



LAURITZEN  
GARDENS

# MEMBER LOGIN INSTRUCTIONS

NOT A MEMBER? Become one today at [lauritzengardens.org/join](http://lauritzengardens.org/join)

**First time logging in?** Find your membership and create an account.

**STEP 1:** At the top of the Lauritzen Gardens portal page, click on **MY ACCOUNT** and then select **FIND MY MEMBERSHIP** from the drop down menu.

The screenshot shows the top navigation bar of the Lauritzen Gardens website. The 'My Account' dropdown menu is open, and the 'Find My Membership' option is highlighted with a red box and a red arrow. Below the navigation bar, there are six membership options displayed in a grid:

- Individual Annual Membership:** Membership benefits for one adult. View Details
- Individual Plus One Annual Membership:** Membership benefits for one named adult and one unnamed guest on every visit. View Details
- Dual Annual Membership:** Membership benefits for two named adults. View Details
- Dual Plus One Annual Membership:** Membership for two named adults and one guest per visit. View Details
- Family Annual Membership:** Membership for two adults and children 17 and under. View Details
- Family Plus One Annual Membership:** Membership for two named adults and children ages 17 and under, plus one unnamed guest per visit. View Details

**STEP 2:** In the window that opens, select **CREATE ACCOUNT**

The screenshot shows a 'Locate Membership' dialog box overlaid on the website. The dialog box contains the following text:

To locate and/or renew your Lauritzen Gardens Membership, please **Create an Account**. We will attempt to use the information you enter to locate your existing Membership.

If you have already created an Account, please **Login** and go to *My Account* → *Profile* to view your Membership.

The 'Create Account' button is highlighted with a red box and a red arrow. The 'Login' button is also visible.

**STEP 3:** Enter your first name, last name, email address, and phone number, confirm that you are not a robot by checking the box, and then hit **CONTINUE**.

The screenshot shows the 'Create Account' form with the following fields: First Name, Last Name, Email Address, and Phone Number, each with a red 'ENTER INFORMATION HERE' prompt. Below these fields is a checkbox labeled 'I'm not a robot' with a reCAPTCHA logo. A red box highlights the 'Continue' button, and two red arrows point to the 'I'm not a robot' checkbox and the 'Continue' button respectively.

**IMPORTANT NOTE:**

The email address entered **MUST** be the primary email associated with your membership, otherwise you will not be recognized as an active member.

**Not sure what email address is associated with your annual membership?**

Contact the membership team at (402) 346-4002, ext. 214 or [membership@omahabotanicalgardens.org](mailto:membership@omahabotanicalgardens.org).

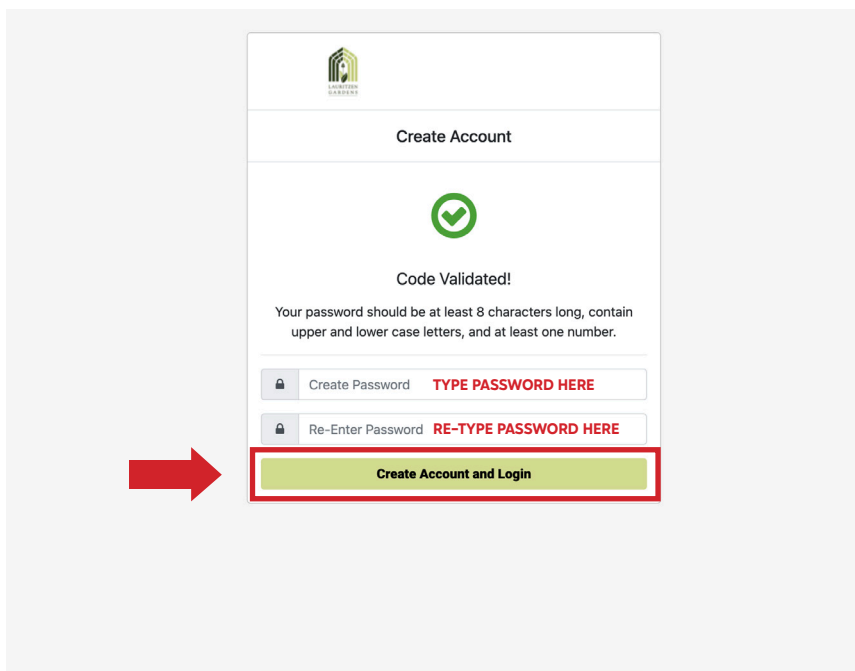
If an account for this membership has already been created, a window will open notifying you that an account already exists. If you need to reset your password, go to **"FORGOT PASSWORD?"** instructions in this document.

