

# WHAT'S MyEducationBC FAMILY PORTAL?



The MyEducationBC (MyEdBC) application is a secure portal used in most school districts in the Province of BC.

In the Family Portal parents/guardians with an account can View/Save/Print their student(s) Report Cards.



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.

# ✓ BEFORE STARTING



Login account will be created for parent/guardians that have provided an email address to the school.

A **Login ID** and a temporary **Password** will be emailed to you at the time your account is created. Please check your JUNK or SPAM folder if you did not get it.



Your login ID will be the following format  
**sd35-xxxxxxxx**

NOTE: Both user name and password are **case sensitive**



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



\*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.





# LOGGING IN

## 01 On Initial Log In / Reset Password

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

1. Enter your **Login ID** (Logins should be all lower case )
2. Enter your **Password** (Case Sensitive)
3. Click **Log On**

## 02 Change Password Pop-Up

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 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.



**Passwords are good for 90 days**

to protect your child's data and you will be prompted to change your password.



If you use a smartphone/tablet, please see "Resetting Password on Mobile/Tablet for MyEducationBC" page.



## 03 Security Preferences Update Pop-Up

You will be prompted to confirm your email address and enter your **Security Preferences** by choosing a security question and answer that you will remember.



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

### Security Preferences Update

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

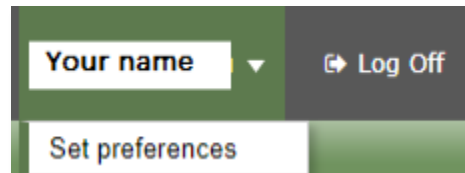
Primary email	<input type="text"/>
Security question	<input type="text"/>
Security answer	<input type="text"/>
Confirm answer	<input type="text"/>

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**



# PREFERENCES

After you have logged in, you can make changes to your preferences by selecting the drop-down arrow beside your name and '**Set Preferences**' in the top right of the screen.



## 01 General Sub Top Tab

Set the **Default locale** to **Canada** to get the date format in Day/Month/Year

## 02 Security Sub Top Tab

In the security tab of the preferences pop up you can change your password and your security question at any time you wish.

User Passwords can be changed here by clicking the blue hyperlink **Change** then entering the current password and new password in the pop-up screen.



## FORGOT YOUR PASSWORD?

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.

## If Password Fails or Forgot Login ID

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



# 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.



## Published 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.

The screenshot shows the MyEducationBC portal for the Langley 2018-2019 school year. The top navigation bar includes 'Pages', 'Family', 'Academics', 'Groups', and 'Calendar'. The 'Pages' tab is selected. The main content area features a 'Welcome to MyEducation BC' banner with a family photo. Below the banner, there are sections for 'Recent Activity' (with a search bar and filters for Attendance and Grades), 'Published Reports' (showing a table of report cards), and 'System Maintenance & Announcements' (including a 'Welcome to MyEducation BC' message and 'Weekly Maintenance Windows - Outages may be required'). A red callout box with a PDF icon and the text 'We recommend saving a copy of the PDF for future reference.' points to the 'Published Reports' section.



Published Report Cards will remain on the system for **certain period of time**. Published Report Cards are only available for the **Current School Year**. If you don't see the current school year's report cards, please contact the school office to re-publish for you. All current and previous class marks will be on Transcript side tab. (Please see the "Transcript" page – Page 9)



## Recent Activity

Recent activity will include attendance records and transcript records when grades are posted. You can select different tabs to adjust the information you see in this section-time frame (today, last 7, 30, or 60 days), attendance only or grades only.

