



MEMBERGUIDEBOOK

The ultimate reference document including FAQs, step-by-step walkthroughs and more to help make the most of your experience as a VPM Member



WELCOME TO THE VPM MEMBER GUIDEBOOK

This guide will answer some of our most frequently asked questions about VPM and introduce you to some components of our organization that may surprise you! Click any topic below to learn more.

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SIGNING INTO THE MEMBER CENTER

Our online Member Center allows you to customize and manage your VPM Membership when it's most convenient for you. Remember, your Passport account and VPM Member Center account are separate. For Passport information, [visit page 6](#).

1. VISIT DONATE.VPM.ORG

In the Username field, enter the email address you used when you started your donation. Then, click *Forgot your username or password?*

Sign In / Sign Up

[Create an Account](#) [Sign In](#)

Already a VPM member? Sign in here to view and manage your account.

Please sign in to access the Member Portal.

* Username
fred@misterrogers.org

* Password

Forgot your username or password?

Keep me signed in

[Sign In](#)

2. RETRIEVE LOGIN INFO

Submit your email address. You'll receive an email with a link to set a new password within a few minutes.

Retrieve Username and Password

Please enter the email address associated with this account.

* Email Address
fred@misterrogers.org

[Submit](#)

[Back to Sign In](#)

3. CUSTOMIZE MEMBERSHIP

Once you've signed in, it's time to start customizing! Read on to learn more about the Member Center in action.

Overview Giving History Passport Interests Sign Out

Welcome back, Fred! [Edit Profile](#)

Name	Fred Rogers
Email Address	fred@misterrogers.org
Phone Number	(123) 456 - 7890
Username	fred@misterrogers.org
Address	23 Sesame Street
Birthday	03/20/1928

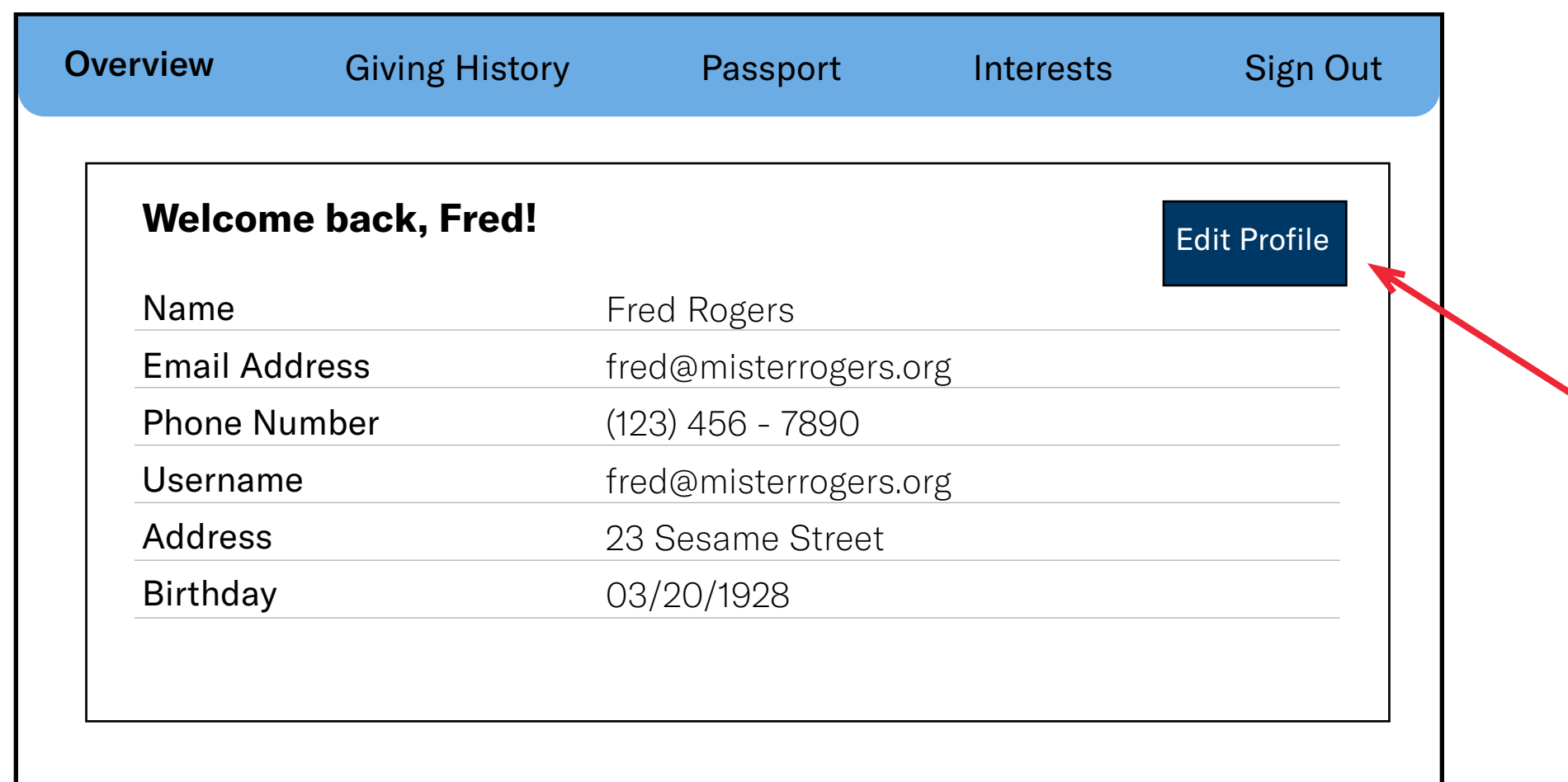


USING THE MEMBER CENTER

Once you've signed in, it's easy to customize your membership. Be sure to click **Save** whenever you make a change.

