

PBS Participant Portal

How to Reset Your Password

Step 1: Log onto www.pbs.us.com

Step 2: Click on **Check Your Account Balance** under **Quick and Easy Links!**

Step 3: Click on **Forgot Password** in the **Participant Portal** and fill-in the sections below.

- **Employee ID** – generally your **Social Security Number** (no dashes)
- **Security Word & Birth City** – entered this information into the system when you first set up your online account. The same information must be entered, in order to successfully reset your password.

Employee ID* *

Security Word*
(Mother's Maiden Name) *

Birth City* *

New Password* ** Password *** Confirm Password

* = required

STEP 4: Enter your **User ID** and new password, in the **Participant Portal**. Your User ID is the personal ID you created when you first setup your online account.

Still need some assistance?

Call Customer Service at 800-800-0133 (option 2), if you are unable to reset your password OR if you can't remember your User ID. We're here to help!

