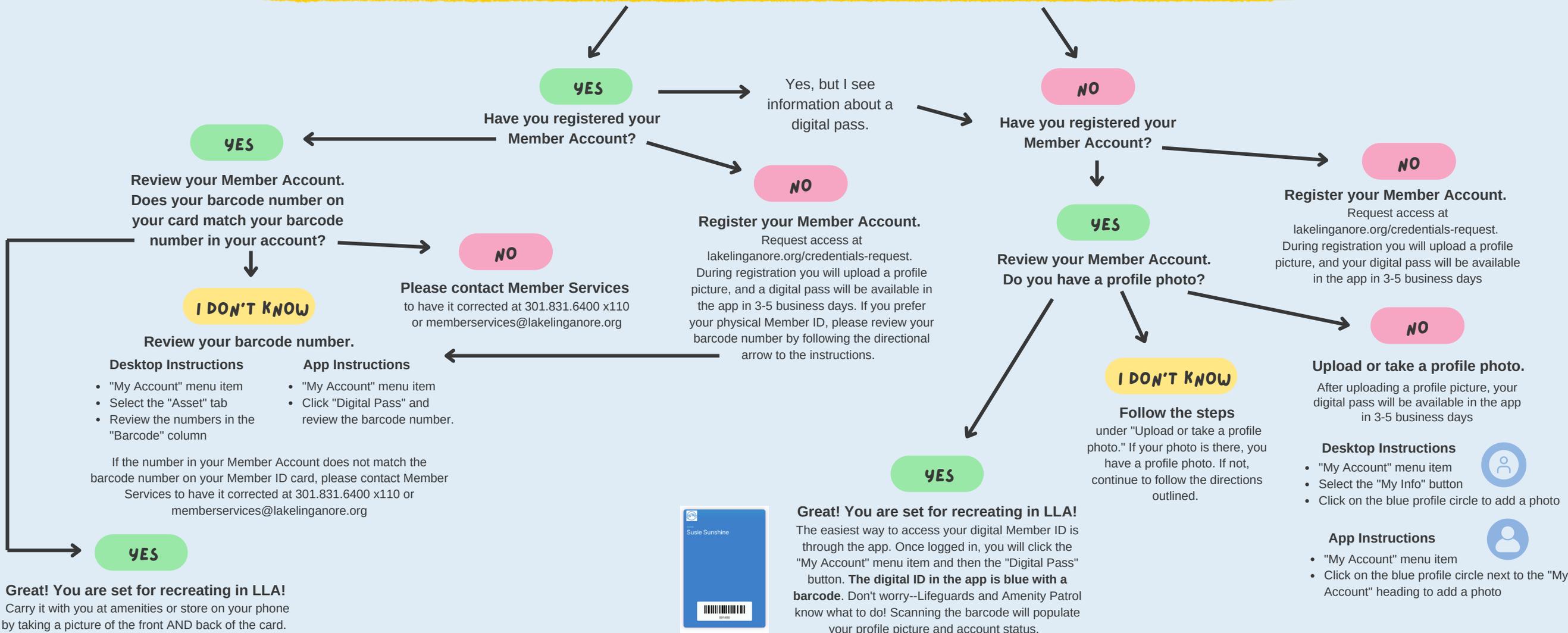


# DO YOU HAVE A PRINTED, PLASTIC, PHYSICAL MEMBER ID CARD?



## FREQUENTLY ASKED QUESTIONS

**Q: How do I access my child's digital Member ID?**  
A: LLA understands you may need to manage passes. Any Members who are too young or unable to register for their own account (i.e., do not have their own e-mail address and a smartphone) need you to upload their picture. You can do so in the "My Account" menu item by reviewing the "Unit Residents" tab, and clicking the pencil icon to edit and add a photo. Afterward, if they have NOT been issued an ID card previously, LLA will print and mail their plastic Member ID card. Please allow a turnaround time of five business days from the time of upload to shipment. If they have previously been issued a plastic membership ID card, this card is still active and should continue to be used (no replacement will be mailed unless requested). Please continue to carry their card at amenities or take a photo of the front and back of the card and store it on your phone to be presented at the amenities.

**Q: How do I request a physical, printed Member ID card?**  
A: Please contact the LLA office at 301-831-6400. Please note, the LLA Office is not printing Member ID cards moving forward. However, if a physical ID is preferred, the office will print a card for a \$10 fee. Cards for Members under 12 years old and Members who are too young or unable to register for their own account are free.

**Q: Where can I learn more about Membership?**  
A: The Knowledge Base in your Member Account includes information about Member Services and several instructional videos to help you navigate your Member Account.