UPDATING CONTACT AND LOGIN INFO

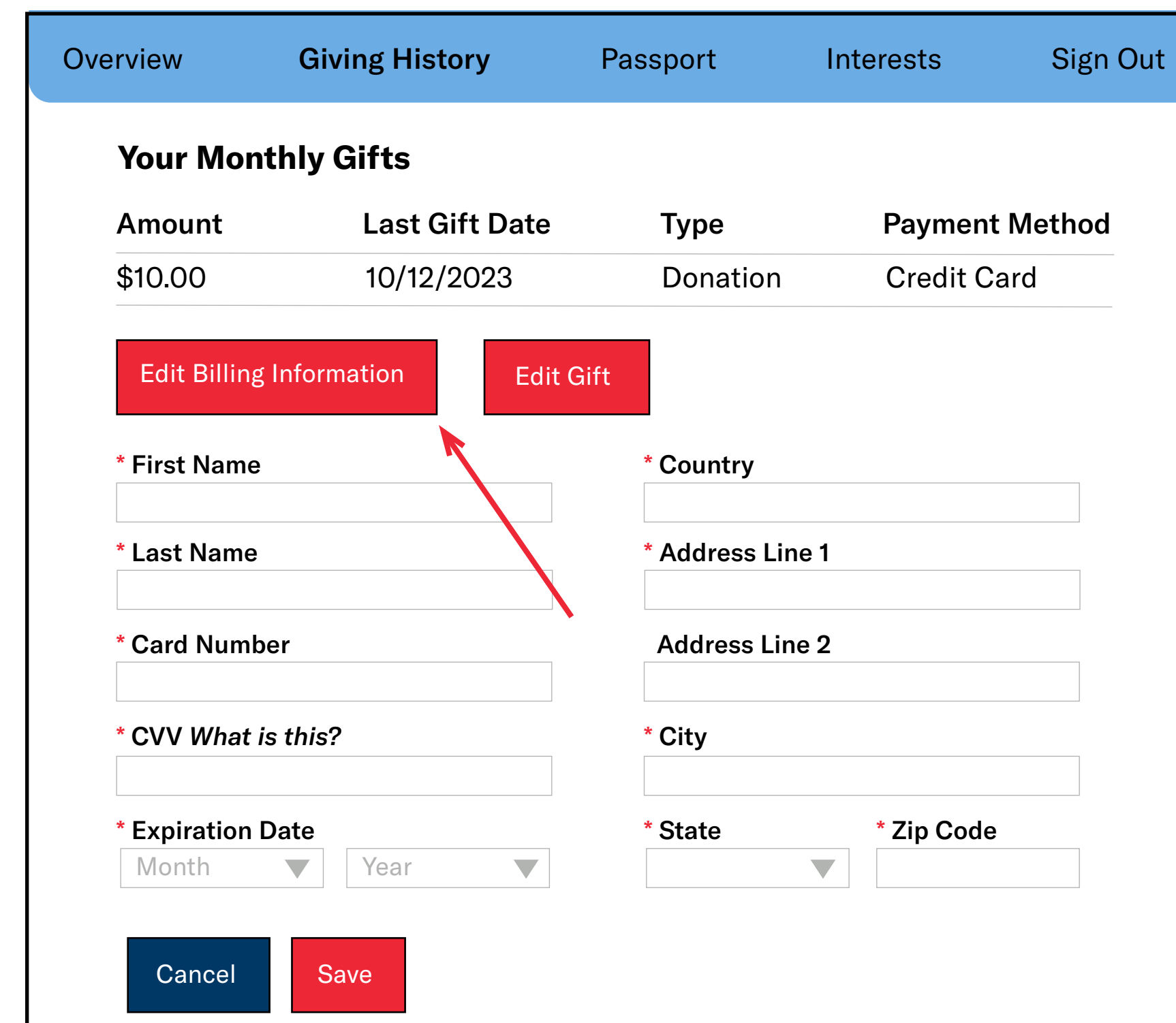
From the Overview tab, click *Edit Profile* to update personal information or change password.



The screenshot shows the 'Overview' tab of the Member Center. The navigation bar includes 'Overview', 'Giving History', 'Passport', 'Interests', and 'Sign Out'. The main content area displays a welcome message 'Welcome back, Fred!' and a list of personal information: Name (Fred Rogers), Email Address (fred@misterrogers.org), Phone Number ((123) 456 - 7890), Username (fred@misterrogers.org), Address (23 Sesame Street), and Birthday (03/20/1928). A red arrow points to the 'Edit Profile' button located in the top right corner of the profile information section.

UPDATING PAYMENT INFO

From the Giving History tab, click *Edit Billing Information*.



The screenshot shows the 'Giving History' tab of the Member Center. The navigation bar includes 'Overview', 'Giving History', 'Passport', 'Interests', and 'Sign Out'. The main content area displays a table titled 'Your Monthly Gifts' with columns for Amount, Last Gift Date, Type, and Payment Method. The table shows a single entry: \$10.00, 10/12/2023, Donation, Credit Card. Below the table are two red buttons: 'Edit Billing Information' and 'Edit Gift'. A red arrow points to the 'Edit Billing Information' button. Below the buttons is a form with the following fields: * First Name, * Last Name, * Card Number, * CVV What is this?, * Expiration Date (Month and Year dropdowns), * Country, * Address Line 1, Address Line 2, * City, * State (dropdown), and * Zip Code. At the bottom of the form are 'Cancel' and 'Save' buttons.



USING THE MEMBER CENTER

EDITING AND CANCELING GIFTS

From the Giving History tab, click *Edit Gift*. Scroll further to view your giving history and gift receipts.

Overview Giving History Passport Interests Sign Out

Your Monthly Gifts

Amount	Last Gift Date	Type	Payment Method
\$10.00	10/12/2023	Donation	Credit Card

[Edit Billing Information](#) [Edit Gift](#)

*** Current Gift Amount**
\$ 10.00

*** Next Payment Date**
Nov. 12 2023

Cancel This Gift
Would you like to stop all future payments?
[Cancel Gift](#)

Skip Payment
Would you like to skip the next payment?
[Skip Payment](#)

[Cancel](#) [Save](#)

SELECTING TOPICS OF INTEREST

Select the *Interests* tab.

Overview Giving History Passport Interests Sign Out

Interests

Email Newsletters

- VPM News Morning Monitor
- VPM Weekly E-Newsletter

Topics of Interest

- Arts & Culture
- Community
- Events
- History
- News
- PBS Kids & Education
- Politics

[Save](#)



FREQUENTLY ASKED QUESTIONS

ARE ALL DONATIONS VISIBLE IN THE MEMBER CENTER?

The only donations that are currently visible in the Member Center are donations made directly from VPM's website.

At this time, the following donation types are **not** visible in the Member Center:

- Mailed checks
- Vehicle donations
- Gifts of stock/property
- Online gifts from third-party sources, like NPR.org or PBS.org.

Donations made prior to August 2021 are also not visible in the Member Center.

IS THE MEMBER CENTER LINKED TO MY PASSPORT ACCOUNT?

No. These two accounts are completely separate. While some people opt to use the same username and password for both services, the accounts do not sync their information.

WHAT IF I'VE FORGOTTEN MY USERNAME OR PASSWORD?

On the sign-in screen, click *Forgot your username or password?* to trigger a recovery email.

I HAVE ANOTHER QUESTION ABOUT THE MEMBER CENTER. WHAT SHOULD I DO?

