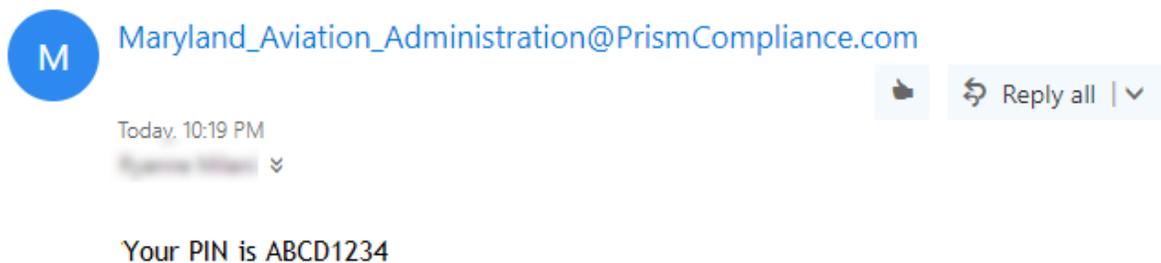


1. Go to <https://maa.prismcompliance.com/default.aspx>
2. Select the “Need Log In Help?” link below the Login button:



3. You will be directed to the Logon Assistance page. To continue, you will need your account PIN and email address.
4. Email the Maryland Aviation Administration Office of Fair Practices (MAAVendorPortalHelp@bwiairport.com) and request your 8-digit account PIN.
5. You will receive the following email:



(Note: your PIN will expire **24 hours from the time it is sent**)

6. Enter your PIN and your account email in the appropriate fields in the Logon Assistance page, and then select the Send Username button:

PRISM
COMPLIANCE MANAGEMENT

Forgot Your Password

User ID

Send Password

Forgot Your Username

PIN ⓘ

Enter Your User PIN here

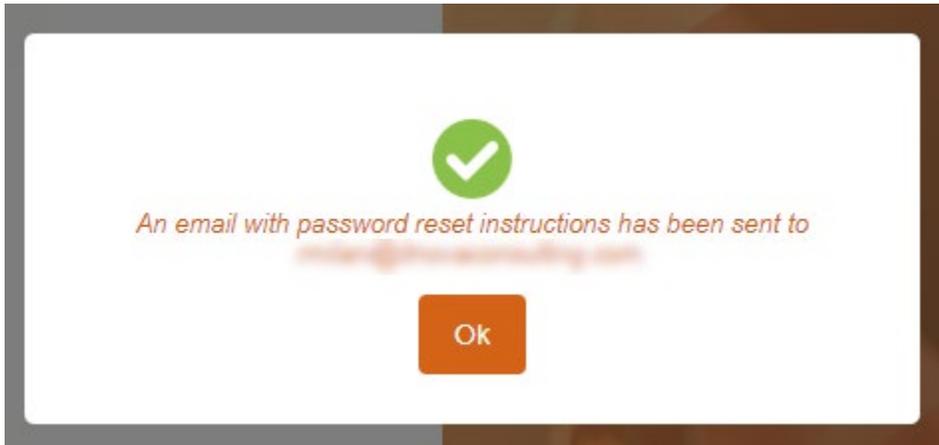
Email

Enter Your User Email Address here

Send Username

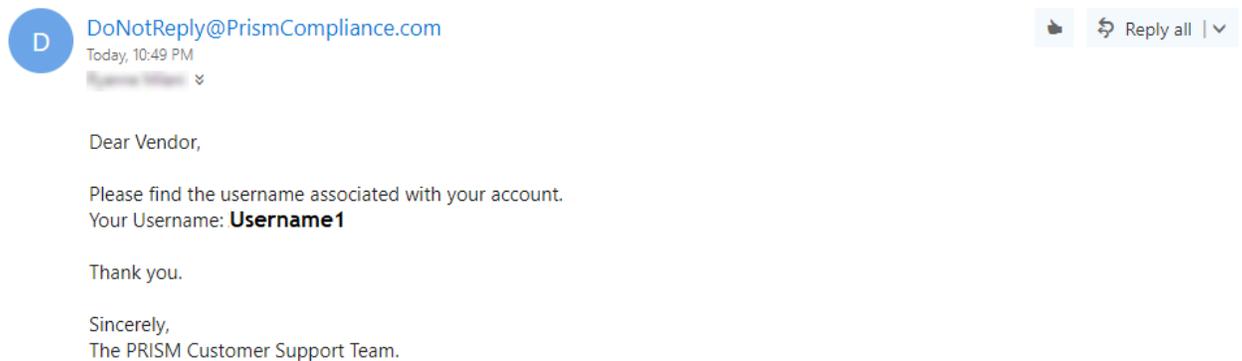
< Back

7. The following pop-up will appear:



Select the Ok button to close the popup.

8. Check the email address associated with your PRiSM account. You will receive the following email (you may need to check your spam folder):
PRISM Username Delivery [ngyi]



9. Select the < Back link underneath the Send Username button to return to the Logon page:

