time.

Printer Friendly

I ACCEPT THESE POLICIES

NEXT

The text in the box will change to “POLICIES ACCEPTED” when this is complete. You can then click the green “NEXT” button



POLICIES ACCEPTED

NEXT

MAKING RESERVATIONS

7. You will be taken to a summary of your basket. To continue shopping, click on “Click here to continue planning your visit.”

To complete your reservation, select “PROCEED TO CHECKOUT”

My Basket

Want to add additional reservation? [Click here to continue planning your visit.](#)

*Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.*

Date	Time	Activity	Qty	Cost	Add/Remove
11/30/2024	11:30 AM	Home for the Holidays at Clayton 2024	1	\$0.00	Remove

Amount Due: \$0.00

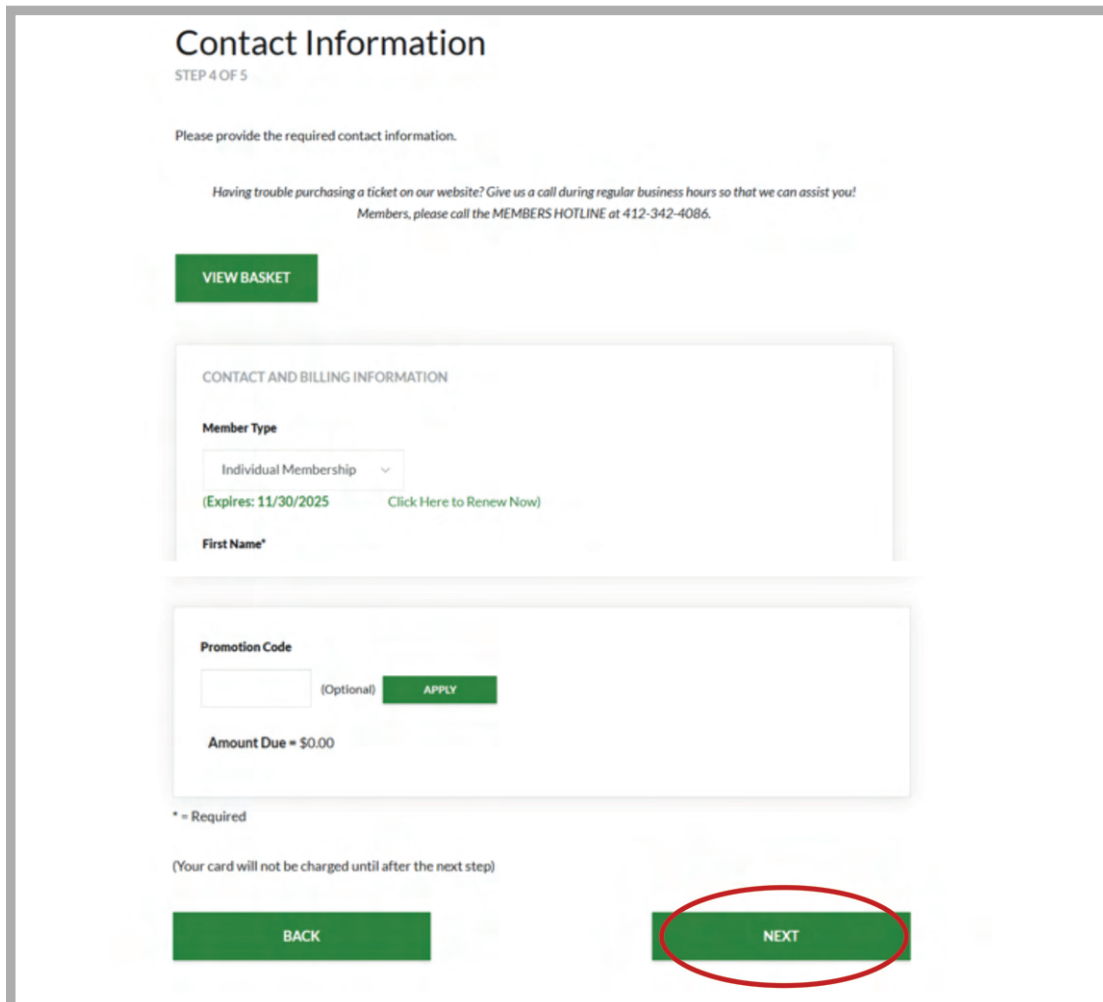
PROCEED TO CHECKOUT

8. Ensure all of your contact information is correct. **Note – If you need to make a change, please reach out to the Membership Office!**

MAKING RESERVATIONS

9. Scroll to the bottom of the page.

- You can enter in a promotional code if applicable
Click “NEXT” to complete the transaction



Contact Information
STEP 4 OF 5

Please provide the required contact information.

*Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.*

[VIEW BASKET](#)

CONTACT AND BILLING INFORMATION

Member Type
Individual Membership
(Expires: 11/30/2025) [Click Here to Renew Now](#)

First Name*

Promotion Code
 (Optional) [APPLY](#)

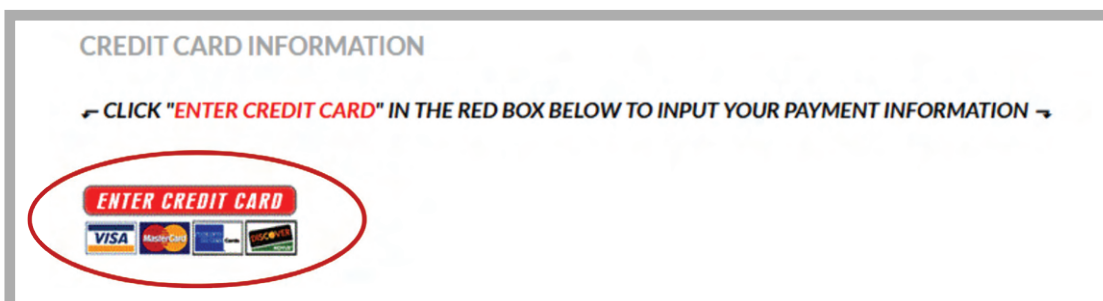
Amount Due = \$0.00

* = Required

(Your card will not be charged until after the next step)

