Forgot Password

To use the Forgot Password tool you will need to have access to the email associated with your user name and know the answer to your security question. If you do not have access to your email or you cannot answer the security question you will need to contact the Help desk by completing our online Help Request form https://paitsm.service-now.com/pde_wizard_redirect.do or by calling 888-498-8129.

1. To have a new password emailed to you navigate to the MyPDESuite log in page https://www.mypdeapps.pa.gov and click the ‘Forgot Password’ link:

2. The Forgotten Password page will open. Enter your email address and click submit. Enter the answer to your security question and a new password will be emailed to you.