

MEMBERSHIP FAQ

GENERAL QUESTIONS

- Do I have to be an alumnus to be a member of the UTSA Alumni Association?
 - Our membership is open to alumni, parents, community supporters, fans, and more!
- Can I renew my annual membership even if my membership has not expired?
 - Members can renew their annual membership, even if their current membership has not yet expired. After purchasing a new membership [here](#), your current membership will be extended by 1 year.
- Where can I update the address or email associated with my membership?
 - All updates can be submitted [here](#).
- How do I find out if my annual membership has expired?
 - The expiration date is located on the front of your digital membership card.

MEMBERSHIP ID CARDS

- I just purchased my membership today. When can I expect my digital membership ID card?
 - Membership ID cards are emailed every Friday from membership@cuseum.com.
 - Please allow 1 week from purchasing for processing.
- How do I get my membership ID card?
 - Digital membership ID cards will be emailed to the address you signed up with.
 - Check your inbox for an email from membership@cuseum.com and select download card to save to your digital wallet.

LIFE MEMBERSHIPS

- What is the balance of my Life Membership?
 - Please contact us at alumni@utsa.edu or call us at (210)458-4133 to speak to our staff regarding your current balance.
- When do I receive my life member welcome kit?
 - Life members on payment plans will receive their welcome kits once their memberships are paid in full.

- Life members who pay in full will receive their welcome kits with the next monthly shipment.
 - Please note: Welcome kits are mailed out once a month.
- When do I receive life member-only benefits?
 - Life member benefits are accessible immediately

STUDENT MEMBERSHIPS

- Do I need to renew my student membership yearly?
 - No. Student memberships last until graduation (up to 6 years.)
- Where can I pick up my student membership enrollment packet?
 - You can pick up your packet at the Katz Alumni Center, Monday-Friday 8 a.m. – 5 p.m. once you receive your confirmation email.

UTSA-AFFILIATED BENEFITS

- Where can I get my discounted parking permit?
 - Present your digital alumni membership card to the parking office to purchase your discounted alumni parking permit. For more information and pricing, please find the Alumni Parking Permit information under Other Permits of the parking website.
<https://www.utsa.edu/campuservices/parking/permits.html>
- How do I access the library?
 - Present your digital alumni membership card to the library to gain access to receive for borrowing privileges. For a complete list of access please visit,
<https://lib.utsa.edu/services/for-visitors-alumni>
- How do I get a membership to the Rec Center?
 - You must contact the Rec Center, but you need to show them your membership ID card to get a discount on your membership. Please visit <https://campusrec.utsa.edu/membership/> for additional information.

OTHER MEMBER BENEFITS

- How do I access other member benefits?
 - Please see the benefits page for details on how to redeem additional member discounts.
<https://www.utsa.edu/alumni/join/#benefits>
- **Reminder:** When redeeming benefits always be prepared to show your digital membership card upon request.