

Family/Student Portal

MOBILE INTERFACE 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.

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



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*) *

* available ONLY on the Full Site

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. [Click here.](#)

*Once you have logged in you may link your account to your BC Services card in place of userID and password.

Please follow the instructions 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

Resetting Password

Mobile site version

Resetting Password

Desktop site version

To Close Browser Completely

To Clear Browser Cache and History

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#)

BRITISH COLUMBIA MyEducationBC

Welcome to MyEducation BC!

Login ID

Login ID

Password

Enter the last password you used
(Case Sensitive)

I forgot my password

LOG ON

Password Reset
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

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

* Disabling pop-up blocker click [here](#).

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

BRITISH COLUMBIA MyEducationBC

Welcome to MyEducation BC!

Login ID

Login ID

Password

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?

Welcome to MyEducation BC!

Invalid login.

Login ID

Login ID

Password

Password

I forgot my password

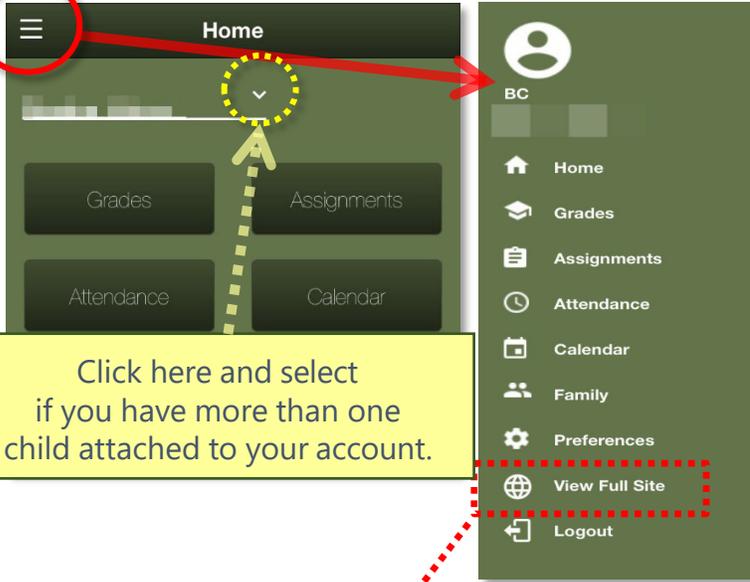
Log On

- ☑ **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)

* Closing browser completely click [here](#).



Family Portal Basic Navigation



Click here and select if you have more than one child attached to your account.

Grades: displays a list of classes the student is taking.

Assignments: may provide assignment and assessment information.

Attendance: provides attendance information

Preferences: after you have logged in, you can make changes to your preferences

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

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

Preferences - After you have logged in, you can make changes to your preferences

View Full Site - interface, you can use MyEdBC will the same functionality as if you were using your laptop or desktop.



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 below.

Accessing Permission Forms?

Click **View Full Site** to access the **Task**.

*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

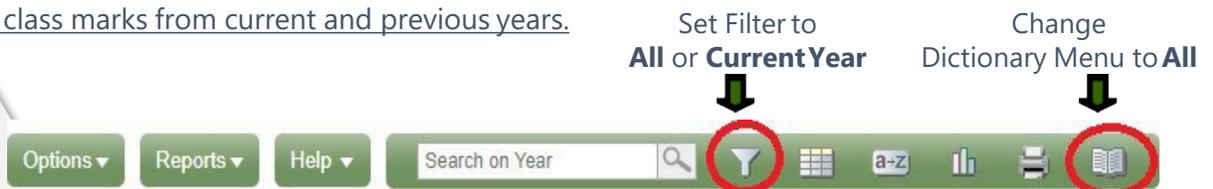


Accessing Report Cards?

Click **View Full Site** to access the **Published Reports**.

*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.*

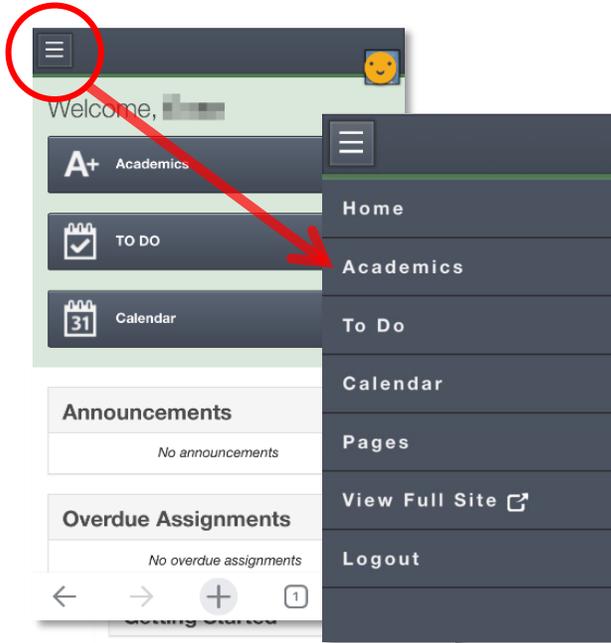
Transcript - includes class marks from current and previous years.