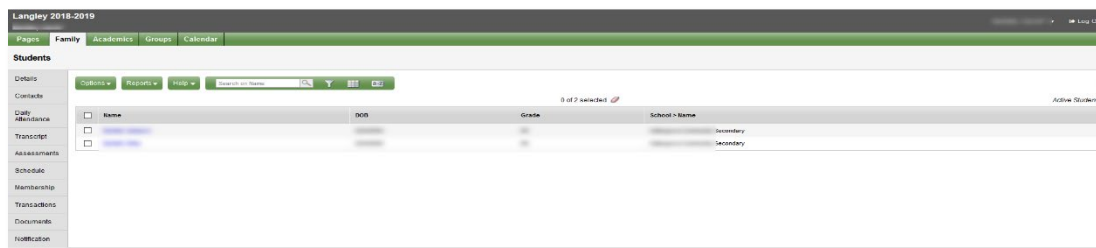


# BASIC NAVIGATION

## 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** – Please see Transcript page

**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.





# BASIC NAVIGATION



## Transcript

### Family

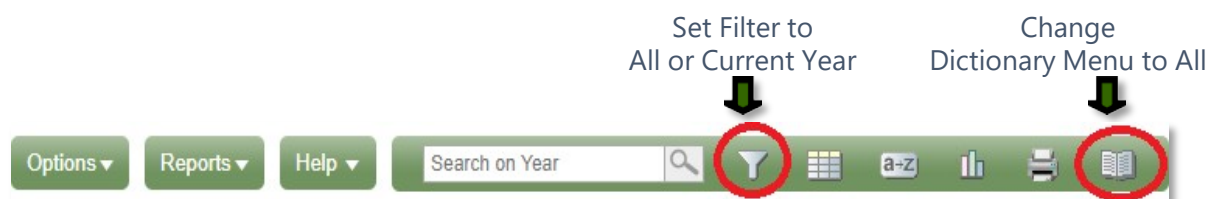
Top Tab

#### Side Tabs

**Transcript** - includes class marks from current and previous years.



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



### 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.

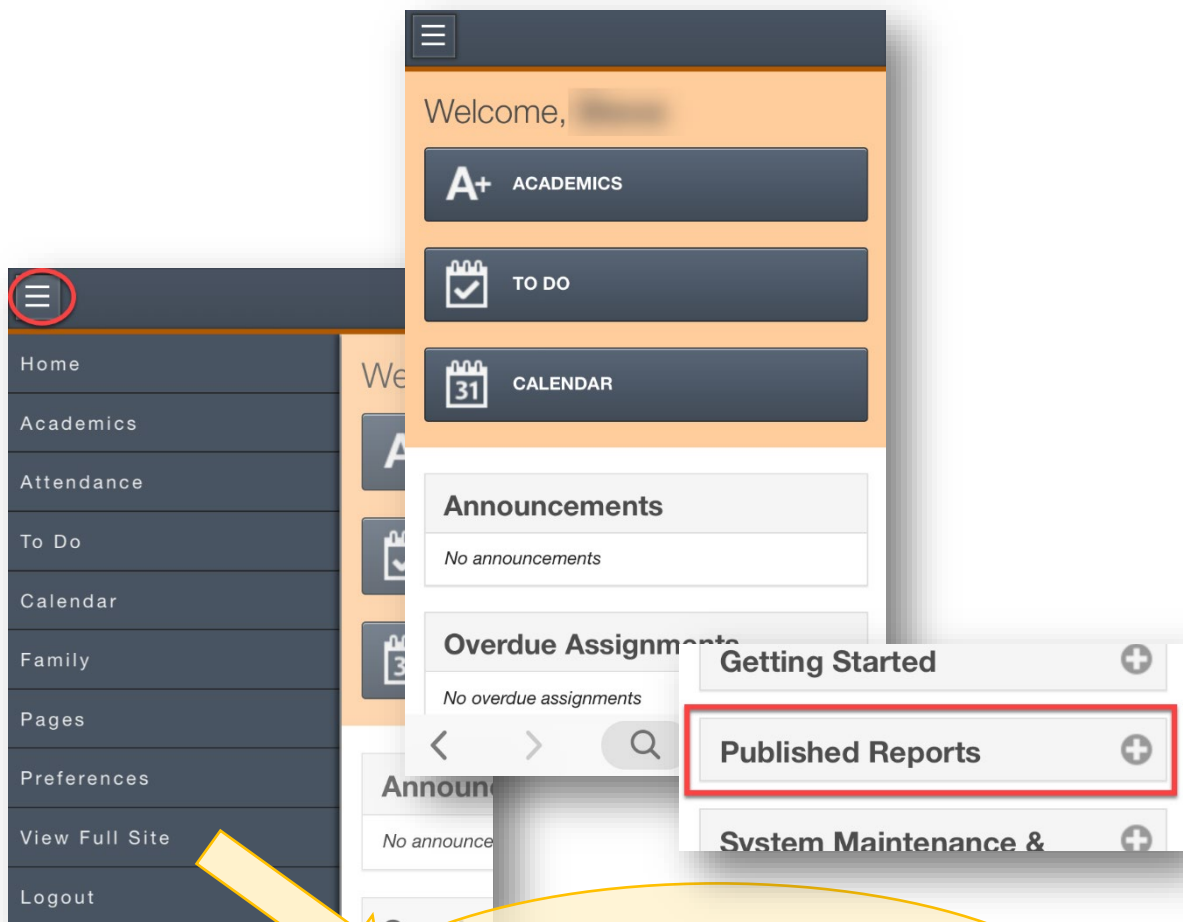


# MOBILE INTERFACE For MyEducationBC



## Mobile Interface

The MyEducationBC Mobile Interface is a pared-down version of the full MyEducationBC website on your iOS or Android-based smartphone or tablet device.



From the **Full Site** interface, you can use MyEducation BC will the same functionality as if you were using your laptop or desktop.



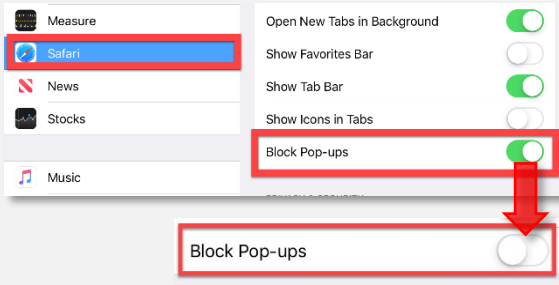
# Resetting Password on Mobile/Tablet for MyEducationBC



## Safari (iPhone/iPad) Mobile version

### 1 Disabling Pop-Up Blocker

1. Launch **Settings**
2. Tap **Safari**
3. Under the **General** section, click the toggle next to **Block Pop-ups** to disable the pop-up blocker. A green toggle indicates an enabled pop-up blocker.