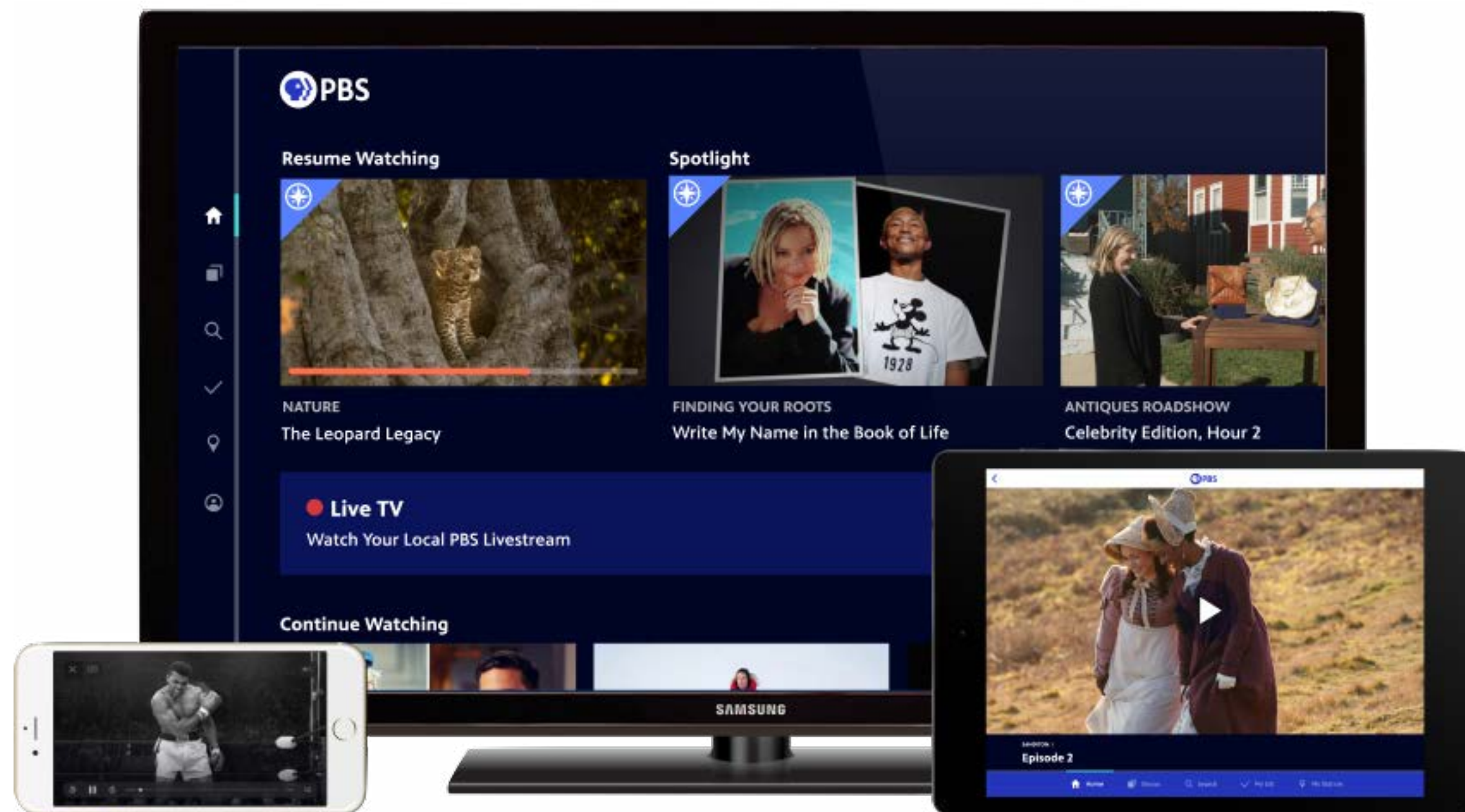
Never fear, the Membership Team is here! **Send us an email** with your question and we will get back to you as soon as possible.




WHAT IS PBS PASSPORT?

PBS Passport allows VPM members who contribute at least \$5 monthly or \$60 annually to stream members-only content on the PBS App or on PBS.org.

If you are unsure if your donation qualifies for a Passport membership, [check your eligibility here](#).



	PBS APP (no membership)	VPM  Passport
Available to everyone for free, no membership required	●	
Available exclusively with a VPM Passport membership		●
Watch new specials and currently airing PBS shows	●	●
Stream on PBS.org and the PBS App on all devices	●	●
Stay informed with news programs like PBS NewsHour and Frontline	●	●
Get extended access to past seasons of PBS shows like NOVA and Great Performances		●
Stream early releases of new series like All Creatures Great and Small		●
Binge watch your favorite PBS shows like Miss Scarlet & The Duke and Ken Burns films		●

ACTIVATING PASSPORT

After you've made a qualifying donation on our website, you should receive an automated email from PBS with a link to activate your account. If you have not received this message (be sure to check your spam folder!) please [email us](#).

1. CHECK YOUR EMAIL

Open the message from PBS with subject line *VPM Passport Activation Code*. Click the activation link.

From: PBS <noreply@pbs.org>

Subject: VPM Passport Activation Code

To activate your VPM Passport benefit, **please click this link** and sign in with a Facebook, Google, or PBS login account to link the account to your Passport benefit. You only need to activate your benefit once. After successfully activating, you can sign in at PBS.org or on the PBS Video app on supported streaming devices to access exclusive content.


Thank you for your support!

2. CREATE YOUR ACCOUNT AND SIGN IN

Create a new PBS Account. You may sign in with an existing Google, Facebook or Apple account, but we recommend using a PBS Account for ease of use.

Activate VPM Passport

STATION

VPM  PBS

NAME
Fred Rogers

[VPM Passport Support >](#)

Your VPM Passport benefit will be tied to your sign-in information. You will be able to access all VPM Passport content using this account.

To continue activation, please sign in using one of these services.

[Sign in with PBS Account](#)

Not registered yet? [Create a PBS Account >](#)

OR

[Sign in with Google](#)

[Sign in with Facebook](#)



STREAMING WITH PASSPORT

You can stream Passport programs from PBS.org using your computer or from the PBS App using any of the supported devices listed below. Click your preferred device for step-by-step instructions to set up the PBS App.

AMAZON PRODUCTS

Fire TV
Fire Stick

ANDROID PRODUCTS

Android TV
Smartphones
Tablets

APPLE PRODUCTS

Apple TV
iPhone / iPad

OTHER DEVICES

Chromecast
Internet Browser
Roku
Samsung Smart TV
VIZIO Smartcast TV



Note: The PBS App is not currently available on LG Smart TVs.



FREQUENTLY ASKED QUESTIONS

IS PASSPORT LINKED TO MY VPM MEMBER CENTER ACCOUNT?

No. These two accounts are completely separate. While some people opt to use the same username and password for both services, the accounts do not sync information.

CAN I USE MY PASSPORT ACCOUNT ON MULTIPLE DEVICES AT ONCE?

Yes, you can use your Passport benefit on multiple devices simultaneously. There is no limit to the number of devices you can sign in on at once, though streaming different videos at the same time may cause strain on your network depending on your internet speed.

MY DEVICE IS NOT RECOGNIZING MY PASSPORT ACCOUNT. WHAT DO I DO?

Whenever you experience an issue with your Passport account, the first thing to try is logging out and logging back in. If the issue persists, you may need to update your web browser or the PBS App on your device. If you have done both of these things and your account is still not recognized, please [send the Membership Team an email](#).

CAN I CANCEL MY PASSPORT ACCOUNT AT ANY TIME?

Yes, you may cancel your account at any time. If your account was set up through a donation that is accessible in the Member Center, you can cancel it by following the instructions on [page 4](#) of this document. If your donation was made from a third-party source (Not sure? [Click here!](#)) or if you have trouble canceling from the Member Center, please [send the Membership Team an email](#).

WHY ISN'T THE PBS PROGRAM I WANT TO WATCH AVAILABLE ON PASSPORT?