[BACK](#) [NEXT](#)





10. If necessary, enter in your payment information by clicking on the “ENTER CREDIT CARD” image



CREDIT CARD INFORMATION

← CLICK “ENTER CREDIT CARD” IN THE RED BOX BELOW TO INPUT YOUR PAYMENT INFORMATION →

[ENTER CREDIT CARD](#)

11. You will be redirected to a Worldpay page. Enter in your credit card information and select “CLICK HERE TO CONTINUE”

THE FRICK PITTSBURGH

worldpay

Please enter your payment information below.

This secure payment service is provided by [Worldpay](#).

Card Information * Denotes a required field

* Card Number:

* Expiration: Month Year

Order Details

The details of your order can be viewed again after you enter your credit card information. Your card will not be charged from this page. You will be charged after saving your payment information and clicking ACCEPT on the next page.

Address Information

Billing Address:

[CLICK HERE TO CONTINUE](#) [Cancel and return to The Frick Pittsburgh](#)

[Privacy Policy](#) This site uses only essential cookies necessary to operate our website. [Cookie Policy](#)

12. You will be redirected to a page to review your cart.
DO NOT click the “ACCEPT” button at the top of this page.

Payment & Final Review

STEP 5 OF 5

Please review the following information. Once you click "Accept", your credit card will be charged if there is an amount due and your transaction will then be complete.

Your confirmation information will be sent to the email address you have provided.

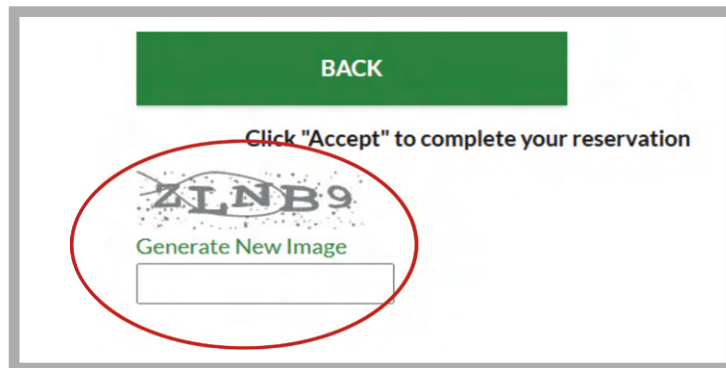
Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.

[ACCEPT](#) [VIEW BASKET](#)

vantiv
integrated payments

MAKING RESERVATIONS

Instead, scroll down to complete the Security Captcha

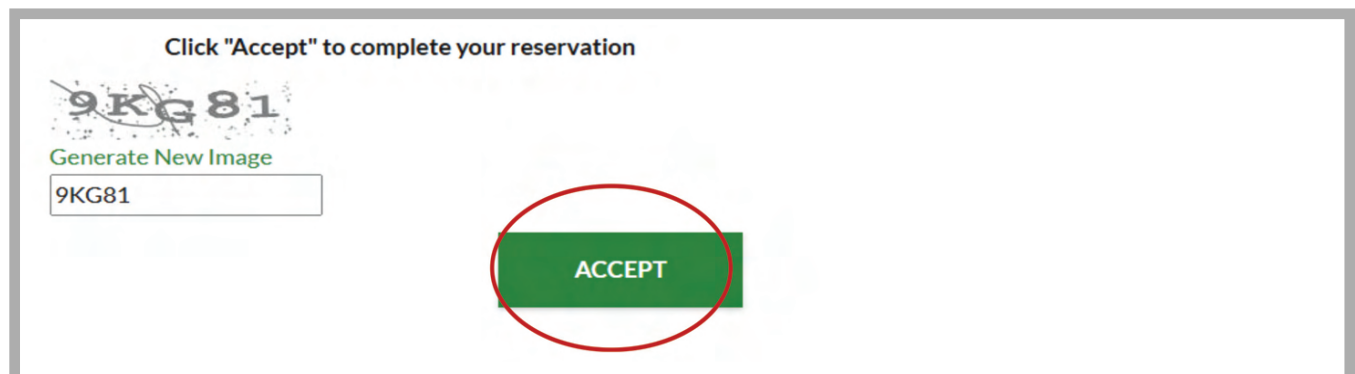


13. If you do not complete the Security Captcha, you will receive the following error:



This is **NOT** referring to your credit card security code. Instead, scroll to the bottom to complete the Captcha.

You may then click "ACCEPT" to complete your reservation.



