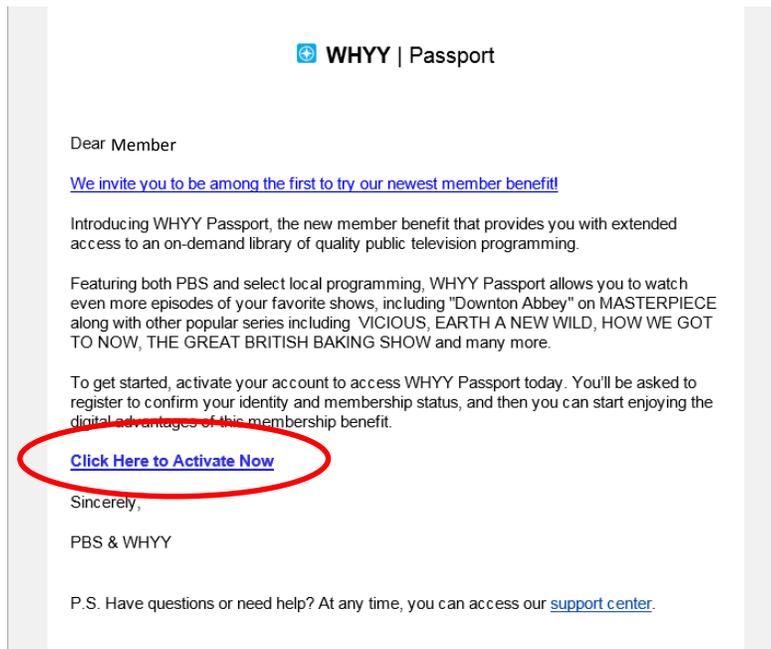
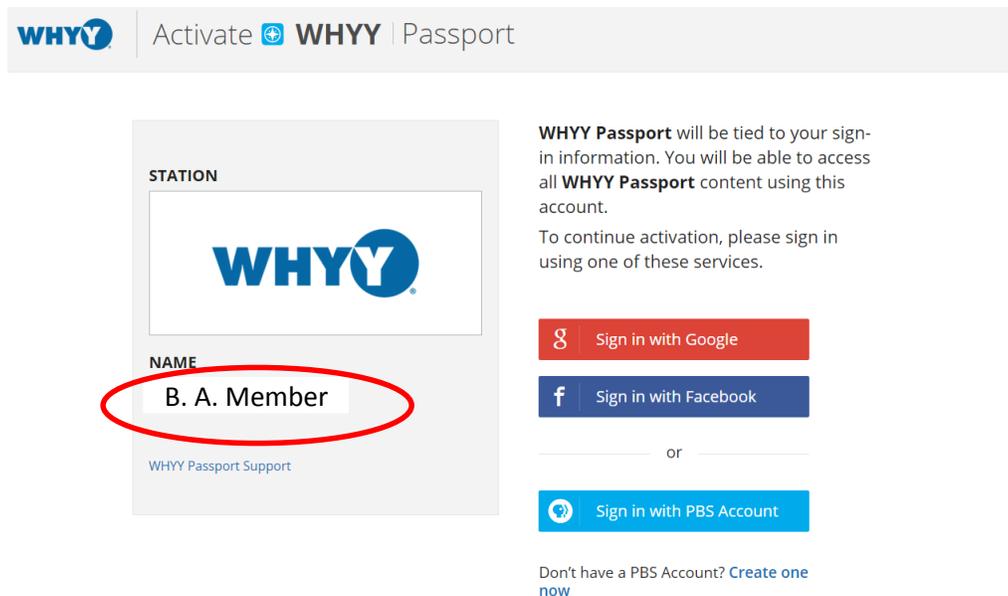


## How to Activate Passport

1. You will receive an activation email from PBS. Click the activation link.



2. Clicking the activation link should bring you to this screen that automatically populates with your name. If this does not happen, proceed to step 7.