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.



Student Portal Basic Navigation



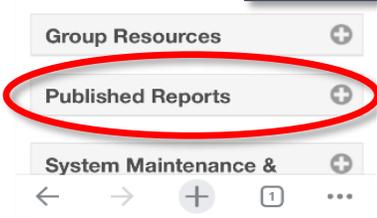
Academics: displays a list of classes the student is taking.

To Do: may provide assignment and assessment information.
→ See "Assignments" below.

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

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

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

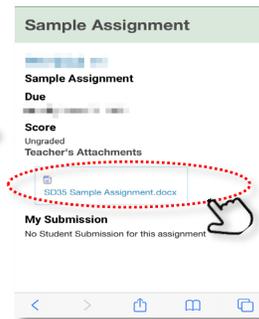
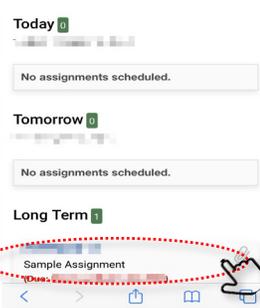
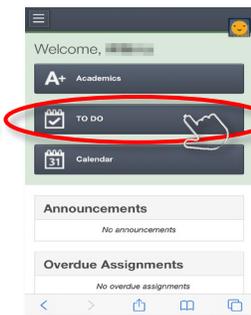


Published Reports

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

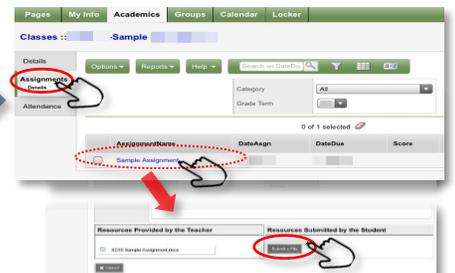
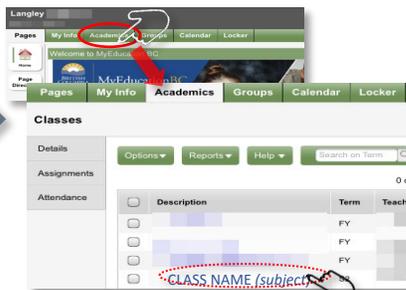
Assignments if applicable

To Preview and Download



To Submit (Upload)

ATTENTION!
To upload assignments, you must switch to the Full Site.



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

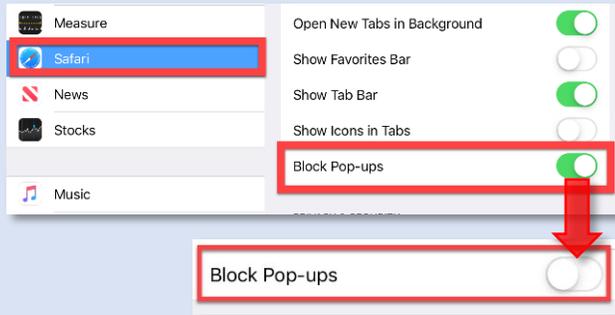
Secondary Schools will inform more details when available.

Resetting Password -Mobile site version-

Safari (iPhone/iPad) *Mobile site version*

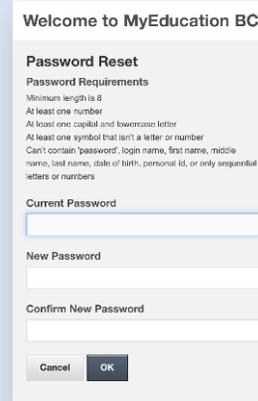
① Disabling Pop-Up Blocker

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.



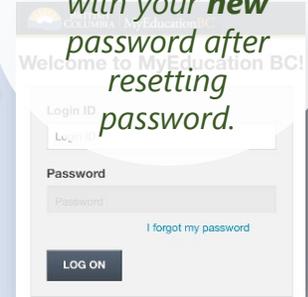
② Resetting Password

Visit to <https://www.myeducation.gov.bc.ca/aspden/logon.do>



A screenshot of the 'Welcome to MyEducation BC!' password reset form. It includes fields for 'Current Password', 'New Password', and 'Confirm New Password'. There are 'Cancel' and 'OK' buttons at the bottom.

