

Welcome to the PBS Passport Program!

Thank you for supporting MontanaPBS! Your contribution ensures we can continue to offer quality programming to viewers like you. It also means that you qualify for access to the PBS Passport member benefit.

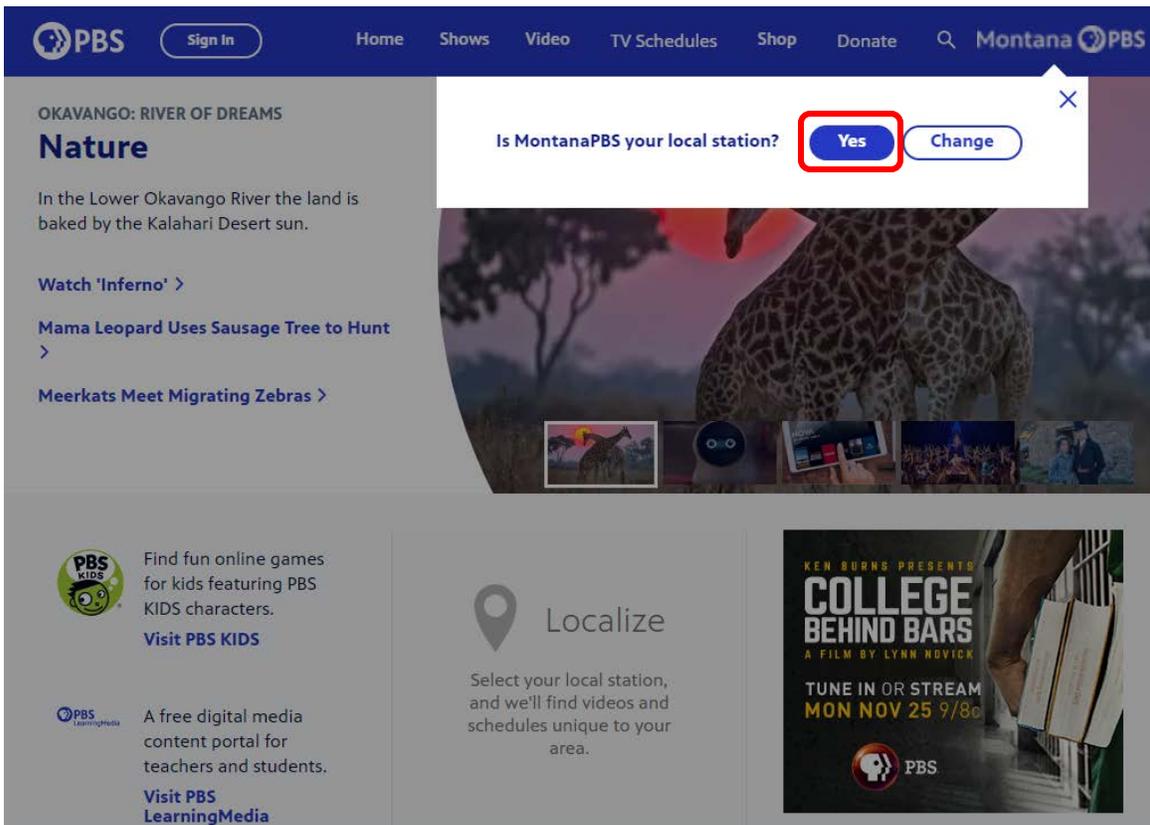
PBS Passport gives eligible supporters extended access to on-demand public television programming online. This means donors can watch PBS programming on computers, smartphones, tablets, smart televisions, and other streaming devices. The PBS Passport library currently offers members more than 1,500 episodes to watch, with new PBS programs being added weekly. The library features episodes from popular programs like American Experience, American Masters, Antiques Roadshow, Nature, NOVA, and Masterpiece — including all six seasons of Downton Abbey.