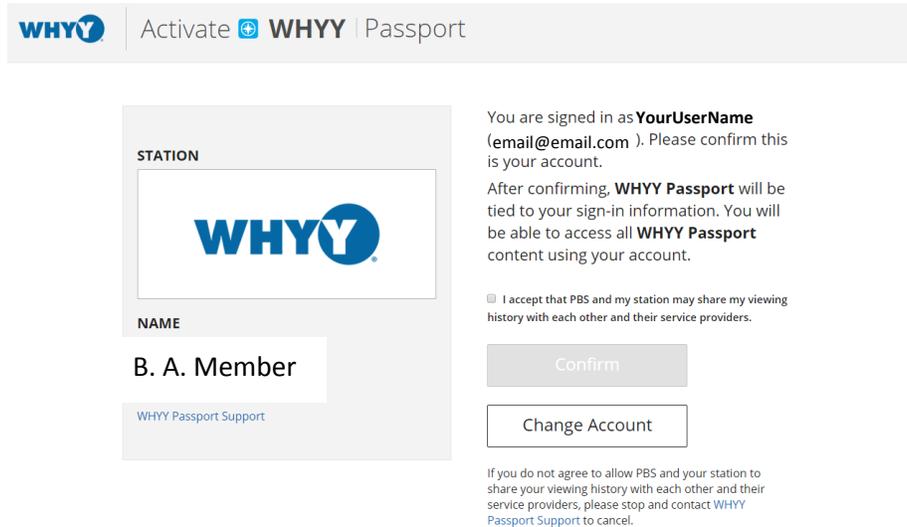


3. You can access WHYY Passport through your Google or Facebook account, but the preferred way is to create a PBS account.

Creating an account is free and gets you:

- Access to High-Definition streaming
- A personal area on the site where you can access:
  - Favorite Shows
  - Watchlist
  - Viewing History
- Early access to exciting new features

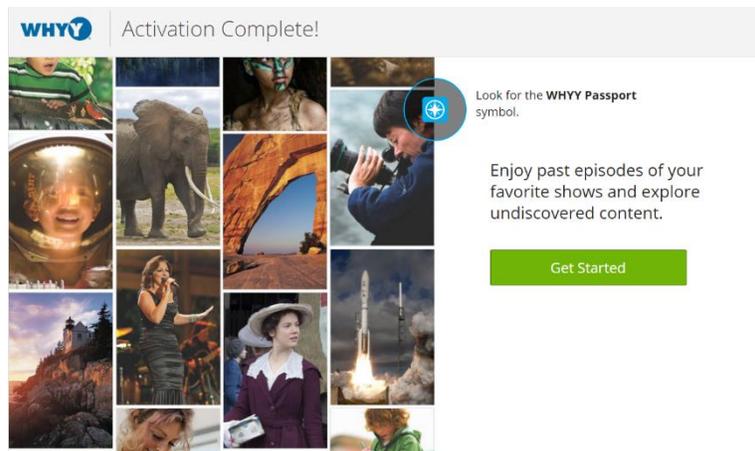
4. Create a PBS account or sign in to an existing PBS account. Once you have filled out the form to create an account, you will see this screen.



5. Click the agreement button on the screen above, then click "Confirm."

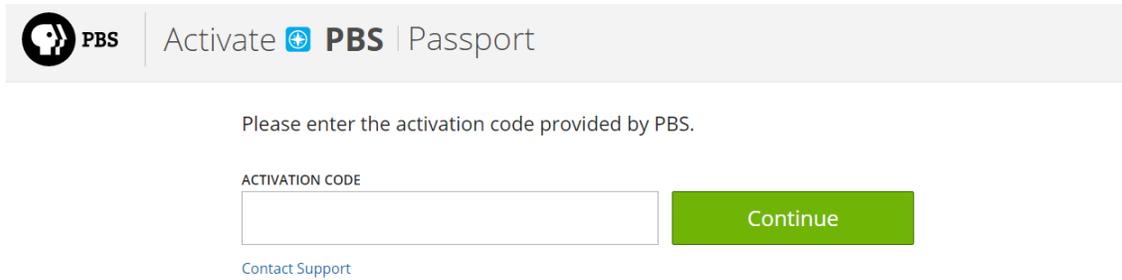
While WHYY can view an individual's viewing history, PBS will only receive aggregate station data that will not identify individual users. We will not sell or exchange this information. If you do not agree with having your viewing history to be tracked, contact WHYY Passport support using the link on this screen.

