

Unable to Access MyAccount? Follow These Steps

If you are unable to log into MyAccount, please follow the steps below to get access set up or restored.

Step 1: Contact Your Agency Lead Role

Each agency has a designated **Lead Role** who is responsible for creating and managing MyAccount profiles.

Please reach out to your Lead Role and provide the following information:

- Full Name (Supports Coordinator or Administrative Entity staff)
- Work Email Address
- Mailing Address

Your Lead Role will use this information to create or update your MyAccount profile.

Step 2: Follow Up with Customer Service (If Needed)

If your Lead Role is unable to complete this request or you continue to experience issues, you may contact **PPL Customer Service, 1-800-249-0861** for additional support.

Customer Service can assist with:

- Account setup issues
 - Login access problems
 - Password resets
 - Profile troubleshooting
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Helpful Tips

- Ensure your email address is entered correctly when requesting access.
- Check your inbox (and spam folder) for account setup or password emails.
- Temporary passwords expire within 48 hours and may require reissue.

Need Additional Support?

PPL also offers **one-on-one and group trainings** for SCs and AEs on using MyAccount effectively. Please reach out if you are interested in scheduling a session for your team.

Public Partnerships (PPL)

Supporting participants and partners through reliable tools, resources, and service.