### 2 Resetting Password

Visit to

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

Please see the "Change Password Pop-Up" Page 3

Welcome to MyEducation BC!

#### Password Reset

##### Password Requirements

Minimum length is 8  
At least one number  
At least one capital and lowercase letter  
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

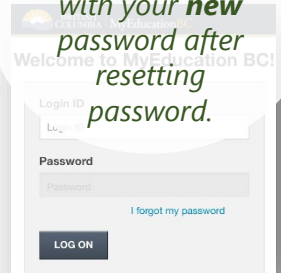
New Password

Confirm New Password

Cancel

OK

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



## Chrome Mobile version

### 1 Disabling Pop-Up Blocker

#### iOS (iPhone/iPad)

1. Tap on the **3 dot** icon (bottom right corner)
2. Tap **Settings**
3. Tap **Content Settings** > **Block Pop-ups**
4. Turn **Block Pop-ups** off

Block Pop-ups

Off

#### Android

1. Tap on the **3 dot** icon (top right corner)
2. Select **Settings**
3. Tap **Site settings** > **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** off



Pop-ups and redirects

Allowed

### 2 Resetting Password

Visit to

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

Please see the "Change Password Pop-Up" Page 3



Welcome to MyEducation BC!

#### Password Reset

##### Password Requirements

Minimum length is 8  
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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

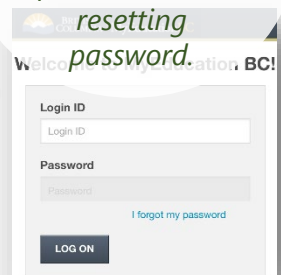
New Password

Confirm New Password

Cancel

OK

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



**Still having trouble resetting your password? Please see the "Desktop version" page 12**



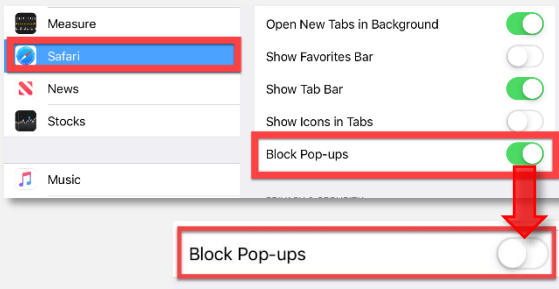
# Resetting Password on Mobile/Tablet for MyEducationBC



## Safari (iPhone/iPad) Desktop version

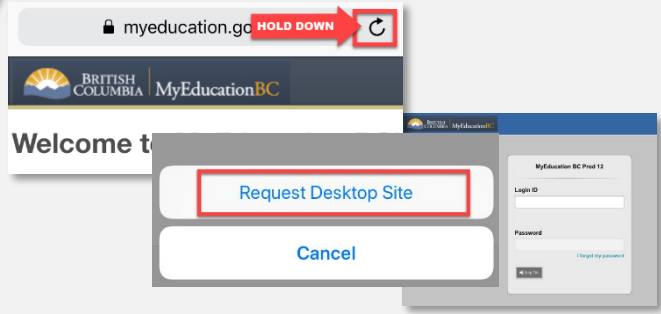
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1. Launch **Settings**
2. Tap **Safari**
3. Under the **General** section, click the toggle next to **Block Pop-ups** to disable the pop-up blocker. A green toggle indicates an enabled pop-up blocker.



### 2 Switching to the Desktop version

1. Visit to <https://www.myeducation.gov.bc.ca/aspen/login.do>
2. Hold down the **Refresh** icon in the URL bar (at the top right corner of the screen)
3. Select **Request Desktop Site**



## Chrome Desktop version

### 1 Disabling Pop-Up Blocker

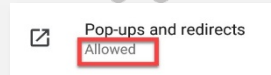
#### iOS (iPhone/iPad)

1. Tap on the **3 dot** icon (bottom right corner)
2. Tap **Settings**
3. Tap **Content Settings** > **Block Pop-ups**
4. Turn **Block Pop-ups** off



#### Android

1. Tap on the **3 dot** icon (top right corner)
2. Select **Settings**
3. Tap **Site settings** > **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** off



### 2 Switching to the Desktop version

1. Visit to <https://www.myeducation.gov.bc.ca/aspen/login.do>

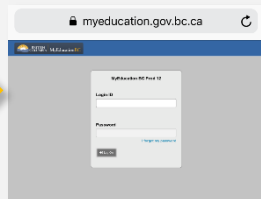
#### iOS (iPhone/iPad)

2. Tap on the **3 dot** icon (bottom right corner)
3. Tap **Request desktop site**



#### Android

2. Tap on the **3 dot** icon (top right corner)
3. Tap **Desktop site**





## 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](http://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 [sysop@myeducation.gov.bc.ca](mailto:sysop@myeducation.gov.bc.ca) or [admin@myeducation.gov.bc.ca](mailto: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

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