**STEPS 4 and 5:** To authenticate your account, the system will need to send you a verification code. Click a radio button to receive a code via either SMS text or via email, and click **SEND VERIFICATION**. Depending on the method you choose, check for the code in your text messages or email account. In the next window, enter the verification code you received and select **SUBMIT CODE**.

The screenshot shows the 'Create Account' form with the text: 'We need to send you a Verification Code to authenticate your account. Please choose how you would like to receive the code.' Below this are two radio button options: 'SMS: \*\*\*\*\*3911 CHOOSE ONE BY CLICKING A CIRCLE' and 'EMAIL: m.je\*\*\*\*\*@omahabotanicalgardens.org'. A red box highlights the 'Send Verification' button, and two red arrows point to the 'SMS' option and the 'Send Verification' button respectively.

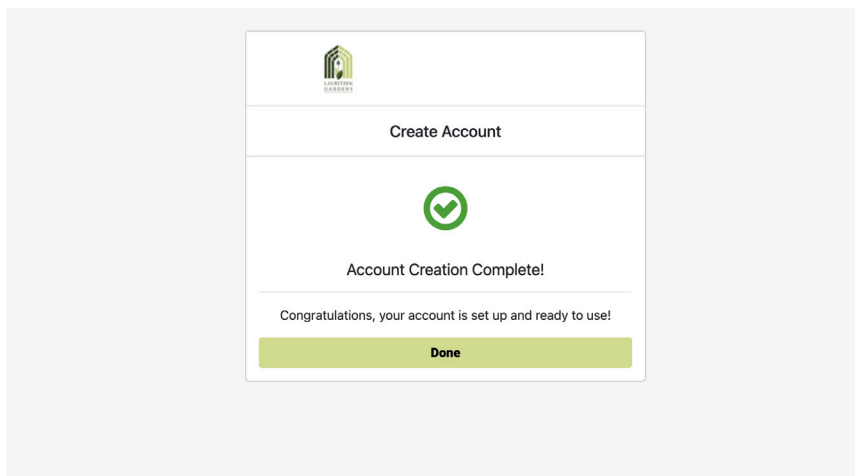
The screenshot shows the 'Create Account' form with the text: 'We have sent a Verification Code to the following contact method associated with your account.' Below this is the code '\*\*\*\*\*2256'. A text input field labeled 'Verification Code' has the prompt 'TYPE CODE IN THIS BOX'. A red box highlights the 'Submit Code' button, and two red arrows point to the 'Submit Code' button from the left and right sides.

**STEP 6:** Create and re-enter a password. Select **CREATE ACCOUNT AND LOGIN** to finish the process.



The screenshot shows a web form titled "Create Account" for the Omaha Botanical Gardens. At the top left is the logo. Below the title is a green checkmark icon and the text "Code Validated!". A note states: "Your password should be at least 8 characters long, contain upper and lower case letters, and at least one number." There are two password input fields: "Create Password" with the placeholder "TYPE PASSWORD HERE" and "Re-Enter Password" with the placeholder "RE-TYPE PASSWORD HERE". A red arrow points to a green button labeled "Create Account and Login" which is highlighted with a red border.

Once you hit **CREATE ACCOUNT AND LOGIN**, you should receive a confirmation like the one below. You can now proceed to login to your account to renew your membership, purchase tickets, place reservations for fundraising events or complete registrations for educational programs.