Unfortunately, VPM has no control over which programs PBS offers on Passport beyond the programs we produce ourselves. If you are searching for a video but cannot stream it, there are a few likely explanations:

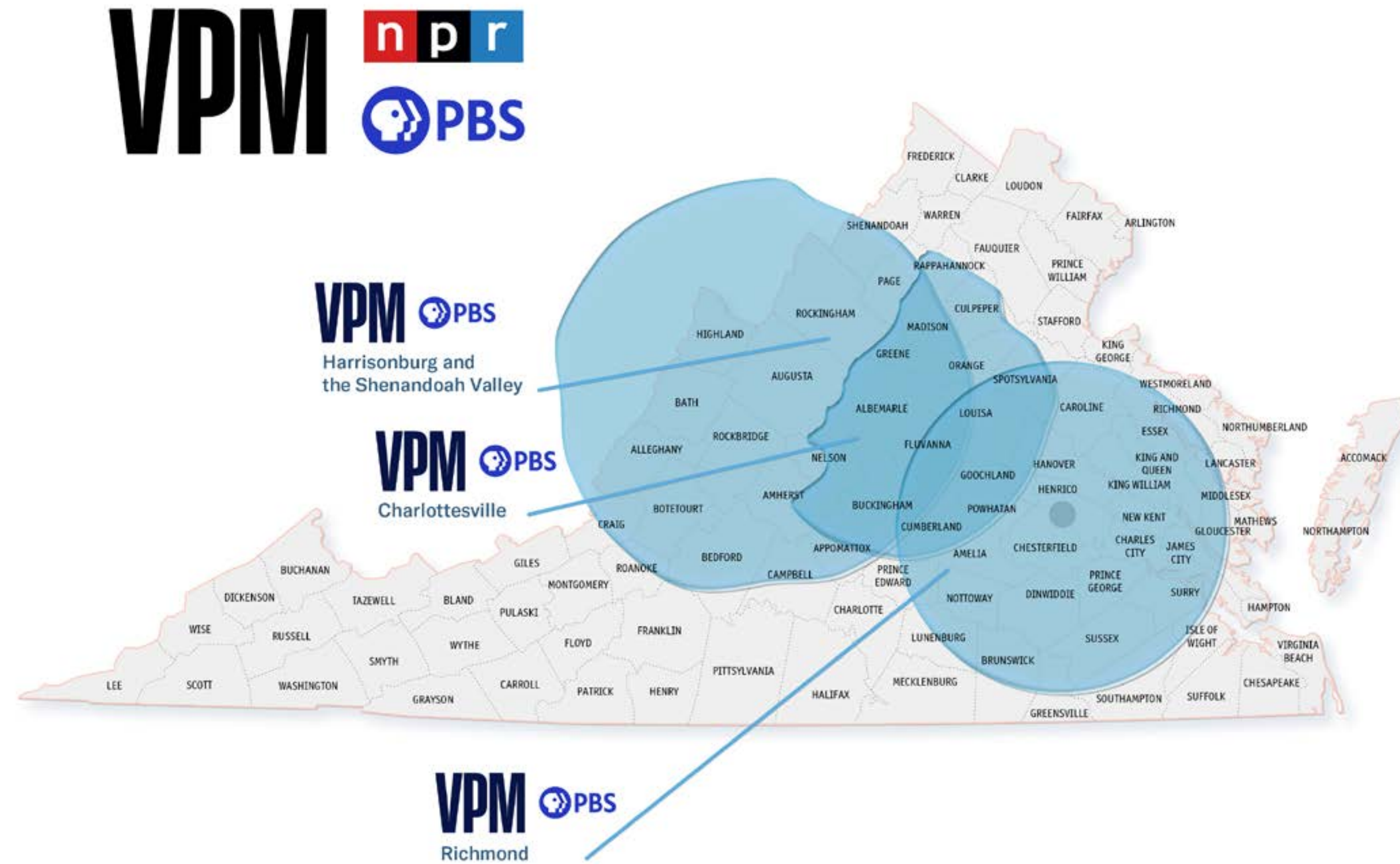
- The video is listed under a different title. Be sure to check the search bar for errors.
- The video has not yet aired on PBS and is not available on demand until its broadcast date.
- PBS does not have the rights to offer the video for online streaming.

If your question is not answered here, please [reference the online PBS Passport Support Page](#).



VPM TV COVERAGE MAP

Below is a coverage map for VPM's television coverage regions. If you live outside the broadcast regions, you can still enjoy VPM's programming anytime from our website and the PBS App!



WHERE TO WATCH VPM

VPM is proud to broadcast content 24/7 on five over-the-air channels. Read on to learn more about each channel's offerings and availability based on your location and TV provider.

VPM PBS		
This is our primary broadcast channel, featuring programming from PBS, original content from VPM, and more.		
Richmond	Charlottesville	Harrisonburg
Over-the-air 23.1	Over-the-air 41.1	Over-the-air 51.1
Verizon Fios 523, 23	Comcast 807, 1041, 7	Comcast 811, 1051, 7
Comcast 803, 23	DIRECTV 41	Lumos 1013, 13
DIRECTV 23	DISH 7933, 41	Shentel 612, 12
DISH 9391, 23		DIRECTV 389, 51
		Hardy OneNet 1042, 42
		DISH 51

VPM PLUS		
This channel airs content from PBS and VPM, plus a variety of additional programs and episodes of shows you may have missed.		
Richmond	Charlottesville	Harrisonburg
Over-the-air 57.1	Over-the-air 41.2	Over-the-air 51.2
Verizon Fios 524, 24	Comcast 265, 1146	Comcast 798, 1042, 9
Comcast 797, 24		
DIRECTV 57		
DISH 57		

[Click here to livestream the VPM PBS channel from anywhere online!](#)



WHERE TO WATCH VPM

VPM PBS KIDS

This brings community-based programming to support learning for young children.

Richmond		Charlottesville		Harrisonburg	
Over-the-air	23.4	Over-the-air	41.4	Over-the-air	51.4
Verizon Fios	475	Comcast	267, 1148	Comcast	267, 1155
Comcast	1156			Lumos	14
				Shentel	100

VPM WORLD

This channel airs the best of public media in news, documentaries, and informational programming.

Richmond		Charlottesville		Harrisonburg	
Over-the-air	23.3	Over-the-air	41.3	Over-the-air	51.5
Verizon Fios	469	Comcast	266, 1147		
Comcast	202				

VPM CREATE

This channel fuels creativity with DIY-focused programming on food, travel, home and garden, arts and crafts, and more.

