

Family/Student Portal



Windows/MAC For MyEducationBC



The MyEducationBC (MyEdBC) application is a secure portal guided by BC School Act and FOIPPA and used by all public schools in BC to some extent..



The MyEdBC Family/Student Portal is another way in which students and their parents/guardians can access information about their educational programs.



Family Portal

- ✓ **One login ID** to access to all your children information
- ✓ Check **Attendance** Records: daily and class
- ✓ See if the **Contact Information** is up to date
- ✓ Access Published Reports including **Report Cards**
- ✓ Access **Online Permission Forms**
- ✓ Course-specific **Assessments** by the teacher (*view only*)
- ✓ Access Documents if applicable



Student Portal

- ✓ One login ID to access one student's information
- ✓ Published Reports including **Report Cards**
- ✓ See Current Course Schedule
- ✓ Course-specific **Assessments** by the teacher
- ✓ **Online Course Requests** (*Secondary schools only*)
- ✓ **Locker** if applicable (*Secondary schools only*)

The MyEducationBC (MyEdBC) protects student information by following the rules and regulations of the School Act and Freedom of Information and Protection of Privacy Act (FOIPPA). Users only have access to their own information.

First Time Logging?



We recommend a **Laptop** or **Desktop Computer** to **initialize** your account.

*Once you have logged in you may choose to link the account with your BC Services card in place of the user ID and password. Please follow directions on the site.

*Once your Login account is activated, you will be able to use a smartphone/tablet to access all info in the system.



Pop Ups should be **enabled** for some features of the site to work properly.



Passwords are **good for 90 days** to protect student's data and you will be prompted to change your password.

Quick Link – click on icons below



Login to MyEdBC

Can't
Login?

Family
Portal
Basic
Navigation

Student
Portal
Basic
Navigation

To Clear
Browser
Cache

On Initial
Log In

FAQ's

Can't Login?

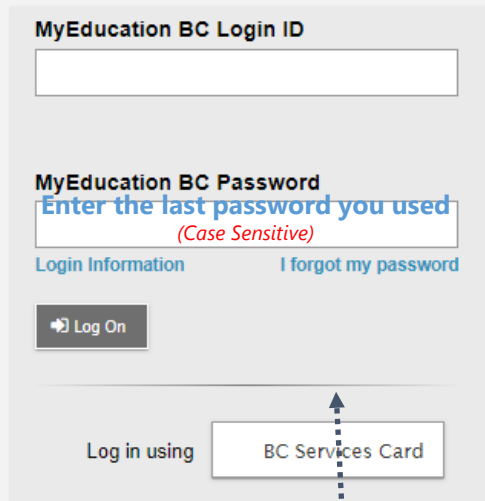
**Haven't
logged in for
over 90 days?**

Passwords are good for 90 days to protect student's data.

► You will be prompted to change your password.

Family Portal Login ID: **sd35-xxxxxxx** (all lower case)

Student Portal Login ID: **Student ID** (pupil#)



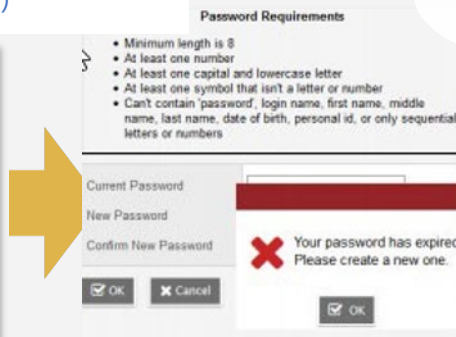
MyEducation BC Login ID

MyEducation BC Password
Enter the last password you used
(Case Sensitive)

Login Information I forgot my password

Log On

Log in using BC Services Card



Password Requirements

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers

Current Password

New Password

Confirm New Password

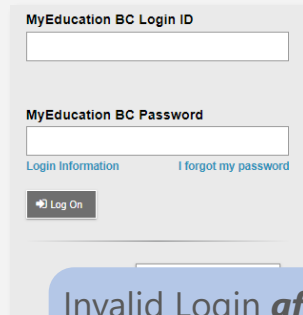
OK Cancel

OK

Your password has expired. Please create a new one.