In addition to these signature series, the library is full of public television’s acclaimed arts, science, history, and lifestyle programs; including How We Got to Now, The Great British Baking Show, Earth a New Wild, Austin City Limits, and a rotating selection of films from Ken Burns.

In order to begin enjoying the PBS Passport Program, donors must complete the set-up process, which includes: creating and signing in with a PBS.org profile, activating the Passport benefit, and if applicable, updating the device from which Passport will be viewed.

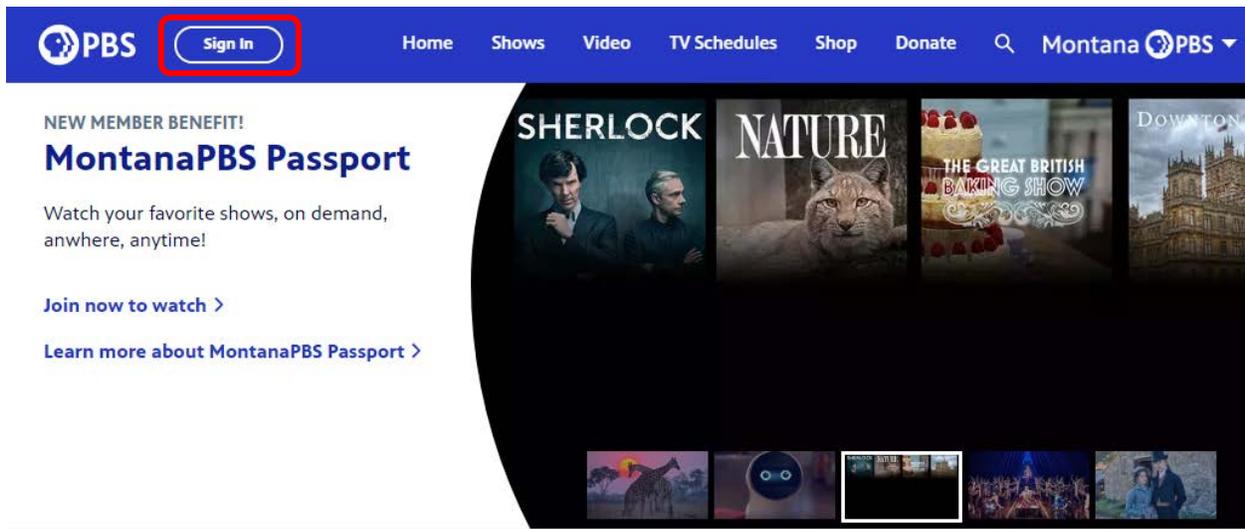
Section 1: Creating and Signing in with a www.pbs.org profile

1. You are welcome to use Chrome, Firefox, Safari, or Internet Explorer for activation and viewing, although not all browsers will display the same. The below instructions apply to Chrome, FireFox, Internet Explorer, and Microsoft Edge. It is recommended you use one of these browsers. You can click the links directly, or copy and paste into a new window/tab. Go to www.pbs.org. If a pop-up asks if MontanaPBS is your local station, click “Yes”.