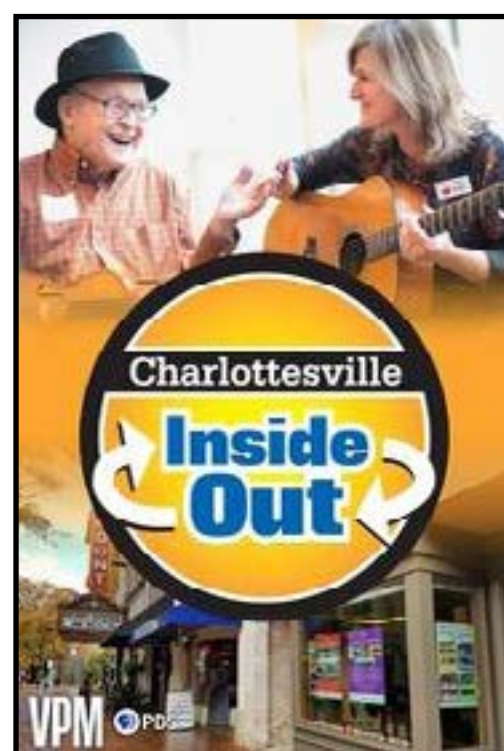
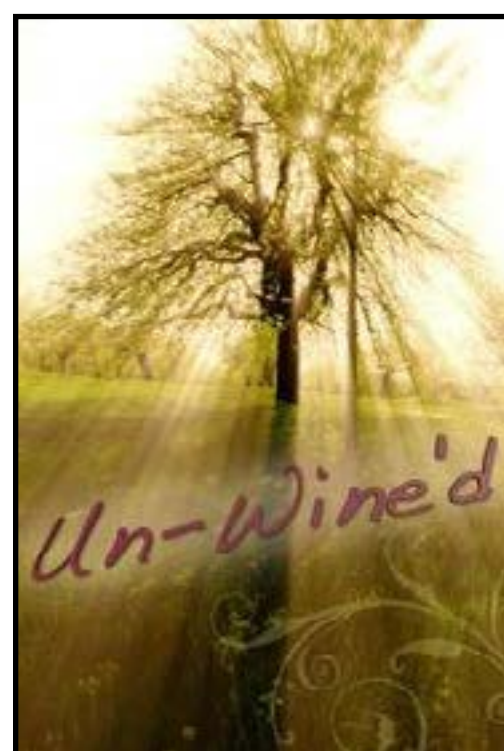
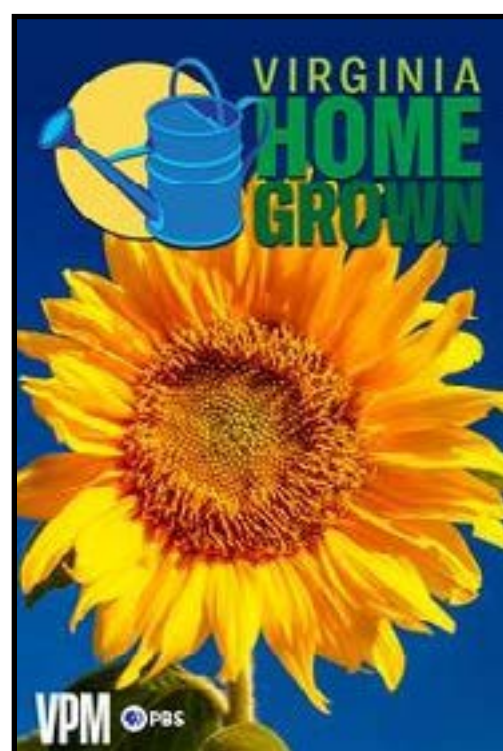
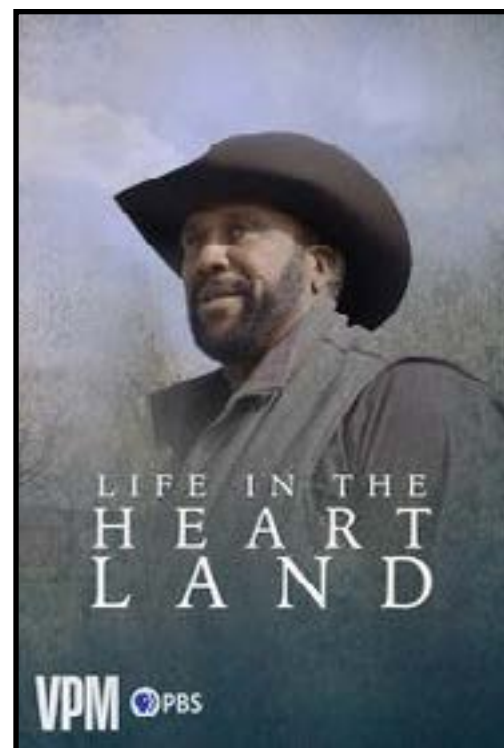
Richmond		Charlottesville		Harrisonburg	
Over-the-air	23.2	Over-the-air	41.5	Over-the-air	51.3
Verizon Fios	470	Comcast	268	Comcast	268, 1154
