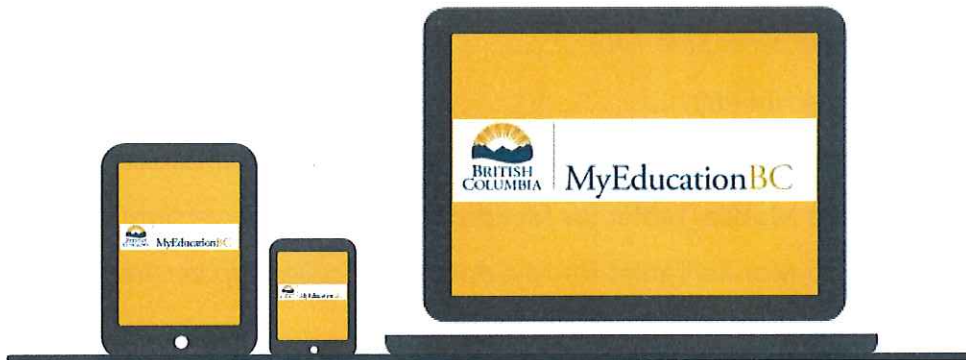


MyEducationBC

Family Portal



SD83 - North Okanagan-Shuswap



TABLE OF CONTENTS

What's MyEducationBC Family Portal?.....	1
Before Starting	2
Logging In (<i>On Initial Log In/Reset Password</i>)	3
Preferences	5
Forgot Your Password?	6
Haven't Logged In For Over 90 Days?	6
Invalid Login?.....	6
Basic Navigation(<i>Pages Top Tab</i>).....	7
Published Report Cards	7
Basic Navigation(<i>Family Top Tab</i>)	8
Basic Navigation (<i>Documents Side Tab</i>).....	9
Basic Navigation(<i>Transcript etc</i>).....	10
Mobile Interface for MyEducationBC.....	11
Resetting Password on Mobile/Tablet for MyEducationBC (<i>Mobile version</i>)	12
Resetting Password on Mobile/Tablet for MyEducationBC (<i>Desktop version</i>).....	13
Cannot login to the Family Portal on Mobile/Tablet	14
Frequently Asked Questions (FAQ's).....	15

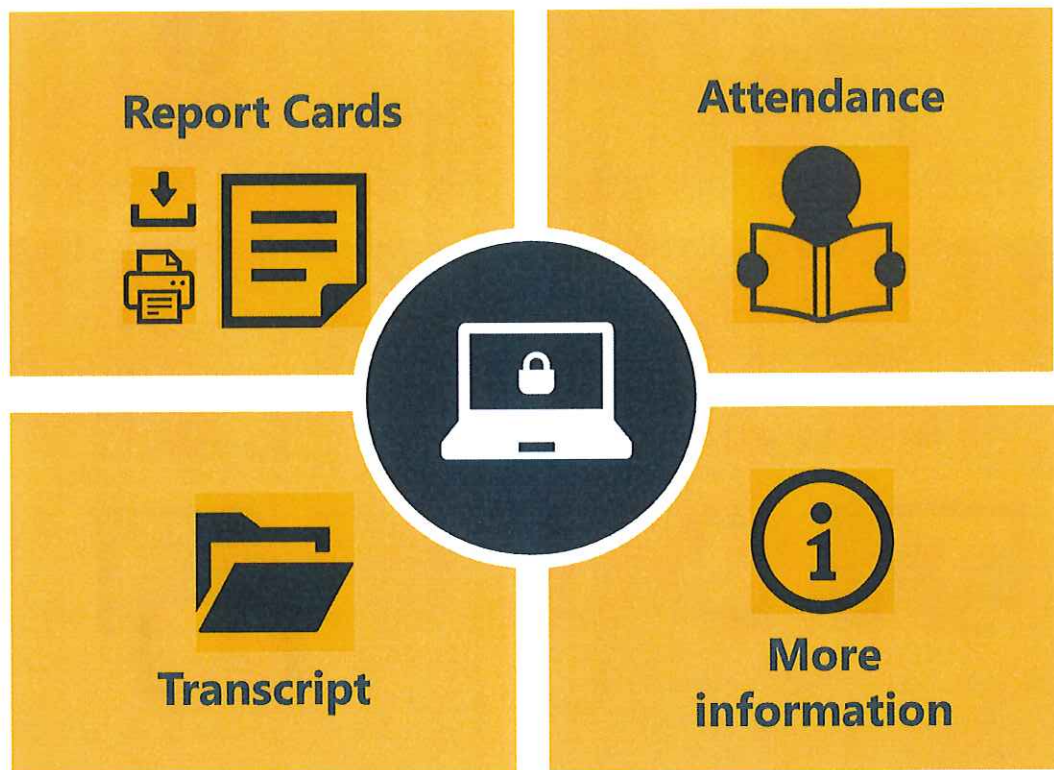
WHAT'S MyEducationBC FAMILY PORTAL?