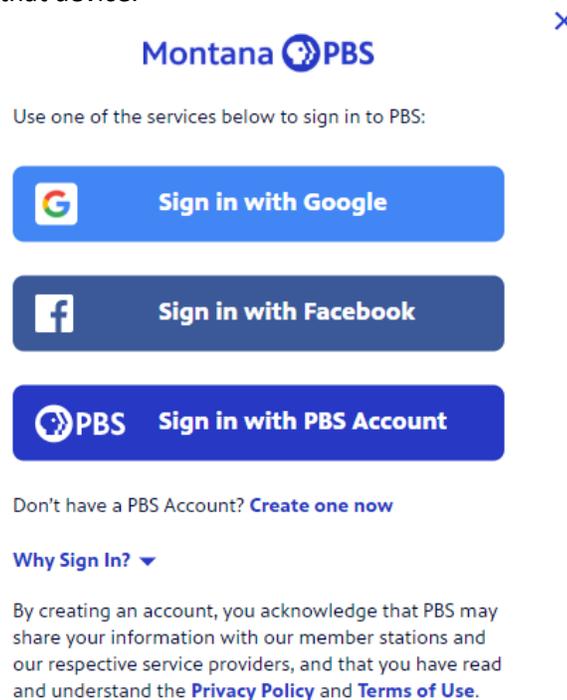


The screenshot shows the PBS website interface. At the top, there is a navigation bar with the PBS logo, a 'Sign In' button, and links for Home, Shows, Video, TV Schedules, Shop, and Donate. The main content area features a featured program 'OKAVANGO: RIVER OF DREAMS Nature' with a description and several video thumbnails. A white pop-up dialog box is overlaid on the page, asking 'Is MontanaPBS your local station?' with two buttons: 'Yes' (highlighted with a red box) and 'Change'. Below the pop-up, there are sections for 'PBS KIDS' (with a 'Visit PBS KIDS' link), 'PBS LearningMedia' (with a 'Visit PBS LearningMedia' link), and a 'Localize' section with a location pin icon and text: 'Select your local station, and we'll find videos and schedules unique to your area.' On the right side, there is a promotional banner for 'KEN BURNS PRESENTS COLLEGE BEHIND BARS A FILM BY LYNN NOVICK' with the text 'TUNE IN OR STREAM MON NOV 25 9/8c' and the PBS logo.

2. Look to the top left-hand corner for the “Sign in” button. If your name is displayed, jump down to step 4. If “Sign In” is displayed, click the link to prompt the log-in process.



3. After clicking “Sign In”, a window will pop-up asking if you would like to sign in with Google, Facebook, or a PBS Account (see image). It is recommended that if you plan to watch Passport on a streaming device such as Roku, the Amazon Fire Stick, etc., you use the email associated with the activation of that device.



Option 1: Sign in with Google – This option will prompt you to enter your Gmail address **or** your phone number, and then your Gmail password. After clicking “Sign In”, the www.pbs.org page will update to display your name and Google+ profile photo in the upper left-hand corner of the page.

Option 2: Sign in with Facebook – This option will prompt you to log in with the email address and password you use to utilize your Facebook profile. After clicking “Sign In”, the www.pbs.org page will update to display your name and Facebook profile photo in the upper left-hand corner of the page.