Comcast	201			Lumos	24
				Shentel	102



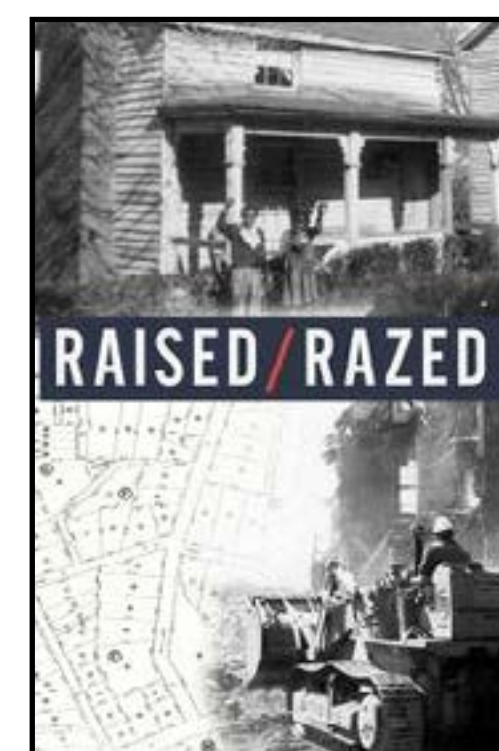
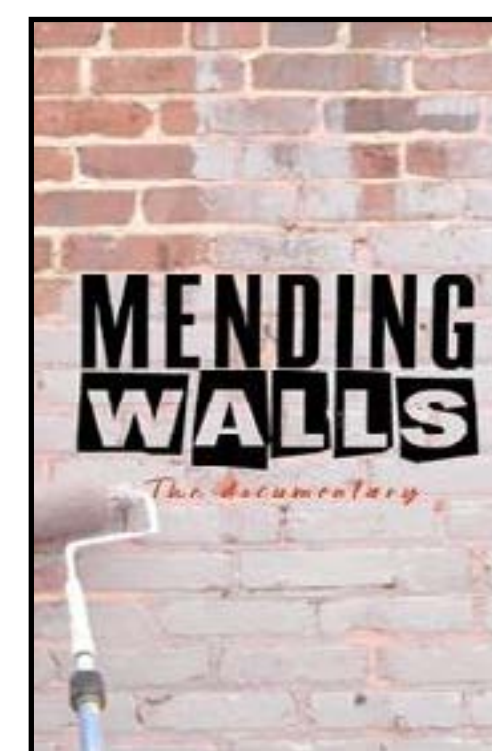
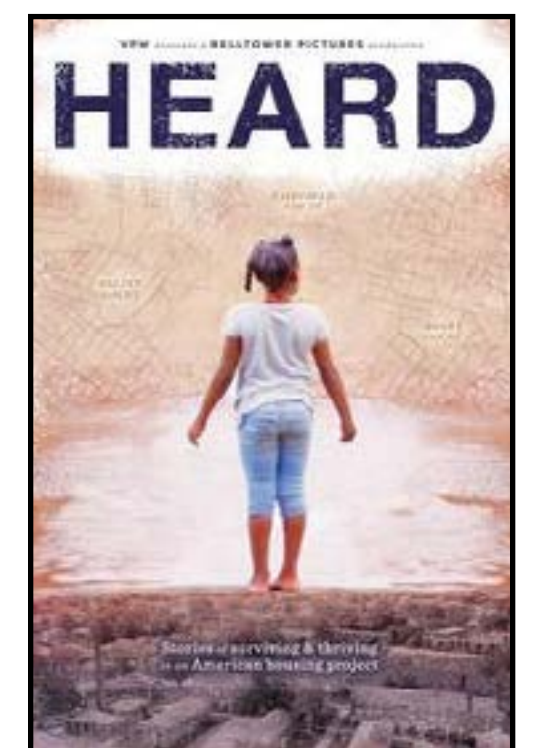
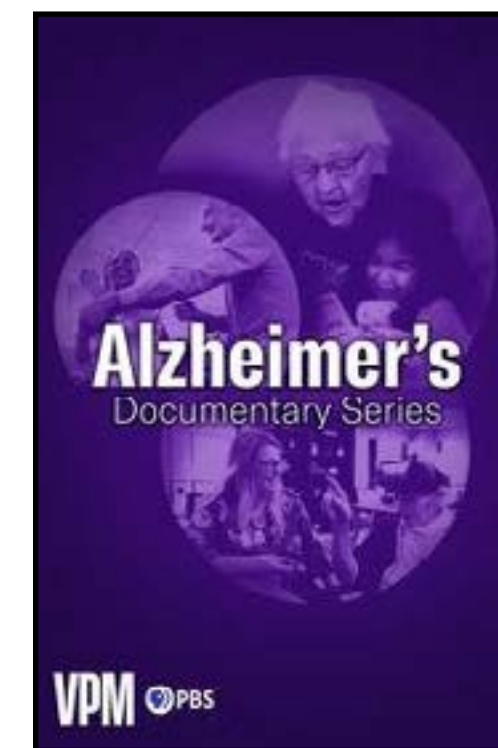
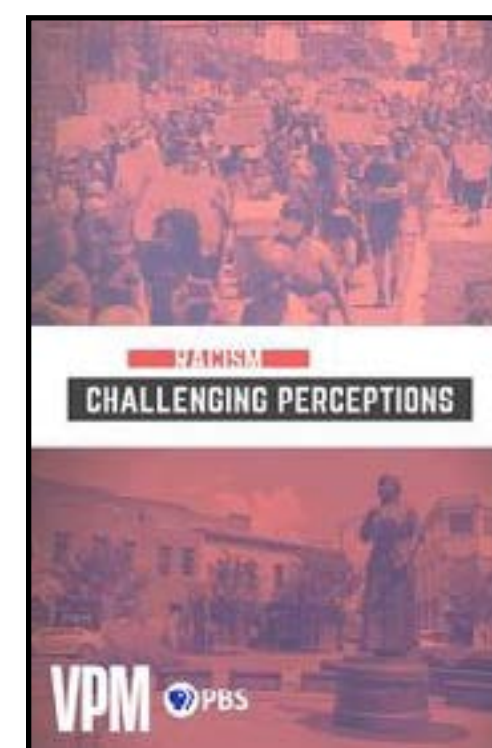
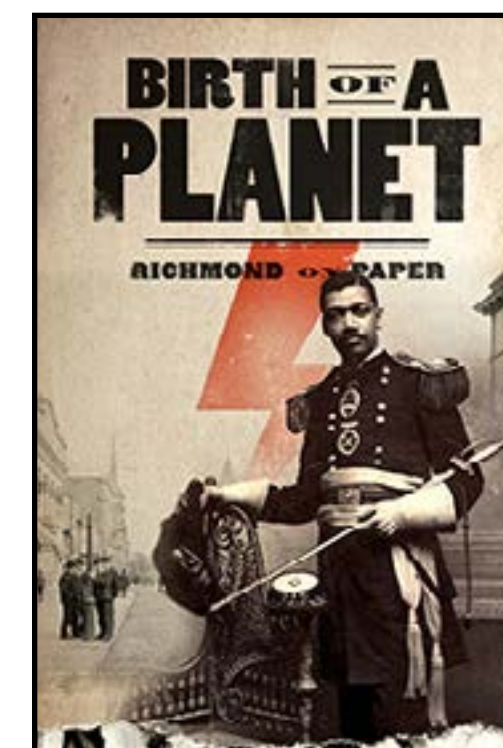
VPM PRODUCTIONS

