

# PASSPORT

## How do I activate my Passport?

Please be advised that it may take one to two business days to receive your activation email.

The email you receive will contain a four word activation code. These codes are unique for each member, but each will follow the same format, such as apple-house-river sleep.

Once you have received your unique Passport activation code, please visit the PBS Passport activation page at <http://pbs.org/passport> and enter your code. Codes will be auto-capitalized when entered, but are not case sensitive.

After entering your code, you will see a screen with the membership name and KTWU, your local PBS station. On the right, sign in with a PBS, Google, or Facebook account. If you don't have one of these three account options than please select "Create one now" beneath Sign in with PBS Account options.

If you're unsure if you already have a PBS account, we recommend selecting the "Create one now" option and signing up for a new PBS account. The system will let you know if you have already created a PBS account with your email address.

The personal account you sign in with on this screen will now be the account you use to log in at PBS.org and the PBS Video apps when viewing Passport videos. Only this single account/email address will be linked to your Passport benefit.

You will now need to agree to the Passport terms of use. Select the "I agree" checkbox to agree to the terms and select Confirm at the bottom of the page to continue.

Once you've confirmed the Passport terms of use, the Activation Complete! Screen will appear. Select the Get Started button to begin using your Passport benefit.

## What I do if I have waited a few days and I haven't received my activation code yet?

If you enrolled through the KTWU website call us at 785-670-1111, or call toll free 800-866-5898.

If you enrolled through PBS Passport follow the steps below:

Try requesting an activation email with our Passport Lookup Tool at [pbs.org/passport/lookup](http://pbs.org/passport/lookup).

You will enter in your email address that you provided when you became a member and we will send you an email containing your membership information.

If you no longer have access to this email account, please contact us at [friends@washburn.edu](mailto:friends@washburn.edu) to update your account information or call us at 785-670-1111.

**An error message appeared when I tried to submit my activation code or link.**

1. "The activation code you entered is already activated. Please Sign In or contact support".  
This message indicates that your Passport benefit has been previously activated either by yourself or someone else in your household. Visit <http://www.pbs.org> and sign in with account you used to activate Passport.
2. "We're sorry, there is a problem with your activation code. To see if you have an account in our system, please use our Member Lookup".  
Please double check your code for any misspellings or special characters. If your code looks correct, your benefit may have expired or been disabled by your station. Visit the Member Lookup site at [pbs.org/passport/lookup](http://pbs.org/passport/lookup) and enter your contact email address for more information.  
If you believe your membership has expired, please visit us at [ktwu.org/members/donate](http://ktwu.org/members/donate) to reactivate your membership today!
3. "Note: Activation Codes are composed of four words separated by hyphens (example: WHEN-COURSE-HUMAN-EVENTS)". Please double check your code is made up of four words with a hyphen or dash between each word.

**I have a technical question that is not answered by the Passport FAQ.**

Visit [help.pbs.org/support/solutions/5000121793](http://help.pbs.org/support/solutions/5000121793) for even more FAQ sheets. If questions remain after visiting that site please contact <https://help.pbs.org/support/tickets/new>. In your message, please include: the contact information for your membership, name KTWU as your local station and provide the email address you are currently using to sign in to Passport. For Passport phone support, you can call 855-898-8028 from 9AM to 10PM Central Monday to Friday.