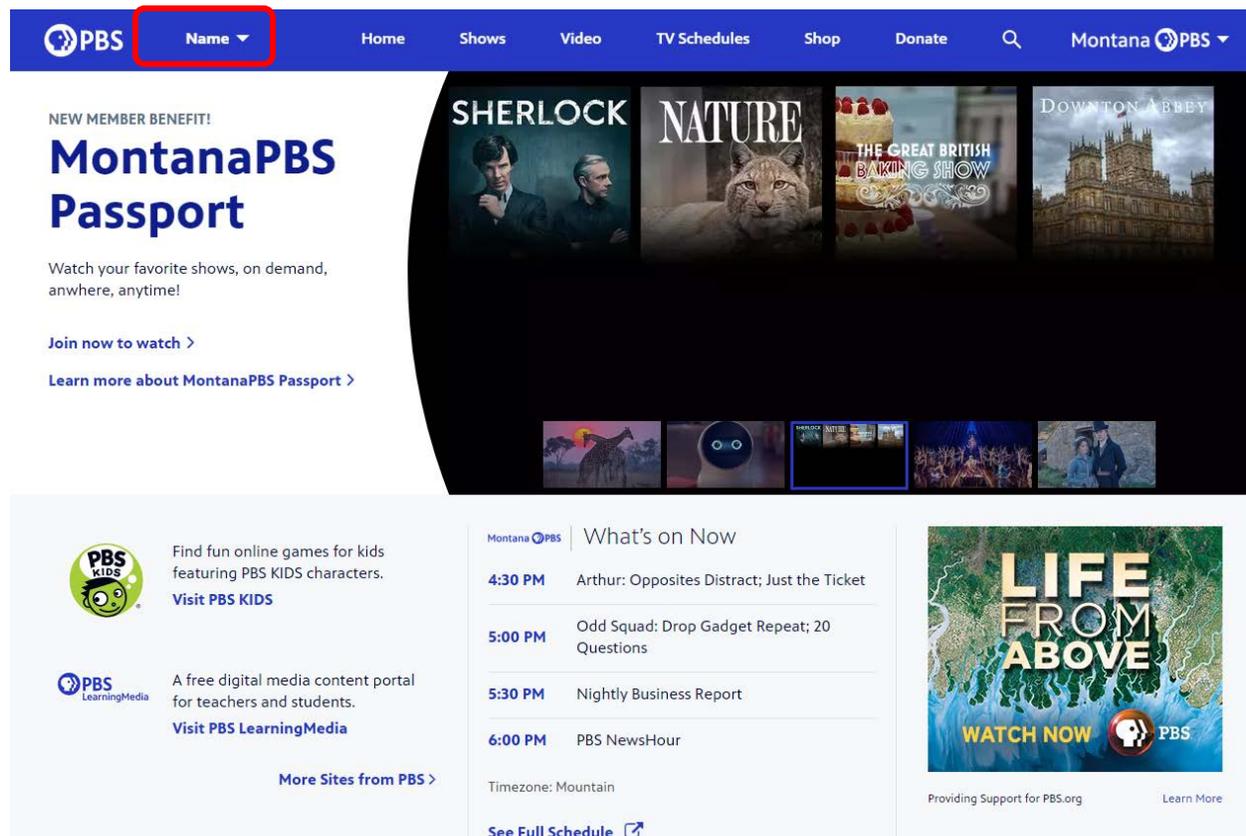
Option 3: Sign in with PBS Account (Recommended!) – This option will prompt you to log in with the email address and password* you have previously used to create a PBS Account. After clicking “Sign In”, the PBS.org page will update to display your name in the upper left-hand corner of the page.

Option 4: Create a PBS Account – If you have never logged in to PBS.org, you will be asked to create a PBS Account. This option will prompt you to fill out a short form with your first and last name, your email, and a password of at least 8 letters, including both letters and numbers. After clicking “Register”, your profile information will be displayed, as well as an option to “Edit” or an option to “Log Out”. Instead of hitting either of those options, go to the address bar at the top of the page and enter www.pbs.org. Hit Enter, and the PBS.org homepage should open. Proceed to Section 2 below.

*If you attempt to log in with a PBS account and receive an “Incorrect password” error, click the “Forgot your password?” link in blue. This will cause the PBS.org website to send a link to your email that will help you reset your password. Reset your password, sign in at www.pbs.org, and proceed to step 4. On rare occasions, emails from PBS may be filtered into Junk mail, Spam, etc. depending on the main inbox’s filter settings. Please check these additional folders if you don’t see a new email from PBS after a few minutes.

Section 2: Activating the Passport Benefit

4. After successfully signing in, your name will be displayed in the upper left-hand corner of www.pbs.org, similar to the image below. If your name is not displayed, refresh the page.



The screenshot shows the PBS.org homepage. At the top, a blue navigation bar contains the PBS logo, a dropdown menu labeled "Name" (highlighted with a red box), and links for Home, Shows, Video, TV Schedules, Shop, Donate, and a search icon. The main content area features a "NEW MEMBER BENEFIT!" section for "MontanaPBS Passport" with a "Join now to watch" button and a "Learn more about MontanaPBS Passport" link. Below this is a carousel of show thumbnails including SHERLOCK, NATURE, THE GREAT BRITISH BAKING SHOW, and DOWNTON ABBEY. The bottom section includes links to PBS KIDS and PBS LearningMedia, a "What's on Now" schedule for Montana PBS (listing shows like Arthur, Odd Squad, and Nightly Business Report), and a "LIFE FROM ABOVE" promotional banner.