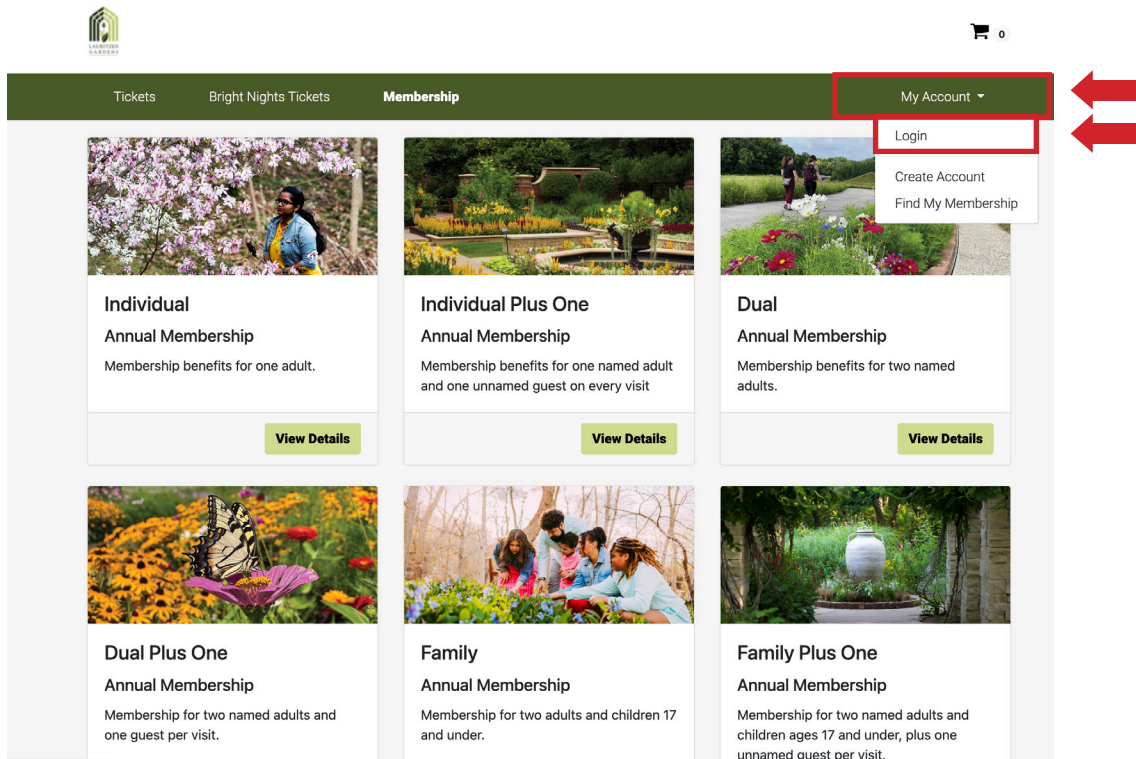
The screenshot shows a confirmation screen titled "Create Account". It features a green checkmark icon and the text "Account Creation Complete!". Below this, it says "Congratulations, your account is set up and ready to use!". At the bottom is a green button labeled "Done".

## QUESTIONS?

Contact the membership team at [membership@omahabotanicalgardens.org](mailto:membership@omahabotanicalgardens.org) or (402) 346-4002, ext 214.