*If you don't get this screen, please **disable pop-up blocker**.*

*you may need to log back in with your **new password** after resetting password.*



MyEducation BC Login ID

MyEducation BC Password

Login Information I forgot my password

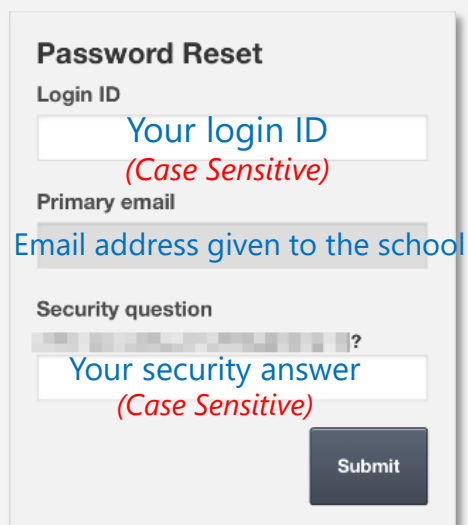
Log On

Invalid Login **after** changing your password?

Forgot your password?

Click " **I forgot my password**" on the Log on screen.

The recovery process asks for your current Login ID, Email address, and your security question. They are **Case Sensitive**.



Password Reset

Login ID

Your login ID
(Case Sensitive)

Primary email

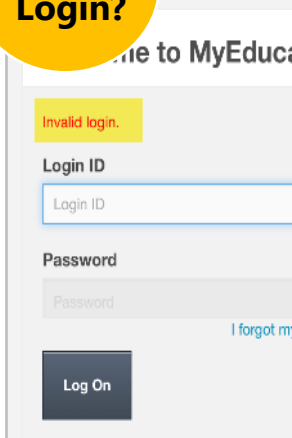
Email address given to the school

Security question

Your security answer
(Case Sensitive)

Submit

Invalid Login?



Invalid login.

Login ID

Login ID

Password

Password

I forgot my password

Log On

- ☑ **Both** Login ID and Password are **Case Sensitive**.
- ☑ Pop-ups are **Enabled**.
- ☑ **Close** your browser **completely*** and try again or **try with another browser**.
(Chrome, Firefox, Microsoft Edge etc)



Family Portal Basic Navigation

Pages top tab

You will land on the Pages top tab every time you log in.

There will be notices about upcoming system outages and other information from the Provincial service provider.



Accessing Report Cards?



When a report card is published to the portal, it will appear under the **Published Reports** heading as a hyperlinked PDF document. You will receive an email that it has been published to the portal.

Accessing Permission Forms?

The following permission forms will be sending to your Family Portal under the **Tasks** to review, and provide responses to the requested permission via your Family Portal..

- Email & Auto Dialer Calls
- Field Trip
- Internet Access
- Release Info to PAC
- Release of Photo
- Walk from Home



We recommend saving a copy of the PDF for future reference.

Published Reports

Filename	DateUploaded	Creator	Description
Report Cards - Middle Years and Secondary	12/14/2018 10:43 AM	1-Report card for	



Published Report Cards are only available for the **certain period of time**.

We recommend saving a copy of the PDF for future reference.

All current and previous class marks will be on Transcript side tab. See next page..

Tasks

Open Tasks ▾

Received	Workflow	Task	Subject
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Family top tab – See next page

Academics top tab

This tab will allow you to select a course (using the checkbox beside the course) then click on the available Side Tabs to see details about the course you selected.

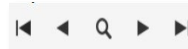
Side tabs

Assignments - may provide assignment and assessment information.

Attendance - provides attendance information for the selected class.

Once you have selected a course and clicked on a Side Tab you can use the navigation arrows in the top right corner to switch between courses that are in the list.

Navigation Buttons make it easy to move back and forth through records.



Please note: marks provided here may not be a full picture of a student's level and they may not relate to their report card mark.

Calendars top tab

If a teacher is using the Gradebook in MyEducation BC the calendar will include some information about when assignments were assigned and due.



Family Portal Basic Navigation

Family top tab

This tab contains your child's demographic details. Each Side Tab contains specific information. If you have more than one child, **you see all your children in the Family top tab** and it will allow you to select which of your children you are viewing. If you don't see some of your children, please see FAQ page. Using the checkbox beside the student name, click on the available side tabs to see details about the student you selected.



Side tabs

Details - shows basic information including demographics, physical and mailing addresses, and the most recent photo of your child.

Contacts - shows the parent/guardian(s) and emergency contacts. Please check this and inform the school of any changes.

Daily Attendance - shows daily attendance records. For Elementary schools a morning or an afternoon absence is a 0.5 day absence. For secondary or course based attendance schools daily attendance will be a calculation based on number of enrolled courses.
For specific course attendance for a secondary student see the Academics Top Tab > Attendance Side Tab.

Transcript – includes class marks from current and previous years

Set Filter to **All** or **Current Year**

Change Dictionary Menu to **All**



Set the **Filter** to **All records** or **Current Year** depending on what you'd like to see. Change the **Dictionary Menu** to **All** in order to view all records.

Assessments - currently contains provincial assessments like FSA or Provincial Exams.