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



A screenshot of the login page for MyEducation BC. It has fields for 'Login ID' and 'Password', and a 'LOG ON' button. A link for 'I forgot my password' is also visible.

Chrome *Mobile site 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



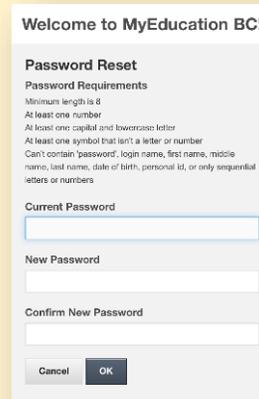
Android

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



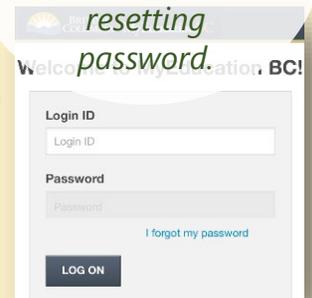
② Resetting Password

Visit to <https://www.myeducation.gov.bc.ca/aspden/logon.do>



A screenshot of the 'Welcome to MyEducation BC!' password reset form, identical to the one in the Safari section.

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



A screenshot of the login page for MyEducation BC, identical to the one in the Safari section.

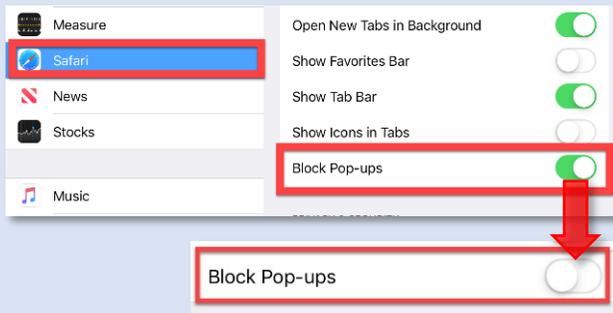
Resetting Password -Desktop site version-



Safari (iPhone/iPad) Desktop site version

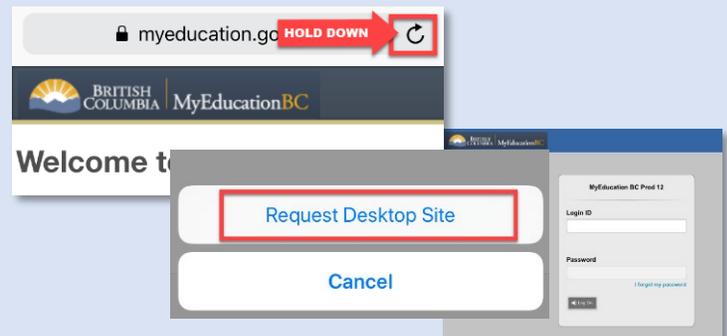
1 Disabling Pop-Up Blocker

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 Switching to the Desktop version

1. Visit to <https://www.myeducation.gov.bc.ca/aspen/logon.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 site version

1 Disabling Pop-Up Blocker

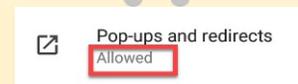
iOS (iPhone/iPad)

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/logon.do>

iOS (iPhone/iPad)

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



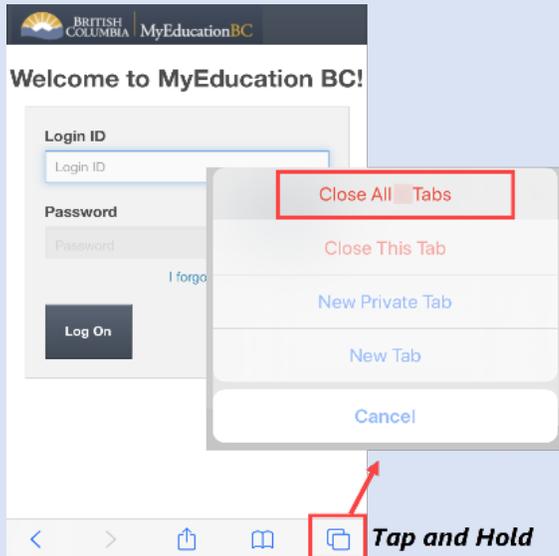
Android

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



To Close Browser Completely

Safari (iPhone/iPad)

