

# PBS Passport

## MEMBER SUPPORT SHEET

LAST UPDATED: NOVEMBER 2022

### PBS SUPPORT CONTACTS FOR MEMBERS & STATIONS

**EMAIL:** MEMBERS CAN EMAIL [HELP@PBS.ORG](mailto:HELP@PBS.ORG)

**PHONE:** MEMBERS CAN CALL 844.325.8828 [10 AM to 11 PM ET MON-FRI]


**STATIONS:** SUBMIT A TICKET AT [DIGITALSUPPORT.PBS.ORG](https://digitalsupport.pbs.org) **AS YOURSELF**

### IMPORTANT MVAULT FIELDS FOR ACCESS

**START DATE:** MUST BE BEFORE TODAY'S DATE  
**EXPIRE DATE:** MUST BE AFTER TODAY'S DATE  
**STATUS:** MUST BE 'ON'  
**ACTIVATION DATE:** MUST SHOW A DATE  
**USER PROFILE EMAIL:** THE EMAIL ADDRESS THEY LOG IN WITH TO WATCH PASSPORT

**DO NOT REFER TO 'EMAIL' FIELD FOR LOGIN INFO.**

### MEMBER IS SIGNED IN BUT CAN'T WATCH PASSPORT

◀ Are their MVault fields in **good standing**? Does  appear by their name on PBS.org? Check their MVault's User Profile Email field and ask them to sign out and sign back in with that email.

### VIDEOS ARE MISSING, EXPIRED, OR UNAVAILABLE:

[PBS likely doesn't have the streaming rights \(link\).](#)

### CONFIRM BEFORE SENDING TO PBS SUPPORT

- ✓ MEMBER IS USING **PBS SITE OR APP**
- ✓ MEMBER'S MVAULT ENTRY IS IN **GOOD STANDING** ▲
- ✓ MEMBER'S USING AN **APP ON SUPPORTED DEVICE** ▼

**PBS DOES NOT OFFER SUPPORT FOR STREAMING OUTSIDE US/CA, VIDEO DOWNLOADS, THIRD-PARTY APPS, STATION APPS, OR SMART TV WEB BROWSERS.**

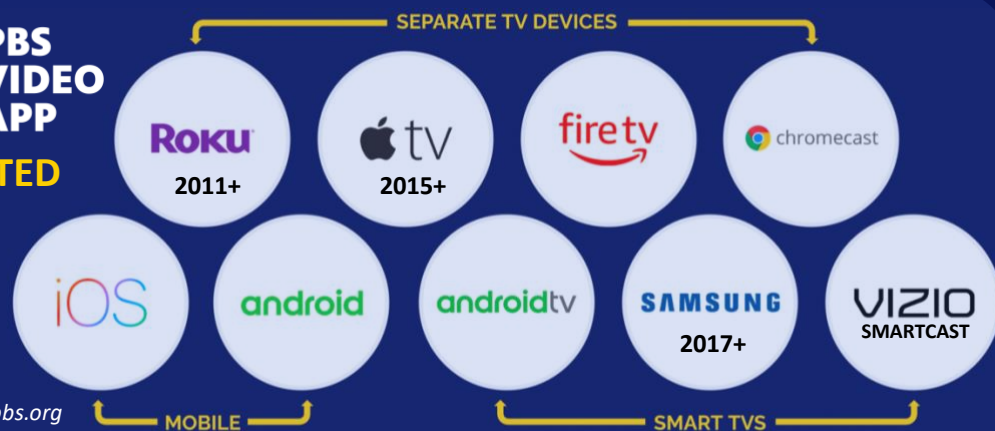
### MEMBER WANTS TO CHANGE LOGIN EMAIL

1. Member can update their email address on their profile after logging in at [account.pbs.org](https://account.pbs.org) and clicking **Account Security**.
2. **If they can't sign in**, they can reset their password on [account.pbs.org](https://account.pbs.org) page by clicking **Forgot your password?**
3. **If they've made a new login account** with their new email address or can't log into their old account, use the **PASSPORT RESET** button in MVault and ask them to reactivate with the four-word code or emailed link. They should link their Passport benefit to their new login account.



### SUPPORTED DEVICES

See full device details and PBS Video App screenshots at [digitalsupport.pbs.org](https://digitalsupport.pbs.org)



### LINKS FOR MEMBERS & STATIONS

**PBS APP ACTIVATION:** [pbs.org/activate](https://pbs.org/activate)

**PASSPORT ACTIVATION:** [pbs.org/passport](https://pbs.org/passport)

**PASSPORT LOOKUP:** [pbs.org/passport/lookup](https://pbs.org/passport/lookup)

**PASSPORT RESET TOOL:** [pbs.org/passport/reset](https://pbs.org/passport/reset)

**FAQs FOR MEMBERS:** [help.pbs.org](https://help.pbs.org)

**PASSPORT SHOW INFO:** [mypbs.org/passport](https://mypbs.org/passport)

**FAQs FOR STATIONS:** [digitalsupport.pbs.org](https://digitalsupport.pbs.org)

**MVAULT CONSOLE:** [mvault.console.pbs.org](https://mvault.console.pbs.org)