# FORGOT YOUR PASSWORD?

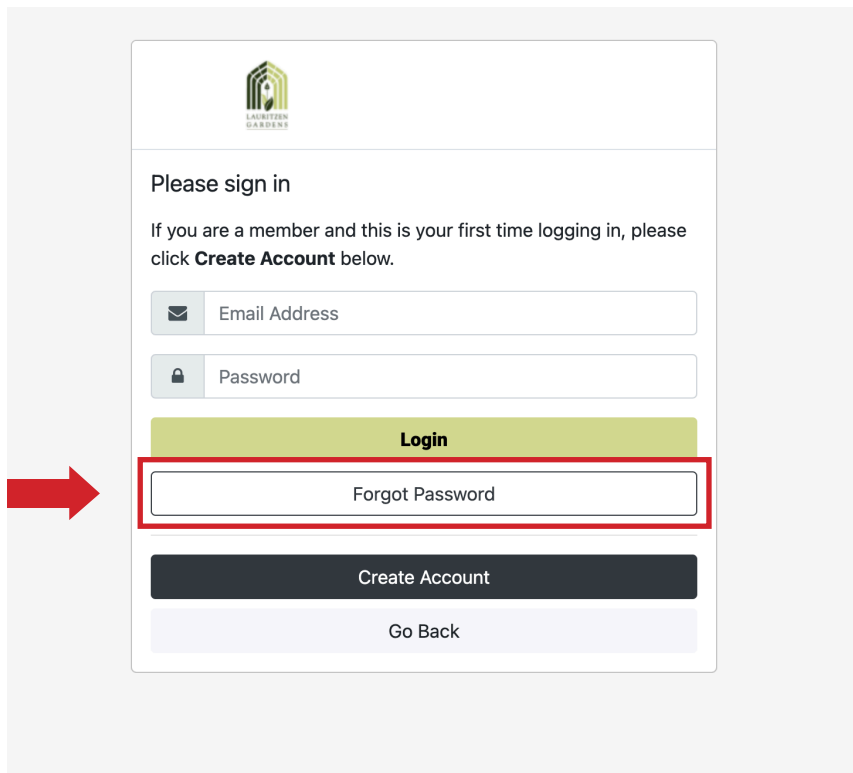
**STEP 1:** At the top of the Lauritzen Gardens portal page, click on **MY ACCOUNT** and then select **LOGIN** from the drop down menu.



The screenshot shows the top navigation bar of the Lauritzen Gardens website. The 'My Account' dropdown menu is open, with the 'Login' option highlighted. Red arrows point to the 'My Account' button and the 'Login' option. Below the navigation bar, there are six membership options displayed in a grid:

- Individual Annual Membership:** Membership benefits for one adult.
- Individual Plus One Annual Membership:** Membership benefits for one named adult and one unnamed guest on every visit.
- Dual Annual Membership:** Membership benefits for two named adults.
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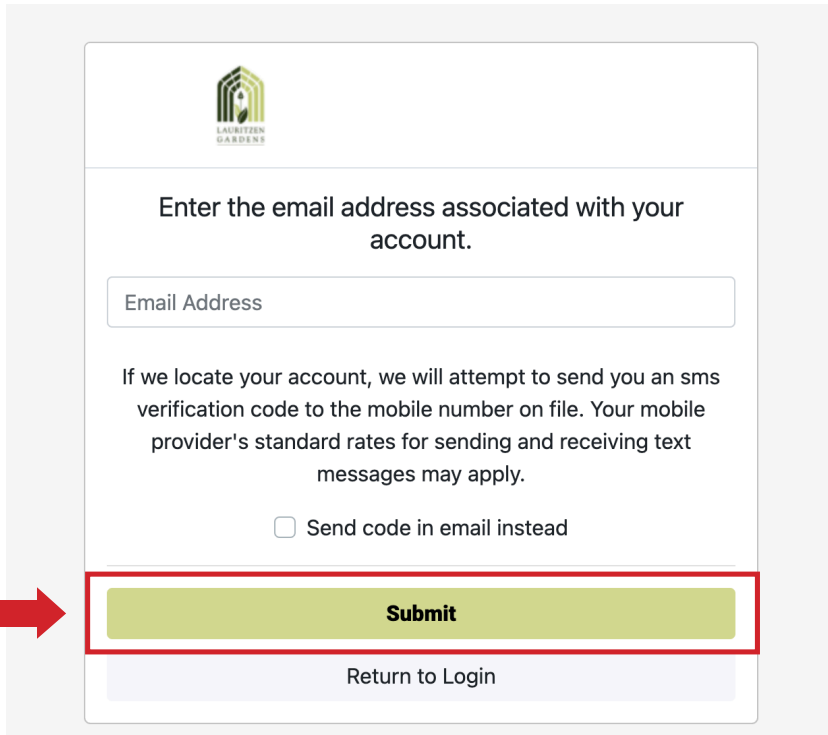
**STEP 2:** In the window that opens, click on **FORGOT PASSWORD**.



