

Resetting your MyPITID portal password

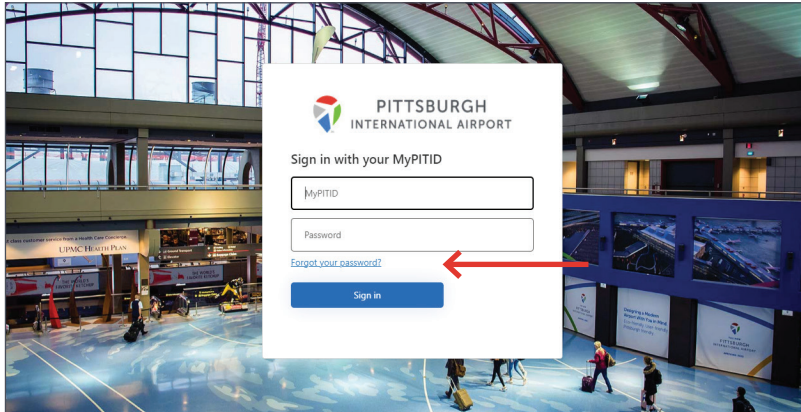
WHAT DO I DO IF I CANNOT REMEMBER THE LOGIN FOR MYPITID?

Emails that are sent from MyPITID when you have an action to complete in the system will remind you of your Username. If you have forgotten your password, you will be able to reset it yourself by following the prompts from the login screen.

STEP 1

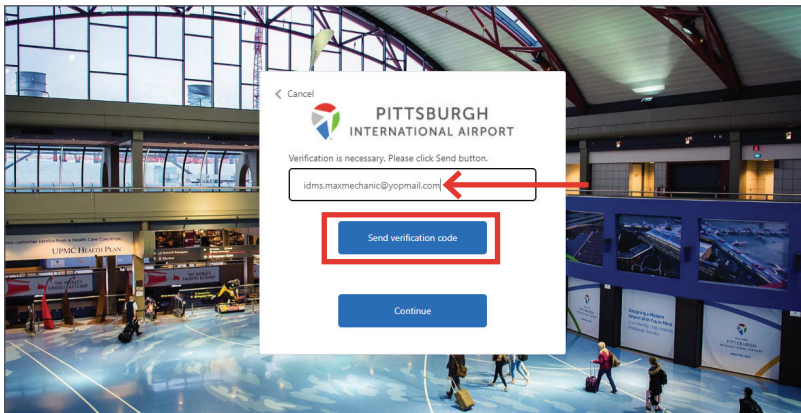
Navigate to the MyPITID Portal at <https://mypitid.flypittsburgh.com> and click to proceed with sign in.

On the second screen, select **Forgot your password?** under the password box.



STEP 2

Input your Email Address and select **Send Verification Code**.



NEED MORE HELP?

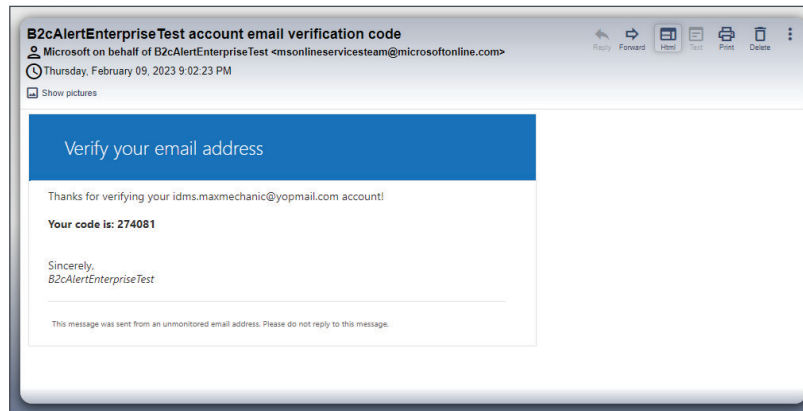
Contact your Authorized Signatory or send an email to AskMyPITID@flypittsburgh.com.