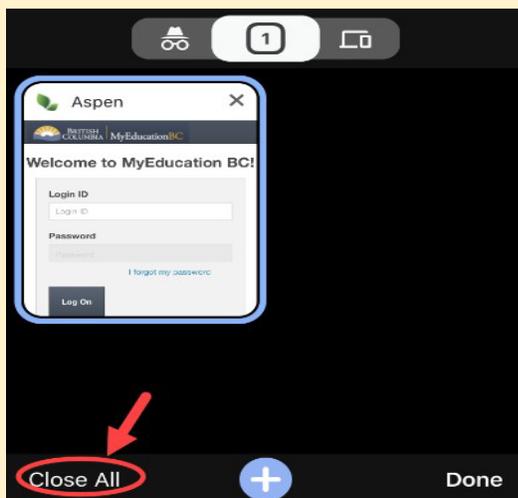


1. Open **Safari** app on your iPhone/iPad
2. **Tap and Hold** the Tabs icon at the bottom-right corner of the Safari app screen.
3. You'll see four options, tap on "**Close All [number] Tabs**" tapping that will close all tabs.

Chrome

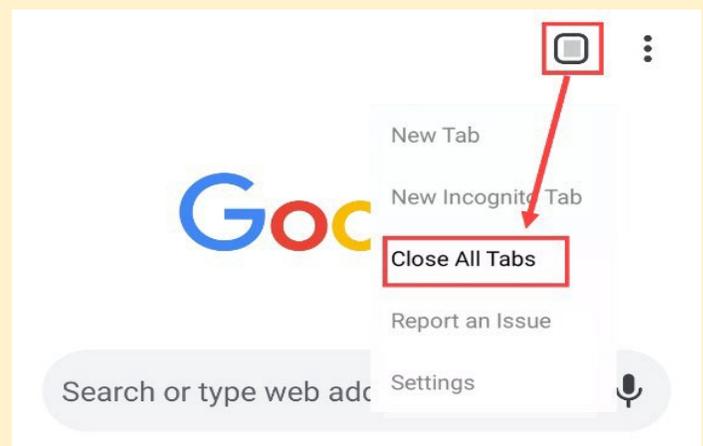
iPhone/iPad

1. Open **Chrome** app on your iPhone/iPad.
2. Tap the Switch Tabs icon at the bottom of the Chrome app screen.
3. You'll see your open Chrome tabs, tap on "**Close All**" at the bottom left that will close all tabs.



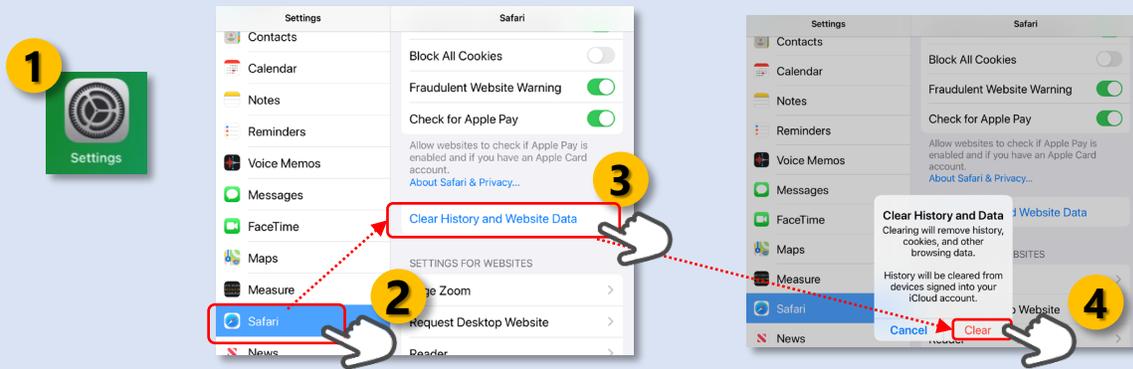
Android

1. Open **Chrome** app on your mobile/tablet.
2. Tap the Switch Tabs icon at the right of the Chrome app screen.
3. You'll see your open Chrome tabs, tap on the **3 dot** icon (top right corner) and "**Close all tabs**" that will close all tabs.