The screenshot shows the login page of the Lauritzen Gardens website. The page has a white background with the Lauritzen Gardens logo at the top left. Below the logo, the text reads: 'Please sign in. If you are a member and this is your first time logging in, please click **Create Account** below.' There are two input fields: 'Email Address' and 'Password'. Below the input fields are four buttons: 'Login', 'Forgot Password', 'Create Account', and 'Go Back'. The 'Forgot Password' button is highlighted with a red box and a red arrow points to it from the left.

**STEP 3:** Enter the email address associated with your membership account and select **SUBMIT**.

Once entered, a verification code will be texted to the mobile number in your membership file. If you would prefer to receive the verification code via email, check the box to select **SEND CODE IN EMAIL INSTEAD**.



The screenshot shows a web form for email verification. At the top left is the logo for 'LAUREN GARDENS'. The main heading reads 'Enter the email address associated with your account.' Below this is a text input field labeled 'Email Address'. A paragraph of text explains that an SMS verification code will be sent to the mobile number on file, with a note that standard rates for text messages may apply. There is a checkbox labeled 'Send code in email instead'. At the bottom, there is a prominent green 'Submit' button highlighted with a red border and a red arrow pointing to it from the left. Below the 'Submit' button is a 'Return to Login' link.

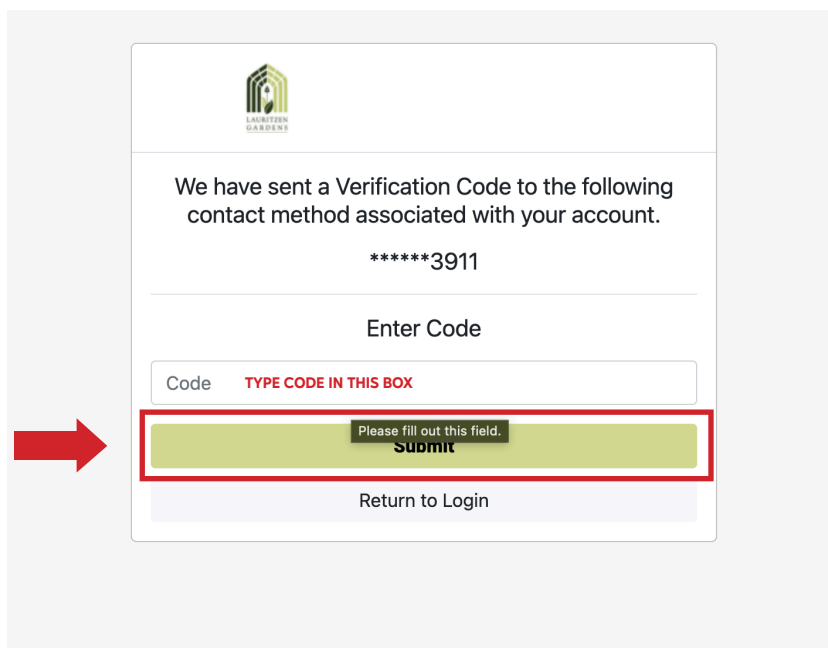
**IMPORTANT NOTE:**

The email address entered **MUST** be the primary email associated with your membership, otherwise you will not be recognized as an active member.