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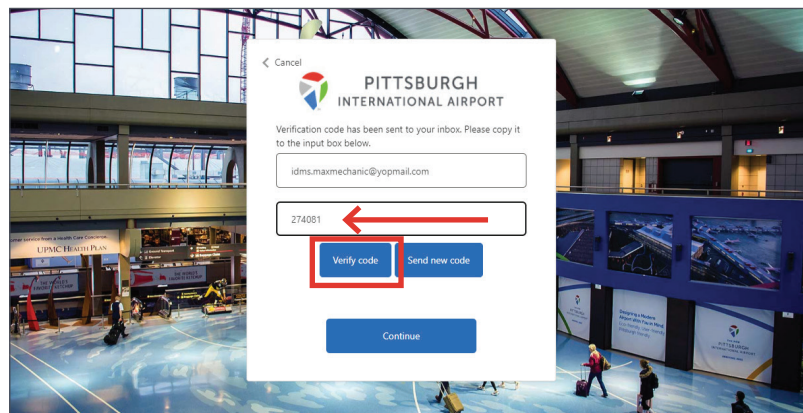
STEP 3

You will receive an email that contains your verification code.



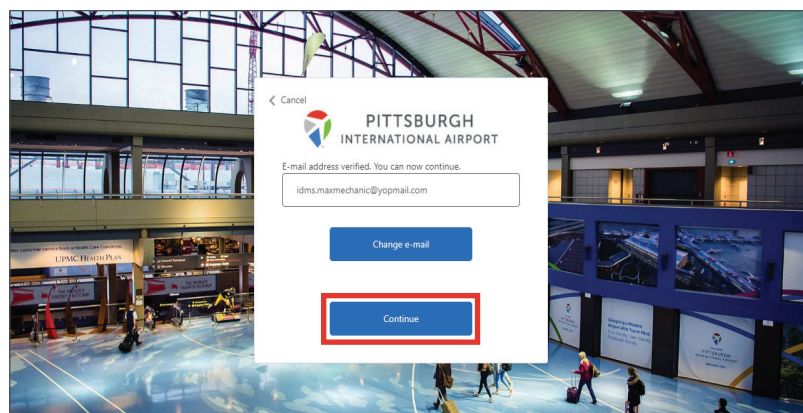
STEP 4

Input the code into the box labeled 'Verification code' and then click **Verify Code**.



STEP 5

Verify your email address by clicking **Continue**.



NEED MORE HELP?

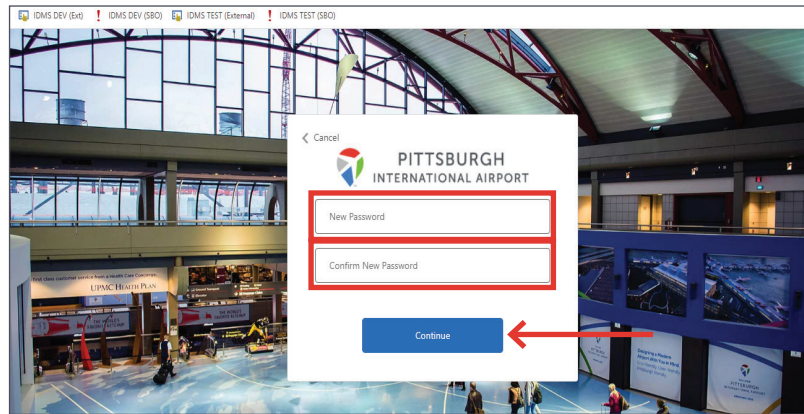
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STEP 6

Type in your new password and then re-type it again to confirm, then click **Continue**. Valid passwords must contain at least 8 characters, including at least 3 of the following: uppercase letter, lowercase letter, number or special character.

A screenshot of a mobile application interface for Pittsburgh International Airport. The background shows a large airport terminal with a high ceiling and glass windows. Overlaid on this is a white modal window with the airport's logo and name at the top. Below the logo are two text input fields: 'New Password' and 'Confirm New Password', both outlined in red. At the bottom of the modal is a blue button labeled 'Continue'. A red arrow points from the right side of the 'Continue' button towards the right edge of the screen.

Your MyPITID portal password has now been reset.

Remember to follow password protection principles by never displaying your password or sharing it with anyone else.

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