6. Clicking "Confirm" will complete your access to WHYY Passport. Clicking "Getting Started" takes you to the library where you can choose videos to watch now, or add to your watchlist for later.



## Alternative Activation Method

- Occasionally, a member may click the Activate Now link in their email, or otherwise visit [video.whyy.org/passport](http://video.whyy.org/passport), and get this screen.



Please enter the activation code provided by PBS.

ACTIVATION CODE

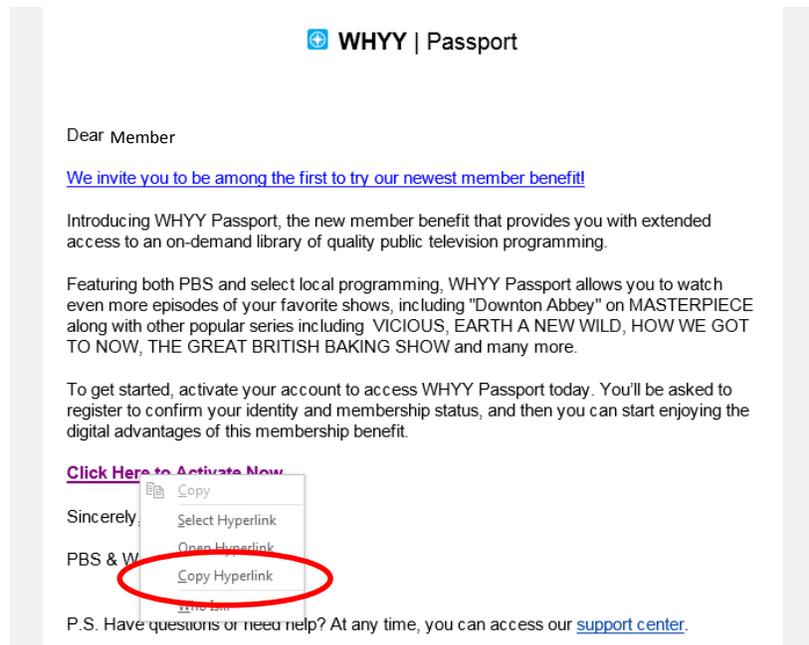
Continue

[Contact Support](#)

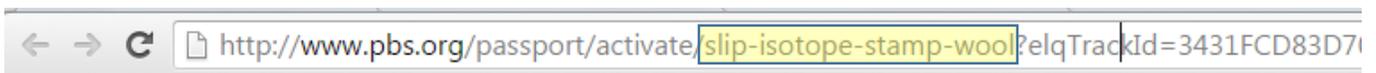
Starting in January, qualifying members will receive a unique four-word activation code printed on their acknowledgment letters. The activation code can also be found embedded in the link in the original email.

- To find the activation code in your email, go to the original activation email, right-click on the “Click Here to Activate Now” link, and copy the link address.

Note: This may look different on different browsers, but the goal is to copy the URL associated with that link.



- Open your browser, and in the address bar, paste the link but do not hit Enter to visit the link.



The four-word activation code is found immediate following /activate and does not include the / mark or the ? mark. Copy this code and paste it into the activation code box in step 7.

- Entering the activation code should bring you to a screen that looks like step 2. You should then follow steps 2-6.
- If you have any trouble with your activation code, you should contact WHYY Passport support by calling 1-844-912-1644 or by submitting a [support ticket](#).