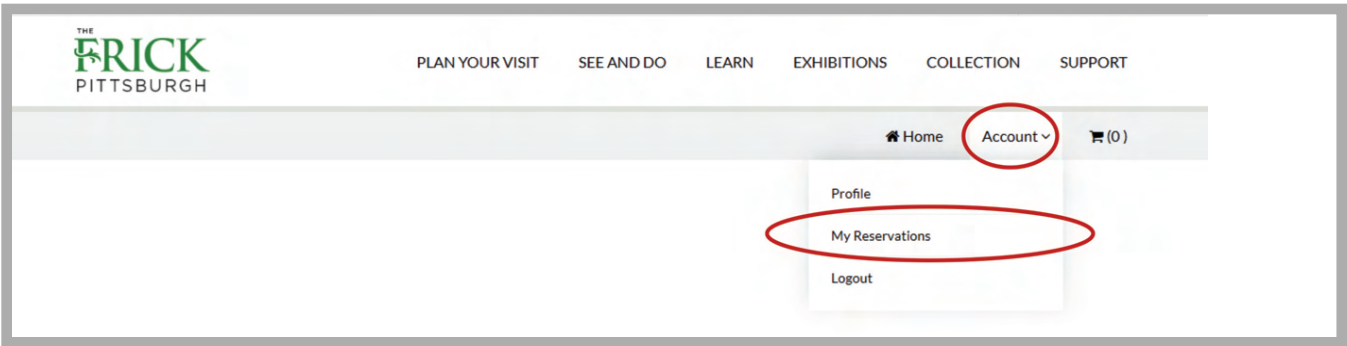
EDITING RESERVATIONS

Members can change the date of their reservation on our Member Portal as well.

Please note that cancellations cannot be processed through the portal. Please reach out to the Membership Hotline to cancel your reservation.

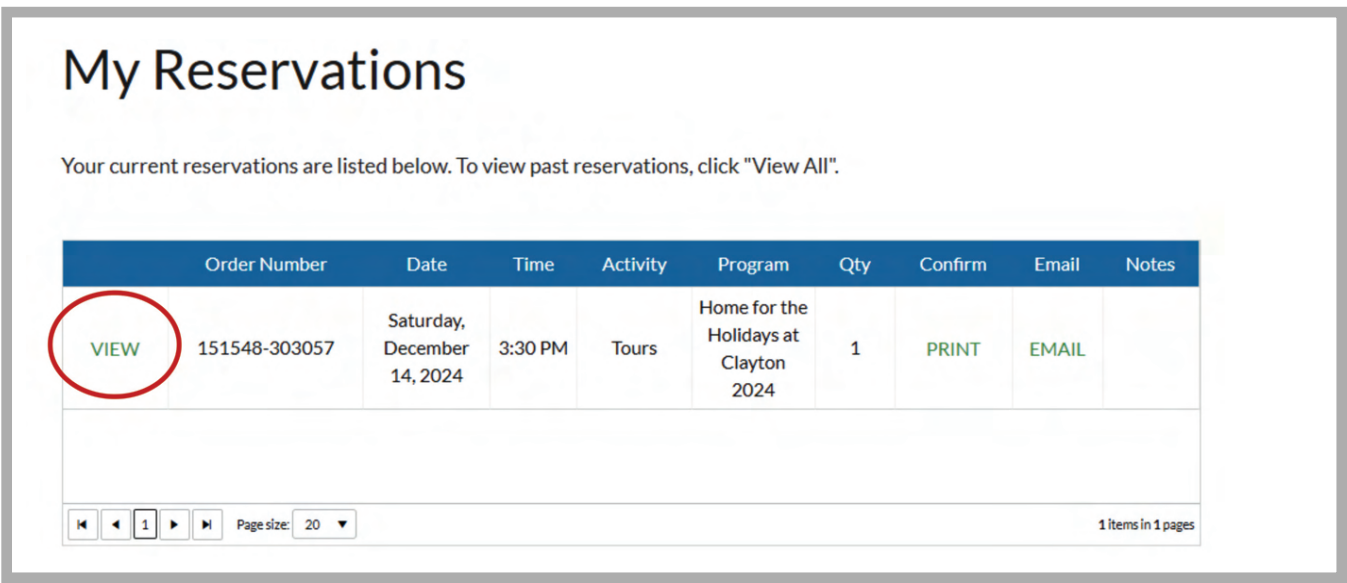
To edit an existing reservation:

Log onto our website using the steps outlined above.
Select the “Account” drop down menu and click on “My Reservations”



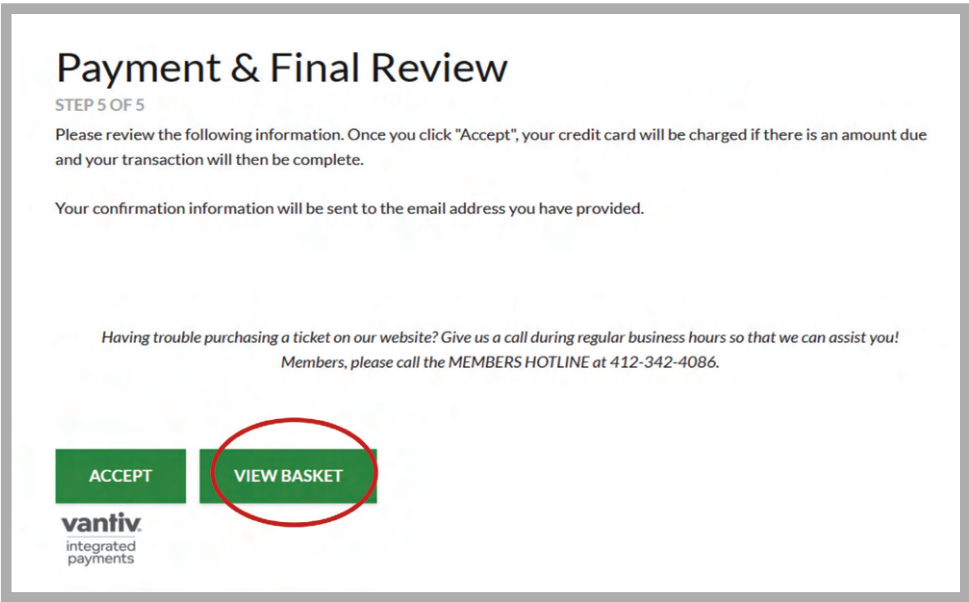
This is where you will see any upcoming reservations you have made.