Schedule - shows your child's current courses. There are two ways to view the schedule: List View and Matrix View. You can toggle between the two views using the <<List view and Matrix view>> options at the top left of the screen.

Requests - contains Course Requests for the next school year and a Graduation Progress summary.

Membership - shows your child's enrollment history as well as the Schools they may be cross-enrolled to. The Programs sub side tab also displays any programs.

Transactions—may include fees information.

Documents—may include documents.



Student Portal Basic Navigation

Published Reports

When a report card is published to the portal, it will appear under the **Published Reports** heading as a hyperlinked PDF document.

Pages: may show you your own pages where you are a member of a Group if applicable.

Academics: displays a list of classes the student is taking. may provide assignment and assessment information.
→ See "Assignments" below.

Groups: may show details regarding a group that you belong to if applicable

Calendar: if a teacher is using the Gradebook in MyEdBC the calendar will include some information about when assignments were assigned and due.

Locker: interface, you can use MyEdBC will the same functionality as if you were using your laptop or desktop.

Assignments if applicable

To view/download/upload:

Academics top tab > Click a subject in blue > Click Assignments side tab

AssignmentName

Resources Submitted by the Student

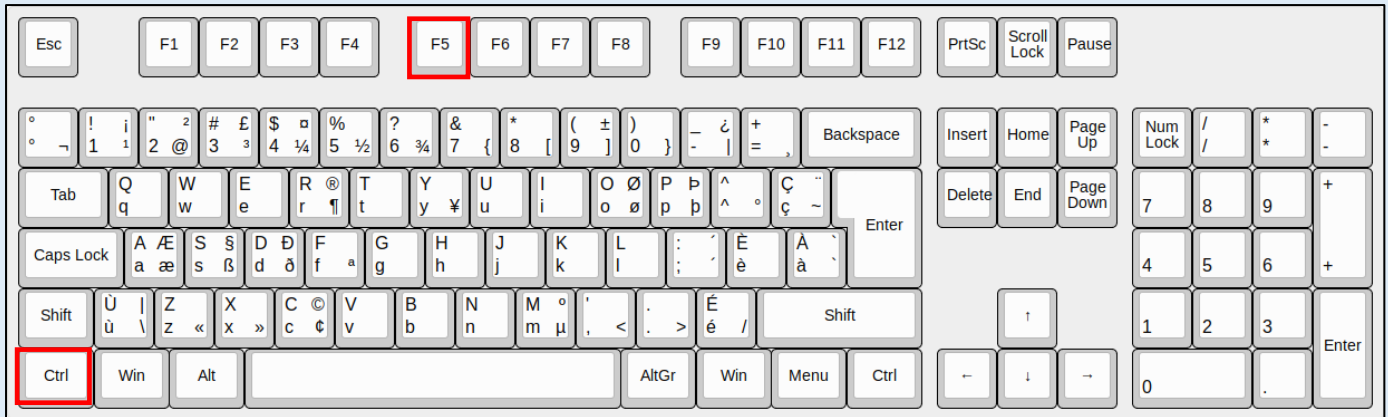
Online Course Requests and/or Lockers (Secondary schools Only)

✍ Secondary Schools will inform more details when available.

To Clear Browser Cache



Windows: **Ctrl + F5**



Mac: **Command + Shift + R**



On Initial Log In



We recommend to use a **Laptop** or **Desktop Computer** to initialize your account.



Pop Ups should be **enabled** for some features of the site to work properly.



Login to MYEDBC: <https://www.myeducation.gov.bc.ca/aspen/logon.do>

Family Portal Login ID: **sd35-xxxxxxx** (all lower case)

Student Portal Login ID: **Student ID** (pupil#)

1. Enter your **Login ID**
2. Enter your **Password** (Case Sensitive)
3. Click **Log On**



1. **Current Password** – enter the temporary password
2. **New Password** – enter the new user created password
3. **Confirm New Password** – enter the new user created password a second time



Passwords are good for 90 days to protect your child's data and you will be prompted to change your password.

Passwords must meet the following criteria:

- ✓ Minimum length is **8**
- ✓ At least one **number**
- ✓ At least one **capital letter**
- ✓ At least one **lowercase letter**
- ✓ At least one **symbol** that isn't a letter or number
- ✓ Cannot contain login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.