**Not sure what email address is associated with your annual membership?**

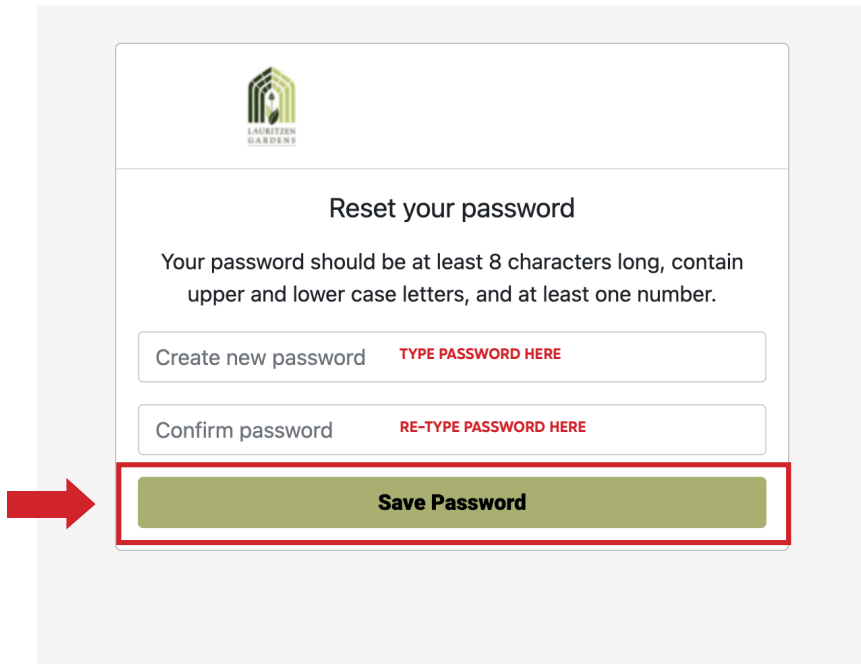
Contact the membership team at (402) 346-4002, ext. 214 or [membership@omahabotanicalgardens.org](mailto:membership@omahabotanicalgardens.org).

**STEP 4:** In the window that opens, enter the verification code that you received (either by text message or by email) and hit **SUBMIT**.



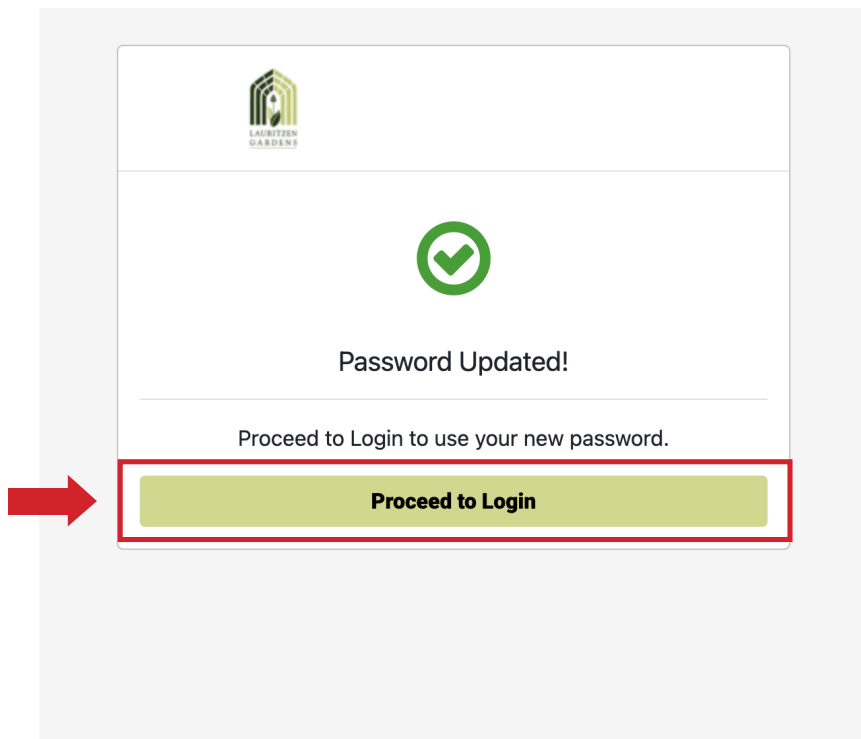
The screenshot shows a web form for entering a verification code. At the top left is the logo for 'LAUREN GARDENS'. The main heading reads 'We have sent a Verification Code to the following contact method associated with your account.' Below this, the code '\*\*\*\*\*3911' is displayed. There is a text input field labeled 'Enter Code' with a red error message 'Code TYPE CODE IN THIS BOX' below it. At the bottom, there is a prominent green 'Submit' button highlighted with a red border and a red arrow pointing to it from the left. Below the 'Submit' button is a 'Return to Login' link.