To change the date and time of a visit, click “VIEW” on the appropriate reservation



This will take you to the “Payment and Final Review” screen of your transaction

Click the “VIEW BASKET” button to make edits to your reservation.



Click on the Date, Time, or Qty. All buttons will take you to the same screen and allow you to make the same changes.

The Remove Button will not allow you to cancel your order.
To do so, please reach out to the Membership Office.

Date	Time	Activity	Qty	Cost	Add/Remove
12/14/2024	3:30 PM	Home for the Holidays at Clayton 2024	1	\$0.00	Remove

EDITING RESERVATIONS

You will be redirected to the scheduling page for your program. You can edit the date and time of your program. You can also add tickets.

Click “NEXT” when you are finished making changes.

<

December 2024

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Key: (good availability) (limited availability) (booked) (N/A)
(currently selected date)

3:30 PM | 7 People

0

at \$25.00 per Non Member

1

at \$0.00 per Member

0

at \$22.00 per Senior 65+

0

at \$22.00 per Military/Veteran

0

at \$22.00 per Student

0

at \$22.00 per First Responder

0

at \$1.00 per Museum 4 All

0

at \$22.00 per Teacher

0

at \$22.00 per Adult w/
Disabilities

0

at \$15.00 per Students & Youth
17 and under

All sales are final. No refunds, cancellations or exchanges will be issued.

By allowing The Frick Pittsburgh to collect your information, you permit us to inform you of exciting new exhibitions, programs, membership offers, and opportunities to support the Frick. You may opt out of these communications at any time.

Printer Friendly

POLICIES ACCEPTED

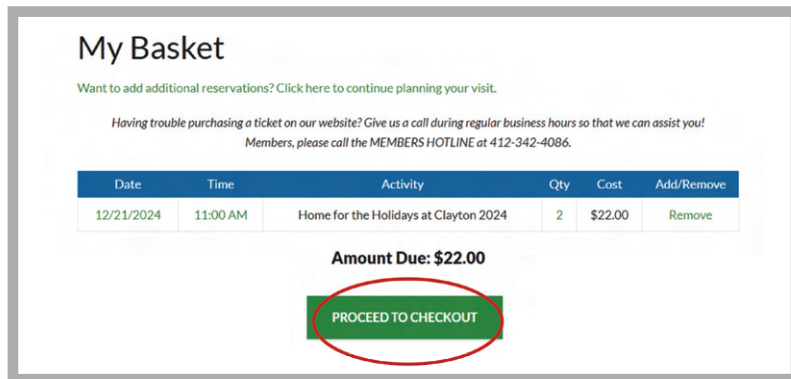
NEXT

EDITING RESERVATIONS

You will be taken to review your basket once again.

If you've added a ticket that requires payment, an Amount Due will appear.

Even if your amount due is \$0, click “PROCEED TO CHECKOUT” to finalize your changes.



My Basket

Want to add additional reservations? Click here to continue planning your visit.

Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.

Date	Time	Activity	Qty	Cost	Add/Remove
12/21/2024	11:00 AM	Home for the Holidays at Clayton 2024	2	\$22.00	Remove

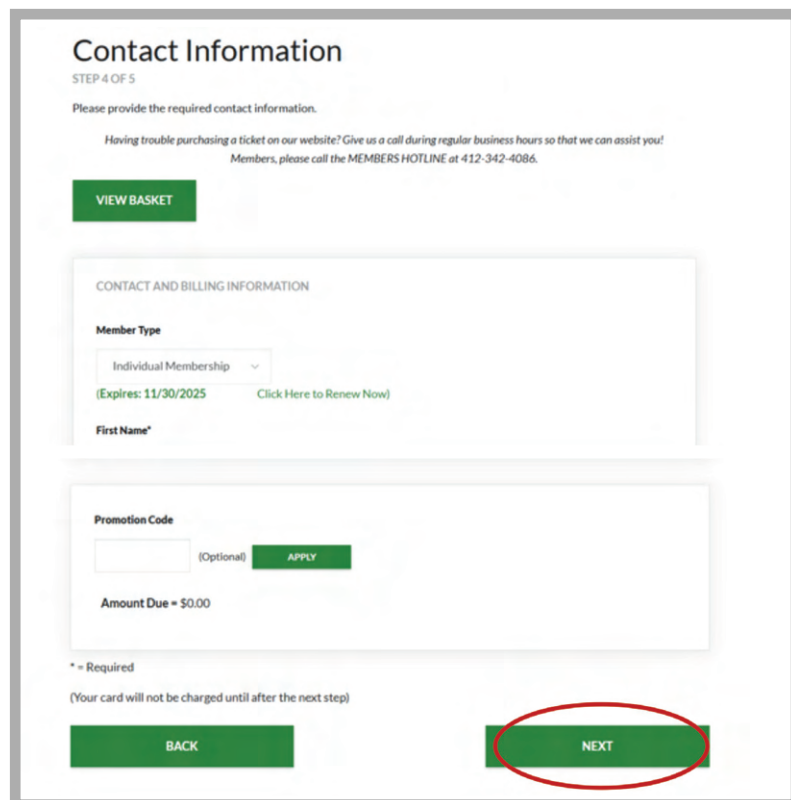
Amount Due: \$22.00

PROCEED TO CHECKOUT

Ensure all of your contact information is correct. Scroll to the bottom of the page.