In addition to nationally-broadcast PBS programs you love, VPM is proud to produce and air our very own locally-focused content right here in Virginia!

LOCALLY-PRODUCED SERIES

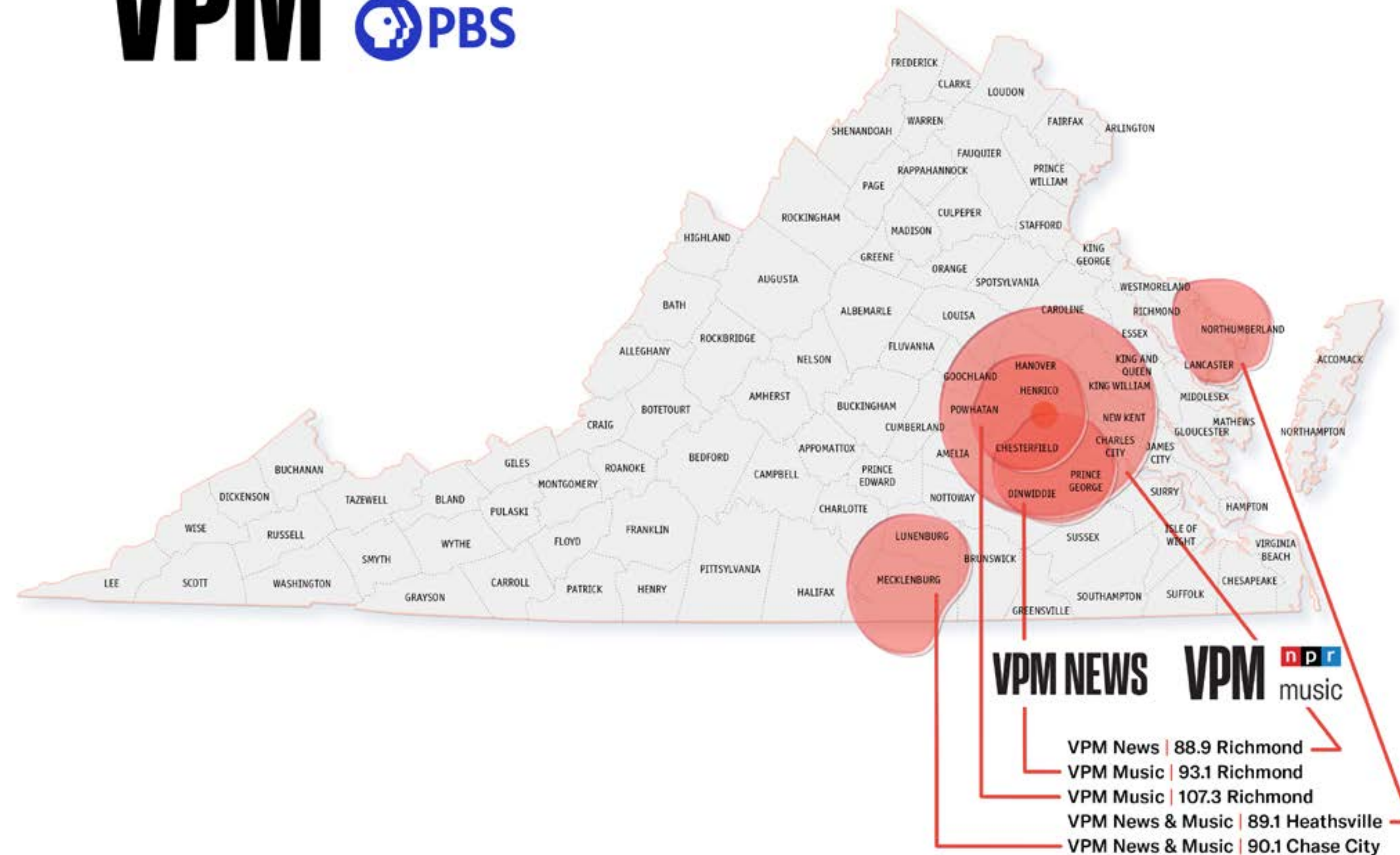


LOCALLY-PRODUCED DOCUMENTARIES



VPM RADIO COVERAGE MAP

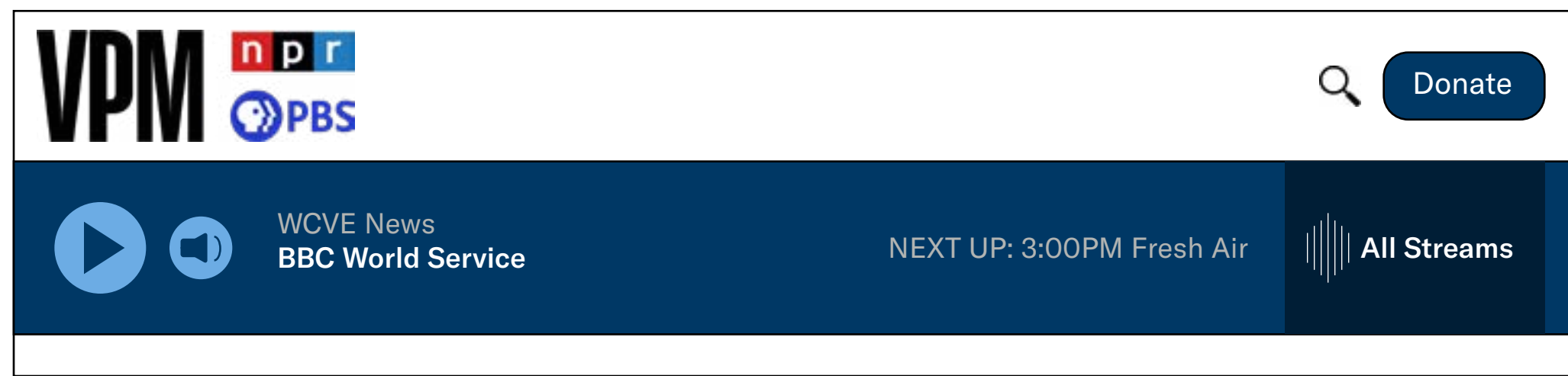
VPM broadcasts quality news reporting and music programs over-the-air 24/7. Check out the map below to learn where you can listen live on the radio!



WHERE TO LISTEN TO VPM

ONLINE

Stream VPM News and VPM Music uninterrupted at VPM.org using the dark blue bar across the top of the page. Switch between VPM News and VPM Music by clicking *All Streams*.



ON YOUR SMART HOME DEVICES



Enable Alexa's free [VPM News](#) and [VPM Music](#) skills. Then, just say, "Alexa, play VPM News!" or "Alexa, play VPM Music!"



Instantly tune into VPM News on your Google Home device by saying, "Hey Google, play WCVE News!"

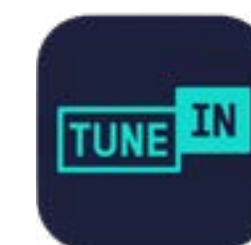
ON YOUR FAVORITE APPS



APPLE MUSIC
VPM News
VPM Music



IHEART RADIO
VPM News
VPM Music



TUNEIN
VPM News
VPM Music

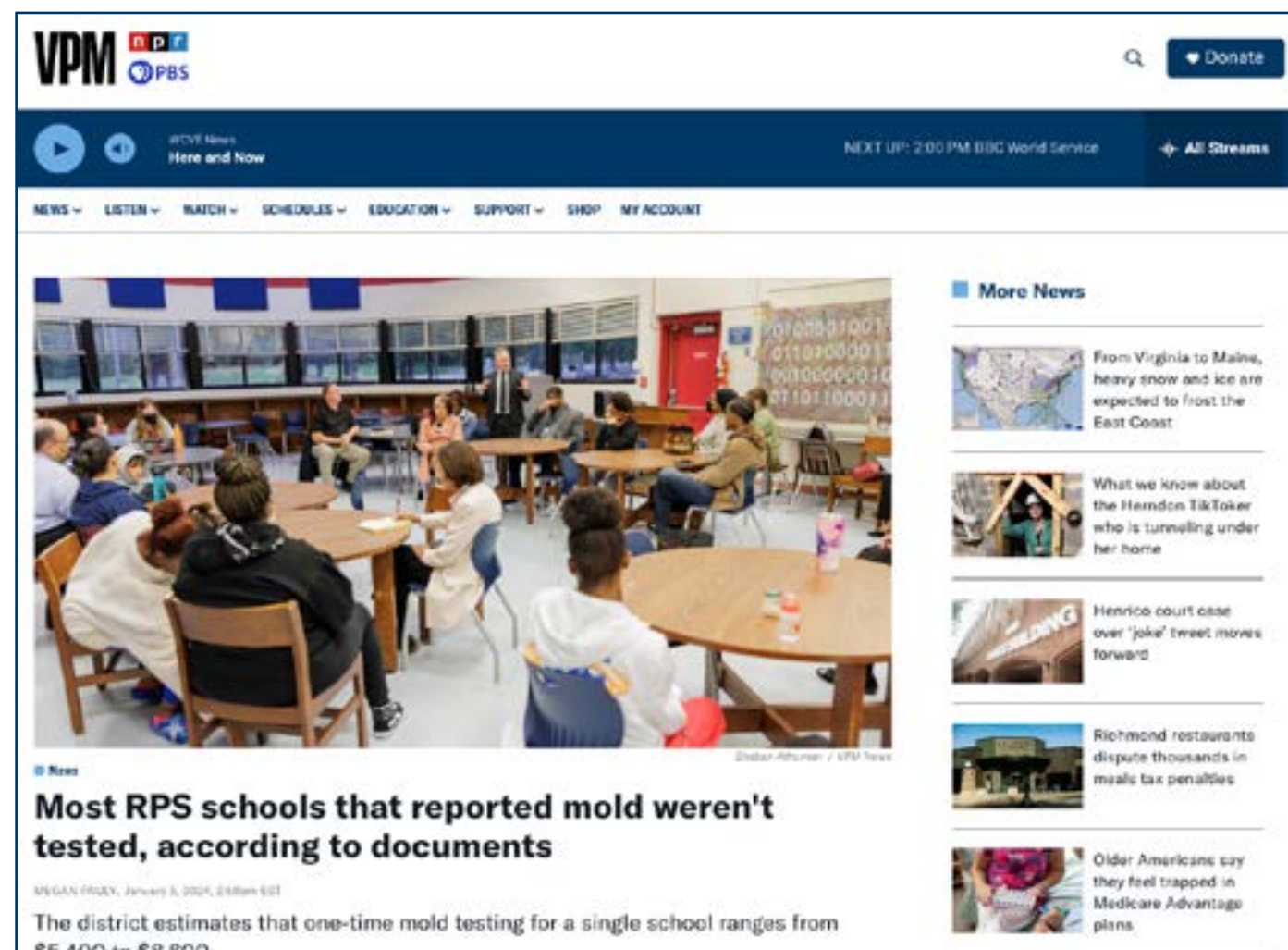


VPM NEWS

Our dedicated journalists work hard to bring you daily reports on public policy, business, education, science and culture. It's easy to stay informed on the web, in your inbox and on the go with our daily news podcast!