5. Go to <http://www.pbs.org/passport/>. Enter the four word activation code that was sent to you and click “Continue”. Please include the entire activation code, including hyphens, without spaces. The code is *not* case-sensitive, though it may convert automatically to all upper case letters. You will be asked to confirm your log-in information and accept the PBS Passport terms. Your PBS Passport is now activated.

Please enter the activation code provided by PBS.

ACTIVATION CODE

TEST-TEST-TEST-TEST

Continue

[Don't know your code?](#)

Section Three: Adding Passport to Your Streaming Device

1. Now that your Passport benefit is activated, you can view PBS content on a variety of devices. For specialized instructions on how to start streaming PBS programs, please click on the link below that corresponds with your type of device:
 - a. PBS Video iOS (Apple products, i.e. iPhone or iPad) –
 - i. How to Download the PBS Video App – <https://help.pbs.org/support/solutions/articles/5000629165-how-do-i-download-the-iphone-ipad-app->
 - ii. Once you have downloaded the PBS Video App, you will be prompted to sign in. Sign in with your PBS account. If necessary, you may need to log in, log out, and log in again to update your app.
 - iii. Additional Resources – <https://help.pbs.org/support/solutions/12000002754>
 - b. Android apps for smartphones and tablets –
 - i. How to Download the Android PBS App – <https://help.pbs.org/support/solutions/articles/5000629243-how-do-i-download-the-android-app->
 - ii. Once you have downloaded the PBS Video App, you will be prompted to sign in. Sign in with your PBS account. If necessary, you may need to log in, log out, and log in again to update your app.
 - iii. Additional Resources – <https://help.pbs.org/support/solutions/5000161499>
 - c. Apple TV –
 - i. How to Activate Passport on an Apple TV – <https://help.pbs.org/support/solutions/articles/12000041747-how-do-i-activate-pbs-passport-on-my-apple-tv->
 - ii. Additional Resources – <https://help.pbs.org/support/solutions/12000002756>
 - d. Roku and Roku TV (Roku 2 and newer) –
 - i. How to Activate Passport on a Roku Device – <https://help.pbs.org/support/solutions/articles/12000044783-how-do-i-activate-passport-on-my-roku-device->
 - ii. Additional Resources – <https://help.pbs.org/support/solutions/12000002753>
 - e. Chromecast –
 - i. How to Utilize Chromecast with PBS Passport – <https://help.pbs.org/support/solutions/12000002760>
 - f. Amazon Fire TV/Stick –
 - i. How to Activate Passport on an Amazon Fire TV/Stick – <https://help.pbs.org/support/solutions/articles/12000042096-how-do-i-activate-passport-on-my-amazon-fire-tv-or-android-smart-tv->

- ii. Additional Resources –
<https://help.pbs.org/support/solutions/12000002755>
- g. Android Smart TVs* –
 - i. How to Activate Passport on an Android Smart TV –
<https://help.pbs.org/support/solutions/12000003710>

*It should be noted that Passport is not optimized for all smart TVs, though we do offer an app for smart TVs using the Android operating system. In other cases, you can use an HDMI conversion cord connected to an activated streaming device. However, for optimal viewing please use one of the options listed above.

- 2. For additional instructions, FAQ's, and information, please visit
<https://help.pbs.org/support/home>.
- 3. For assistance with activating your Passport on your account, please call our office at:
406-994-3437
M-F 8am-5pm
- 4. For assistance with setting up Passport on a device or for technical issues, please contact the PBS Help Desk at:
855-876-7800
M-F 8am-9pm

MontanaPBS relies on your generous support to offer quality programming and services. Your investment in our station not only provides access to unique perspectives on local and national stories, but also provides educational services in communities throughout the state. Thank you again for supporting MontanaPBS, and have a wonderful day!