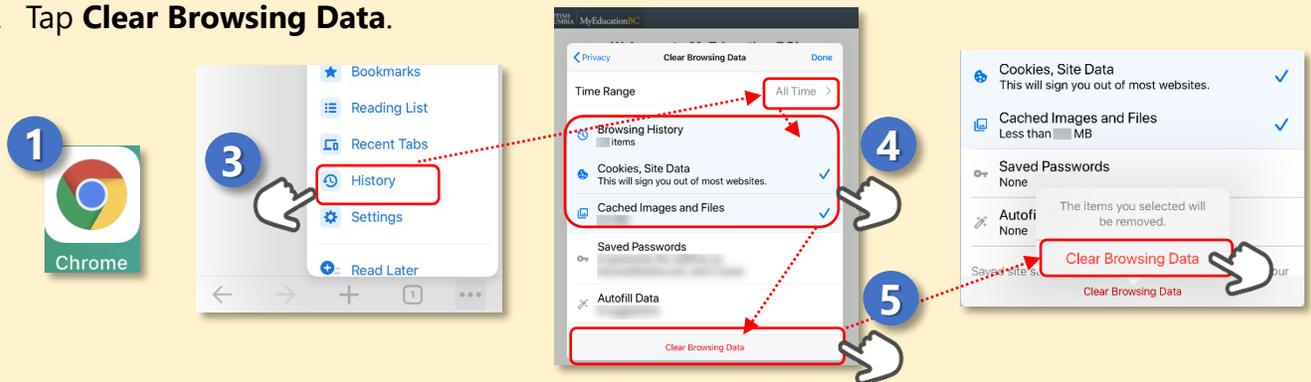
To Clear Browser Cache and History

1. Open the **"Settings"** app on the iPhone or iPad.
2. Scroll down to **"Safari"** and choose that.
3. Navigate down in Safari settings to tap on **"Clear History and Website Data"**
4. Tap to confirm that you want to **"Clear History and Data"** to clear the cache from Safari.



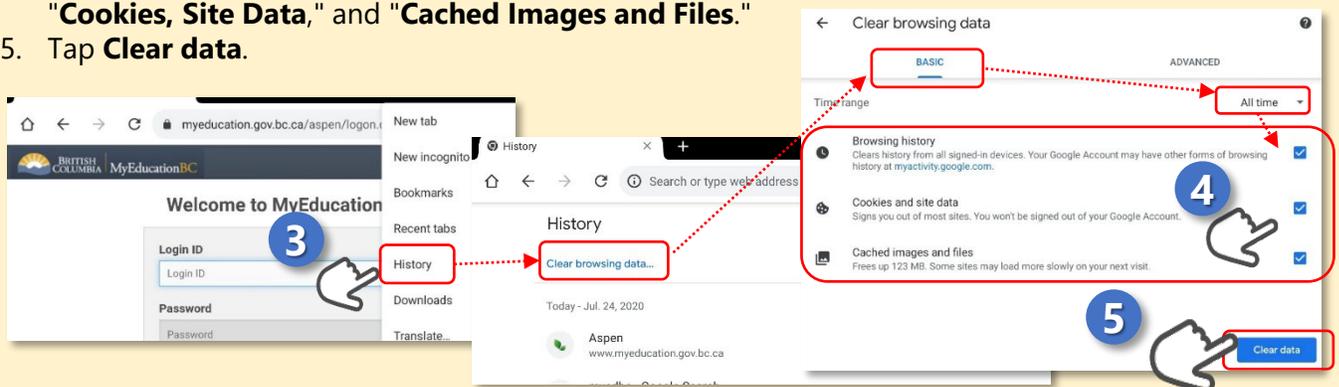
On iPad or iPhone

1. On your iPad or iPhone, open the Chrome app.
2. Tap on the **3 dot** icon (bottom right corner)
3. Tap **History** > Clear browsing data.
4. Tap and Select **All time** > Make sure there's a checkmark next to **"Browsing History"**, **"Cookies, Site Data"**, and **"Cached Images and Files."**
5. Tap **Clear Browsing Data**.



On Android tablet or smartphone

1. On your Android tablet or smartphone, open the Chrome app.
2. Tap on the **3 dot** icon (top right corner)
3. Tap **History** > Clear browsing data.
4. Tap **BASIC** > Tap and Select **All time** > Make sure there's a checkmark next to **"Browsing History"**, **"Cookies, Site Data,"** and **"Cached Images and Files."**
5. Tap **Clear data**.



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.

Go to <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.

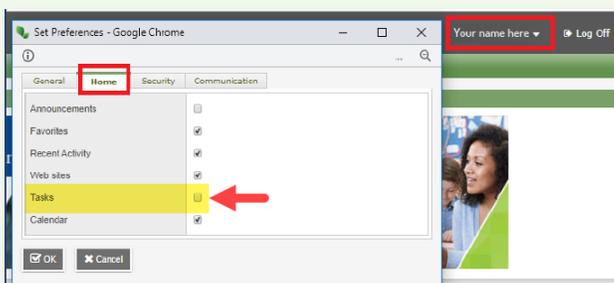
Security Preferences Update

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/>.