**STEP 5:** Create a new password and type it into the first box. Retype the same password in the second box to confirm it and then hit **SAVE PASSWORD**.



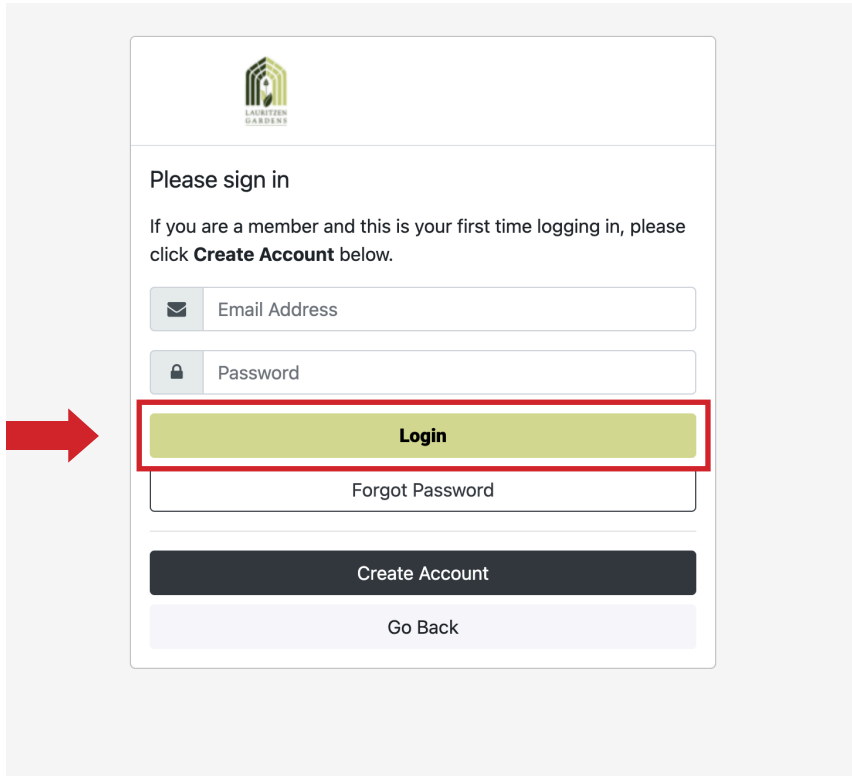
The screenshot shows a web form for resetting a password. At the top left is the logo for "LAURITZEN GARDENS". The main heading is "Reset your password". Below this, a message states: "Your password should be at least 8 characters long, contain upper and lower case letters, and at least one number." There are two input fields: the first is labeled "Create new password" with a red prompt "TYPE PASSWORD HERE"; the second is labeled "Confirm password" with a red prompt "RE-TYPE PASSWORD HERE". At the bottom of the form is a green button labeled "Save Password". A red arrow points to this button from the left.


**STEP 6:** After you hit **SAVE PASSWORD**, the next window will confirm that your password has been updated. You can then select **PROCEED TO LOGIN**, to access your account.



The screenshot shows a confirmation screen. At the top left is the logo for "LAURITZEN GARDENS". In the center is a green checkmark icon. Below the icon, the text reads "Password Updated!". A horizontal line separates this from the text "Proceed to Login to use your new password." At the bottom of the screen is a green button labeled "Proceed to Login". A red arrow points to this button from the left.

**STEP 7:** To login, enter the email address associated with your membership account, followed by your new password, and then click **LOGIN**.





Please sign in

If you are a member and this is your first time logging in, please click **Create Account** below.

Email Address

Password

**Login**

[Forgot Password](#)

Create Account

[Go Back](#)

### QUESTIONS?

Contact the membership team at [membership@omahabotanicalgardens.org](mailto:membership@omahabotanicalgardens.org) or (402) 346-4002, ext 214.