



Frequently Asked Questions (FAQ's)

Q:	How do I access the system?
A:	You will receive an email containing your login ID and password when your account is first created. If you do not see the email in your inbox, please check your Junk or Spam folder. MYEDBC https://www.myeducation.gov.bc.ca/aspen/logon.do
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:	What is my login ID?
A:	You can contact the school office to confirm your Login ID or use the Recover Login ID option on the Log On screen. To retrieve your Login ID online, you must have an email address on file with your child(ren)'s school.
Q:	I forgot my password.
A:	If you forget your password, click “ Trouble logging in ” on the Log On screen. On the pop-up window, select “ Reset your password. ” Enter your login ID, and a password recovery link will be sent to your email address. Follow the link in the email to reset your password. Important: The recovery link will be sent to the email address on file with your child(ren)'s school.
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:	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/myedbc-family-student-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/myedbc-family-student-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, but not seeing the report card, please contact the school office to re-publish the report cards.
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.
Q:	I cannot see a previous report cards for my child.
A:	Please contact the schooloffice 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 schooloffice

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