- You can enter in a promotional code if applicable

Click “NEXT” to complete the transaction



Contact Information

STEP 4 OF 5

Please provide the required contact information.

Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.

VIEW BASKET

CONTACT AND BILLING INFORMATION

Member Type

Individual Membership

(Expires: 11/30/2025) Click Here to Renew Now

First Name*

Promotion Code

(Optional) **APPLY**

Amount Due = \$0.00

* = Required

(Your card will not be charged until after the next step)

BACK **NEXT**


EDITING RESERVATIONS

If necessary, enter in your payment information by clicking on the “ENTER CREDIT CARD” image

CREDIT CARD INFORMATION

← CLICK “ENTER CREDIT CARD” IN THE RED BOX BELOW TO INPUT YOUR PAYMENT INFORMATION →

ENTER CREDIT CARD



You will be redirected to a Worldpay page. Enter in your credit card information and select “CLICK HERE TO CONTINUE”

THE
FRICK
PITTSBURGH

worldpay

Please enter your payment information below.

This secure payment service is provided by [Worldpay](#).

Card Information

* Denotes a required field

* Card Number:

* Expiration: Month Year

Order Details

The details of your order can be viewed again after you enter your credit card information. Your card will not be charged from this page. You will be charged after saving your payment information and clicking ACCEPT on the next page.

Address Information

Billing Address:

CLICK HERE TO CONTINUE

[Cancel and return to The Frick Pittsburgh](#)

[Privacy Policy](#)

This site uses only essential cookies necessary to operate our website. [Cookie Policy](#)

You will be redirected to a page to review your cart.

DO NOT click the “ACCEPT” button at the top of this page.


Payment & Final Review

STEP 5 OF 5

Please review the following information. Once you click "Accept", your credit card will be charged if there is an amount due and your transaction will then be complete.


Your confirmation information will be sent to the email address you have provided.

Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.