ON THE WEB

Browse local stories from the VPM News team and top national stories from NPR right from our homepage.



IN YOUR INBOX

Subscribe to one (or both!) of our digital newsletters to stay informed.

VPM Weekly Update

A weekly email with interesting articles, TV previews, station announcements and more.



VPM Morning Monitor

A brief email each weekday that enlightens and entertains with news you care about.



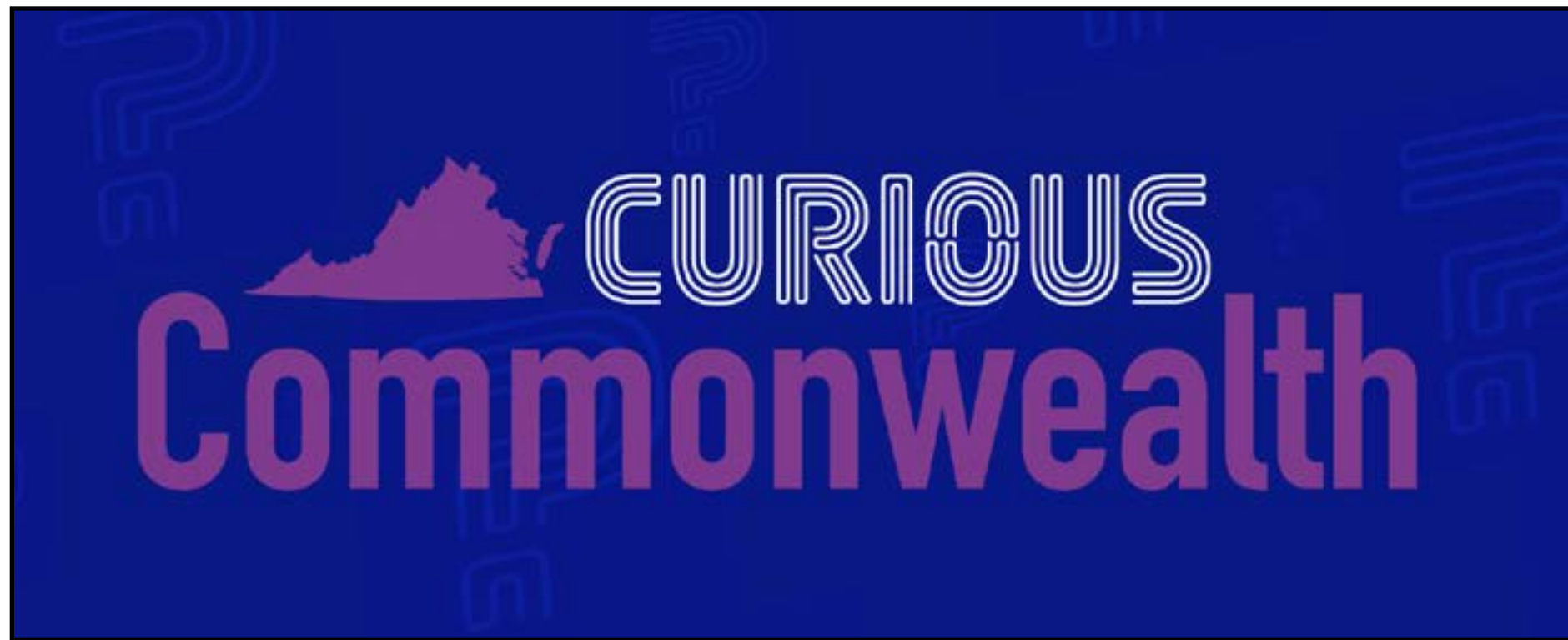
ON THE GO

Our daily news podcast reports the day's top stories in just 5-10 minutes.



GET INVOLVED WITH VPM NEWS

ASK CURIOUS COMMONWEALTH



Our newest series, Curious Commonwealth, explores audience questions about Virginia – its quirks, its policies and its communities.

Curious Commonwealth will deepen your understanding of Virginia, your community, and your own backyard whether you've lived here your whole life or just arrived.

Submit your questions and learn more [here!](#)

SUBMIT A STORY IDEA



We strive to tell quality stories that are rooted in Virginia and reflective of our diverse communities.

It is important to us that we hear stories and ideas from the community. Have a story idea you think we should know about?

Submit a story idea or news tip for VPM News [here!](#)

VPM MUSIC PRODUCTIONS

In addition to nationally-broadcast music programs, VPM also produces shows featuring a range of genres right here at home. Check out the VPM Music schedule [here](#) to see all of our musical offerings.



Classical with Mike Goldberg

Weekdays 2-6 p.m.

- Masterpieces of yesteryear and new works from today's most prominent composers



John's Porch

Weekends 10 a.m.

- Familiar favorites that span generations and genres to start the weekend



Jazz Weeknights with Annie Parnell

Weeknights 7 p.m.

- Old jazz favorites and new discoveries – from hard bop to zydeco and everywhere in between



World Music Show with Ian Stewart

Saturdays 6 p.m.

- Modern and classic beats from every continent around the world



The Undertow with Annie Parnell

Wednesdays 9 p.m.

- Cutting-edge music from the worlds of rock, indie, alternative, and beyond



Time for the Blues

Saturdays 9 p.m.

- Blues from every time period with focus on “post-war” blues, from World War II to the present



The Chill Factor with DJ B-Rice

Fridays 9 p.m.

- Best of hip-hop, R&B, lo-fi, and soul from today and yesterday

Miss one of your favorites when it aired? [Click here](#) to check out our growing VPM Music Show Archive to get caught up!



VPM DIGITAL

Our digitally focused content includes a growing library of podcasts and social media presence.

VPM PODCASTS

Our podcasts are available to stream on all of your favorite audio platforms. Below are a few of our favorites, but check out our website [here](#) to browse the entire collection and keep up with new releases.



Admissible: Shreds of Evidence



Seizing Freedom



Resettled



VPM News Daily Newscast

VPM ON SOCIAL

Keep up with the latest updates and engage with other VPM fans on our social media channels below.



Facebook
[@myvpm](#)



Instagram
[@myvpm](#)



TikTok
[@myvpm](#)



YouTube
[@vpm](#)



VPM FOR KIDS

EARLY CHILDHOOD CARE AND EDUCATION

VPM's Early Childhood Care and Education department works tirelessly towards equitable learning opportunities for all, grounding their work in five core focal points of engagement. You can learn more about each core focal point by clicking the tiles below.



PBS KIDS

And of course, kids can watch their favorite shows 24/7 on the VPM PBS KIDS channel (Find channel listings [here](#)). They can also play engaging, educational games using the [PBS KIDS website](#) or [app](#) to help facilitate learning with a little added fun.



ADDITIONAL RESOURCES

Below are a few final resources you may find helpful as you continue your membership experience. If there is ever anything we can do to improve your experience with VPM, please [reach out to us directly!](#)

[Contact VPM](#)

[Job Openings at VPM](#)

[News About VPM](#)

[Other Ways to Support VPM](#)

[VPM Station Alerts](#)

[2028 Strategic Plan](#)

NOTE: This guidebook was last updated on **April 1, 2024**. If you notice a broken link or outdated information anywhere, please [let us know](#).





VPM | Virginia's home for public media
23 Sesame Street, Richmond, Virginia 23235