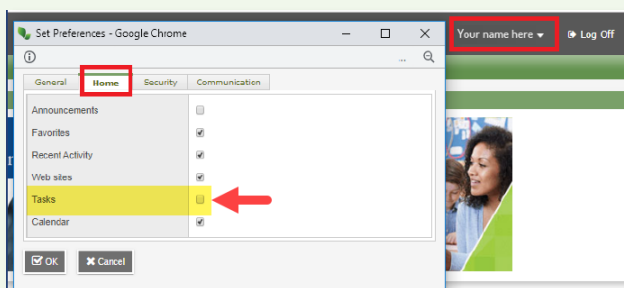
Security Preferences Update

To enable self serve password recovery, please provide the following information

1. Enter your **Primary Email address**.
This email address will be used to receive a new password if you forget your password.
2. Choose a **Security Question**
3. Enter your **Security Answer** then confirm your security answer. (Case Sensitive)
4. Click **Submit**



This will allow you to use the '**I forgot my password**' function on the logon page, should you need to reset your password.



Family Portal ONLY

Enable **Task** Widget on Home Screen

1. Click on your name on the top right of the screen
2. Click **Set Preference** option
3. Click **Home** tab
4. Select **Tasks** check box
5. Click **Ok**



Frequently Asked Questions (FAQ's)

Q: How do I access the system?

- A: You will receive an email with your login ID and password information. Please check your JUNK or SPAM folder for the email. You can log on to MyEdBC Family Portal from any computer that connects to the internet.
1. Find the MyEdBC link at our website. (www.sd35.bc.ca)
 2. Enter your login ID and Password.
 3. The first time you log on, you will be prompted to change your password.

Q: I don't have the Family Portal Access.

- A: Please contact the school office to make sure your correct email address is in the contact information for your child.

Q: I've never received an email for Family Portal login ID and password etc.

- A: Emails containing login IDs, passwords, etc. will come from an address such as sysadmin@myeducation.gov.bc.ca or admin@myeducation.gov.bc.ca. If you haven't received emails from MyEdBC, check your junk or spam folder in your email or contact the school office to make sure your email address is correct in the contact information for your child.

Q: What is my login and password?

- A: Your login and password have been sent to you via email. Please check your junk folder if you did not get it or contact the school office.

Q: I forgot my password.

- A: If you forget your password, click "I forgot my password" on the Log On Screen. Once you successfully answer your security question, a new password will be emailed to you. IMPORTANT: The recovery process asks for your current Login ID and Email address. Both are Case Sensitive.

Q: If password fails.

- A: Passwords are good for 90 days to protect your child's data and you will be prompted to change your password. Please make sure to allow pop-ups.

Q: If password fails or forgot Login ID.

- A: Please contact the school office or go to <https://www.sd35.bc.ca/students-parents/MyEdBC-family-portal-help/> to submit MyEdBC Assistance Form

Q: Reset login for both student and parent.

- A: Please go to <https://www.sd35.bc.ca/students-parents/MyEdBC-family-portal-help/> to submit MyEdBC Assistance Form.

Q: I see a blank window when I double click the PDF report cards..

- A: Please make sure to allow pop-ups (Unblock pop-ups). Pop Ups should be enabled for some features of the site to work properly..



Frequently Asked Questions (FAQ's)

Q: I cannot login to the Family Portal or am having trouble viewing items.

A:

Home computers may have unique restrictions. If you experience difficulties, try another web browser such as Chrome, Internet Explorer, Firefox, Safari, Opera, MS Edge. One of these may be the reason you cannot login or are having trouble viewing items. Use a desktop or laptop computer as mobile devices do not work reliably when initiating accounts.

Q: I received more than one email with different Login IDs.

A:

If you receive more than one login IDs it may be because the contact information for one child is different from the contact info for another child and the system was unable to merge your accounts. Please go to <https://www.sd35.bc.ca/students-parents/MyEdBC-family-portal-help/> to submit MyEdBC Assistance Form. to have this corrected. At this point, a single username login should give parents access to all their children's report cards.

Q: Why can I only see one of my children on the Family Portal?

A:

If you cannot see one or more of your high school level children when you log into the portal, please contact the school office. If your children are in elementary or middle school, please go to <https://www.sd35.bc.ca/students-parents/MyEdBC-family-portal-help/> to submit MyEdBC Assistance Form.

Q: I can see the report card for one of my children but not the other.

A:

If you see your children's information under Family Top Tab, please contact the school office to re-publish the report cards. (Please see "Basic Navigation" section.)

Q: I cannot see a previous report cards for my child.

A:

Please contact the school office to re-publish it for you.

*Published Report Cards will remain on the system for a certain period of time. Published Report Cards are only available for the Current School Year All current and previous class marks will be on Transcript side tab. (Please see Transcript page)

Q: Contact detail information is incorrect.

A:

Please contact the school office

If you have any questions, please contact the school office or visit <https://www.sd35.bc.ca/students-parents/MyEdBC-family-portal-help/>.