ACCEPT

VIEW BASKET




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payments

Instead, scroll down to complete the Security Captcha

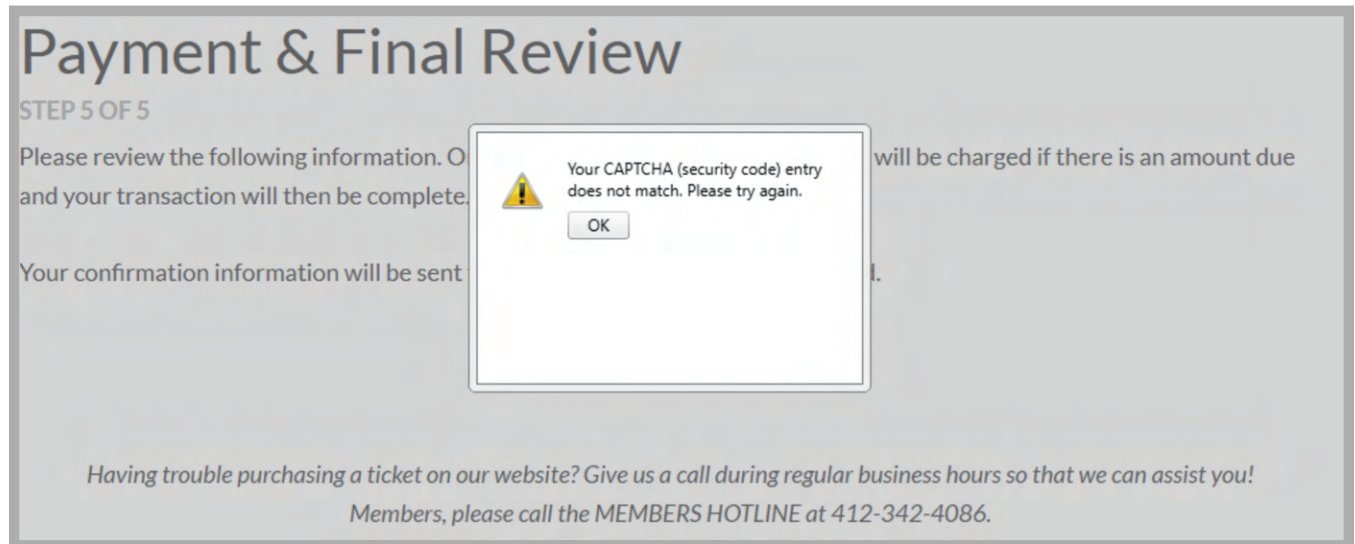
BACK

Click "Accept" to complete your reservation



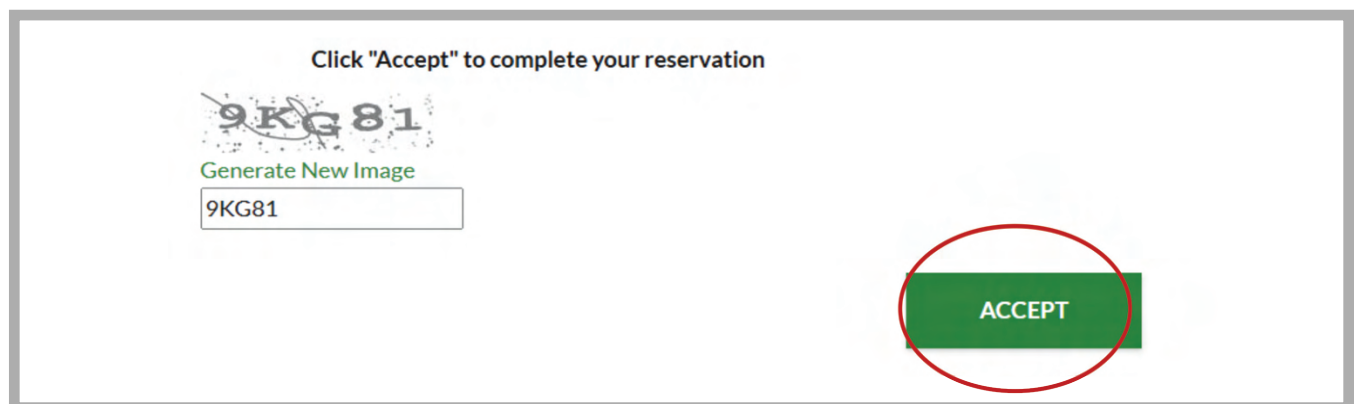
Generate New Image

If you do not complete the Security Captcha, you will receive the following error:



This is **NOT** referring to your credit card security code. Instead, scroll to the bottom to complete the Captcha.

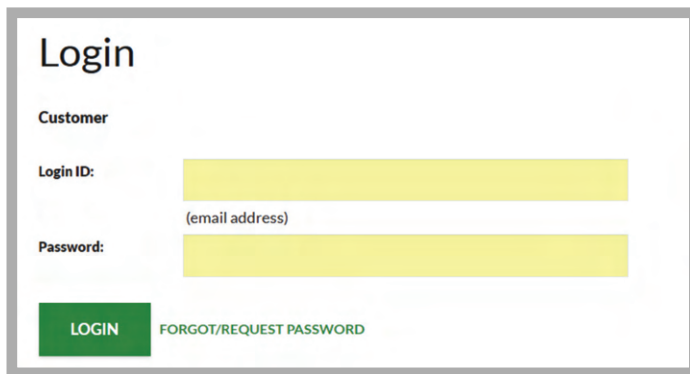
You may then click "ACCEPT" to complete your reservation.



RENEWING YOUR MEMBERSHIP

You can renew your membership over the phone, via mail, or online!

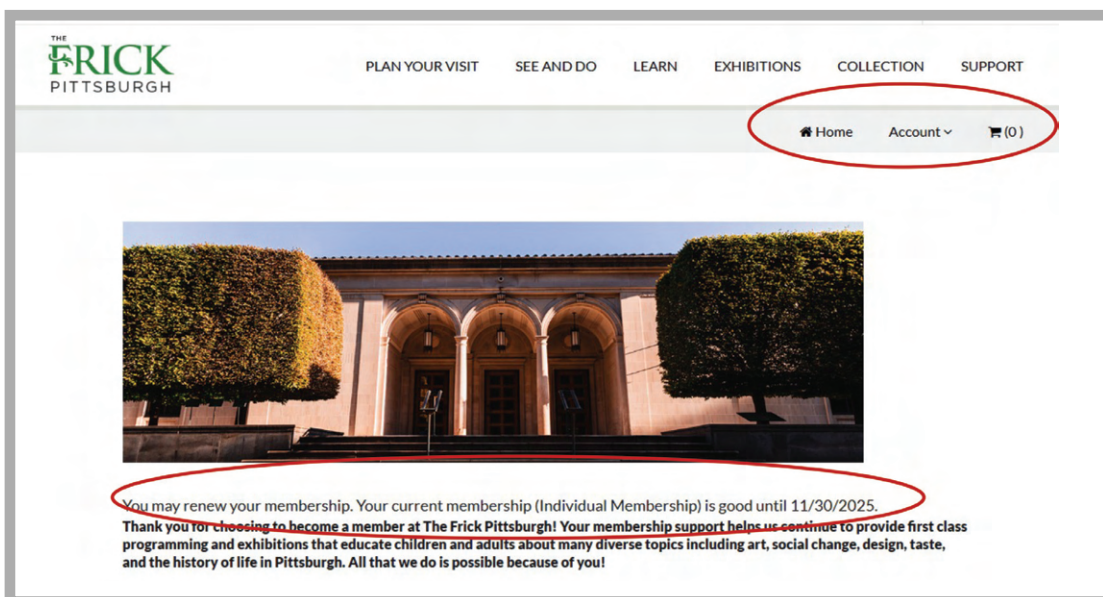
To do so online, head to <https://tickets.thefrickpittsburgh.org/login.aspx?Renew=True> and log into your account.



Once logged in, you will be redirected to the page below.

Note - This is the same page that you are directed to from your renewal notification emails. You can tell that you are now logged in by the appearance of your portal menu in the upper right corner.

The first line of text will also notify you of when your membership expires.



RENEWING YOUR MEMBERSHIP

Scroll down to see your renewal options. Select the level you'd like to renew at from the drop-down menu.

You may also gift a membership through this portal and make an additional donation.

Membership Renewal
Please select a membership level:

Please select your membership ▼

Please select the recipient of this membership:
☒ Self ☐ Gift

Make a Difference

As a friend of The Frick Pittsburgh, your support is more important than ever. Please consider making an additional, tax-deductible gift to the Annual Fund. Your generous donation will help us continue to offer vibrant cultural programming to our region. Thank you!

Select a donation level:
☐ \$25 ☐ \$50 ☐ \$100 ☐ \$175 ☐ \$250 ☐ \$500 ☐ Other Amount \$

NEXT

RENEWING YOUR MEMBERSHIP

Ensure all of your contact information is correct. **If you need to make changes, please contact the Membership Office!**

Scroll to the bottom of the page.

- You can enter in a promotional code if applicable

Click “NEXT” to complete the transaction

Contact Information

STEP 4 OF 5

Please provide the required contact information.

*Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.*

[VIEW BASKET](#)

CONTACT AND BILLING INFORMATION

Member Type

Individual Membership

(Expires: 11/30/2025 [Click Here to Renew Now](#))

First Name*

Promotion Code

(Optional) [APPLY](#)

Amount Due = \$0.00

* = Required

(Your card will not be charged until after the next step)

[BACK](#) [NEXT](#)

RENEWING YOUR MEMBERSHIP

Enter in your payment information by clicking on the “ENTER CREDIT CARD” image

CREDIT CARD INFORMATION

← CLICK “ENTER CREDIT CARD” IN THE RED BOX BELOW TO INPUT YOUR PAYMENT INFORMATION →

ENTER CREDIT CARD

VISA MasterCard American Express Discover

You will be redirected to a Worldpay page. Enter in your credit card information and select “CLICK HERE TO CONTINUE”

THE FRICK PITTSBURGH

worldpay

Please enter your payment information below.

This secure payment service is provided by [Worldpay](#).

Card Information * Denotes a required field

* Card Number:

* Expiration: Month Year

Order Details

The details of your order can be viewed again after you enter your credit card information. Your card will not be charged from this page. You will be charged after saving your payment information and clicking ACCEPT on the next page.

Address Information

Billing Address:

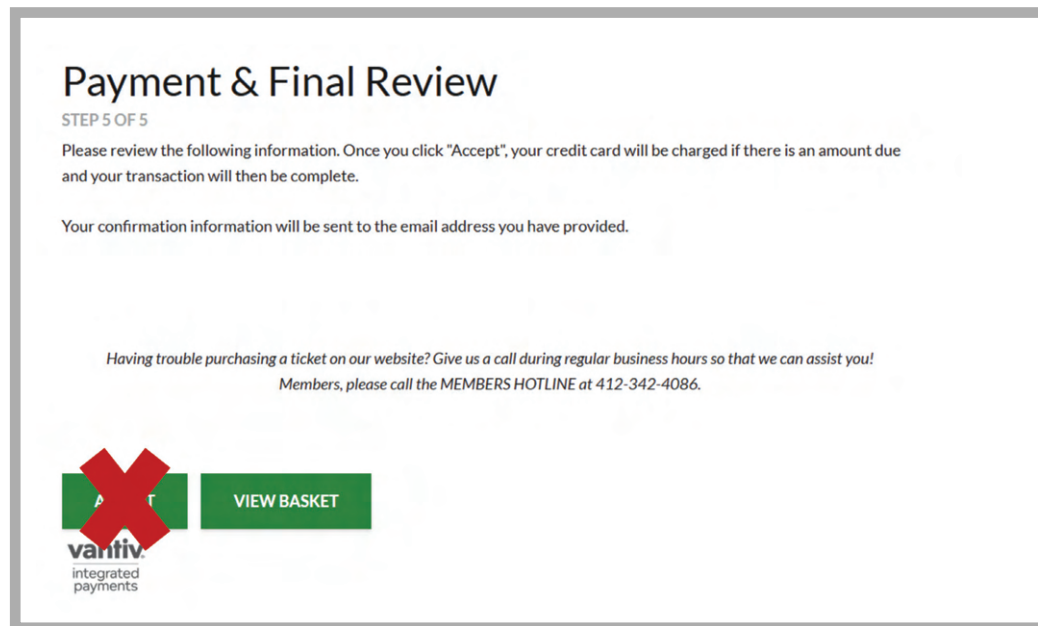
CLICK HERE TO CONTINUE [Cancel and return to The Frick Pittsburgh](#)

[Privacy Policy](#) This site uses only essential cookies necessary to operate our website. [Cookie Policy](#)

RENEWING YOUR MEMBERSHIP

You will be redirected to a page to review your cart.

DO NOT click the “ACCEPT” button at the top of this page.



Payment & Final Review

STEP 5 OF 5

Please review the following information. Once you click "Accept", your credit card will be charged if there is an amount due and your transaction will then be complete.

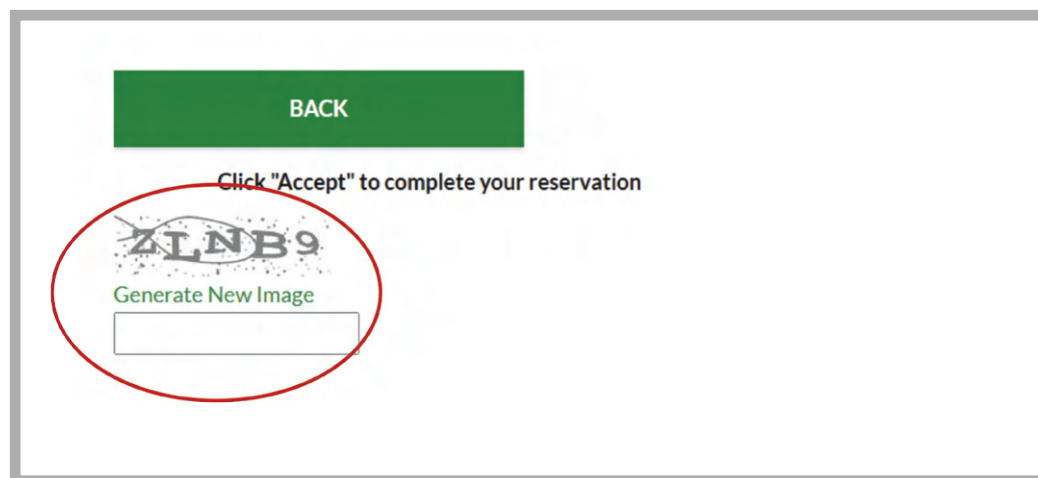
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*Having trouble purchasing a ticket on our website? Give us a call during regular business hours so that we can assist you!
Members, please call the MEMBERS HOTLINE at 412-342-4086.*

ACCEPT **VIEW BASKET**

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payments

Instead, scroll down to complete the Security Captcha



BACK

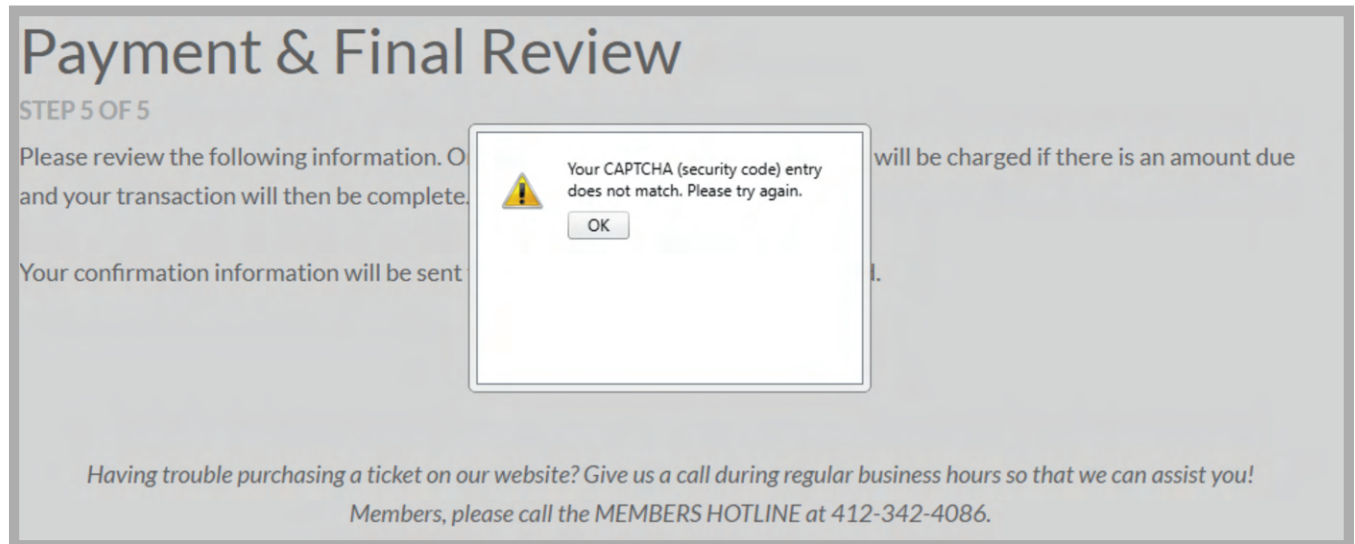
Click "Accept" to complete your reservation

ZLNB9

Generate New Image

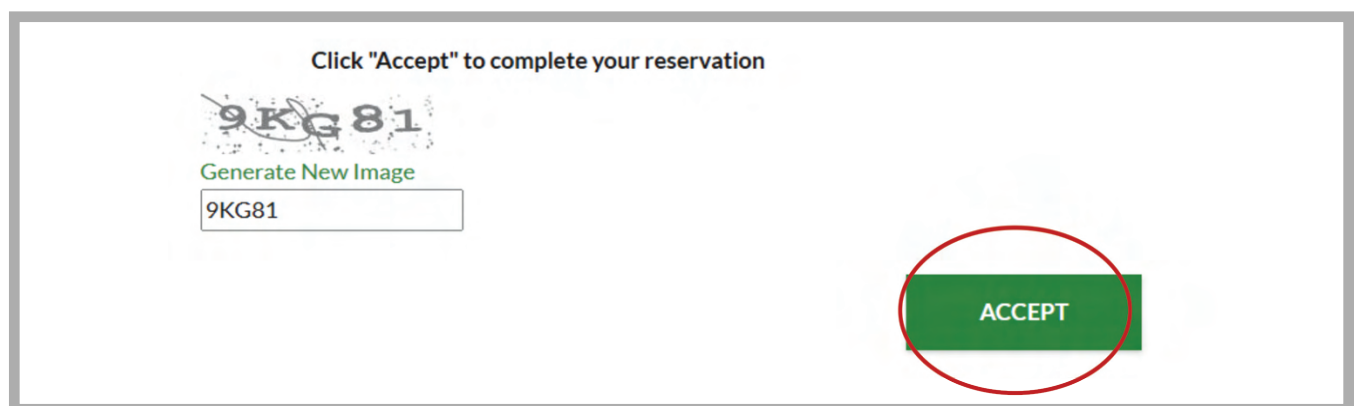
RENEWING YOUR MEMBERSHIP

If you do not complete the Security Captcha, you will receive the following error:



This is **NOT** referring to your credit card security code. Instead, scroll to the bottom to complete the Captcha.

You may then click "ACCEPT" to complete your renewal.



RENEWING YOUR MEMBERSHIP

You will receive your membership cards in the mail within 2 weeks; however, you can use your benefits immediately! Call the Members Hotline to make reservations or ask staff to look you up by name at the Visitor's Center.



Member Hotline
(412) 342-4086



Members@thefrickpittsburgh.org



7227 Reynolds Street
Pittsburgh, PA 15208



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