MyEducationBC

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:

your email address

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



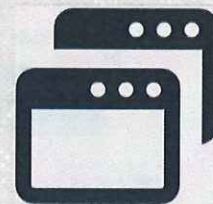
Please use a **Laptop** or **Desktop Computer** to initialize your account.



*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.



LOGGING IN

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" value="▼"/>
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.**

MyEducation BC Prod 6

Login ID

Password

I forgot my password

Log On

Password Reset

Login ID

Primary email

Continue Cancel



A new password will be emailed to you.

If you haven't received a new password email from MyEdBC, check your Junk or Spam folder in your email

HAVEN'T LOGGED IN FOR OVER 90 DAYS?

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

Password Reset

Login ID

Primary email

Continue Cancel

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**

BRITISH COLUMBIA MyEducation BC

Welcome

Login ID

Password

LOG ON

[I forgot my password](#)

You may need to close your browser **completely** and log back in with your **new password** after resetting password.

INVALID LOGIN?

- 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)

Welcome to MyEducation BC

Invalid login.

Login ID

Password

Log On

[I forgot my password](#)



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 interface. At the top, there are navigation tabs: Pages, Family, Academics, Groups, and Calendar. The main content area features a 'Published Reports' section with a table listing report cards. A red callout box with a PDF icon and the text 'We recommend saving a copy of the PDF for future reference.' points to a report card entry in the table.

Filename	Date Uploaded	Creator	Description
Report Card - MyEducationBC Secondary	12/14/2015 10:43 AM		Report Card for [1 - 1 of 1]



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. Enhancements are planned for the 2021-22 school year with the recent activity.



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--Please see *Documents page*



Documents

Family Top Tab

Side Tab

Documents - will show uploaded documents for student, ie. IEP

To view other types of uploaded documents like an IEP report click on the Family Top Tab (1), Select the Student (2), then Click on the Documents Side Tab (3)

Name	DOB	Grade	School > Name
<input checked="" type="checkbox"/> Student Name		02	Duncan Cran Elementary

Click on the Disk icon to download/save the listed report (4)

Name	Type	Document
<input type="checkbox"/> test	Other	4



BASIC NAVIGATION



Transcript

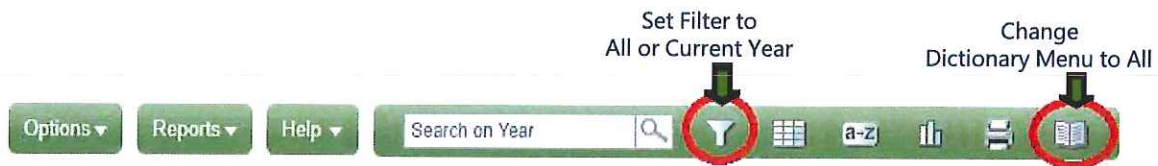
Family Top Tab

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

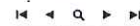
This tab will allow you to select a course (using the checkbox beside the course) then click on the available Side Tabs to see details about the course you selected.

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.



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.



Accessing Report Cards?

Click  **View Full Site** to access the **Published Reports**. From the View Full Site interface, you can use MyEducation BC will the same functionality as if you were using your laptop or desktop Please see the "Published Report Cards" page - Page 7.



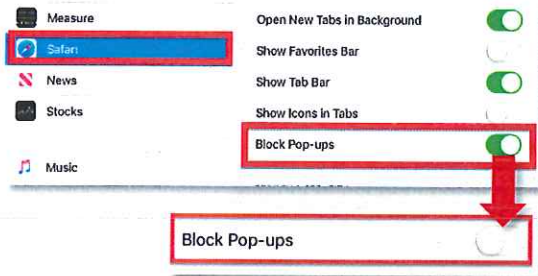
Resetting Password on Mobile/Tablet for MyEducationBC



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.

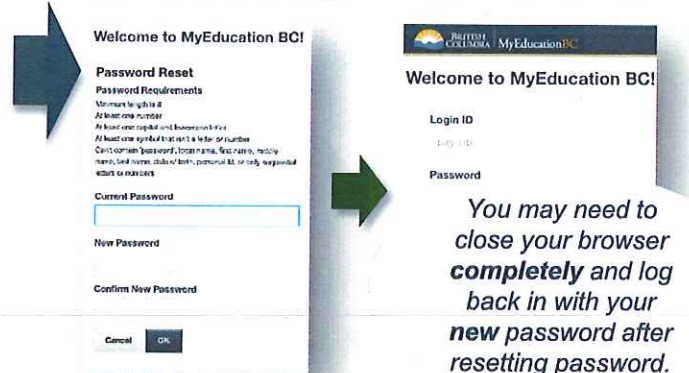


2 Resetting Password

Visit to

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

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



Chrome Mobile version

1 Disabling Pop-Up Blocker

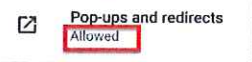
iOS (iPhone/iPad)

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



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

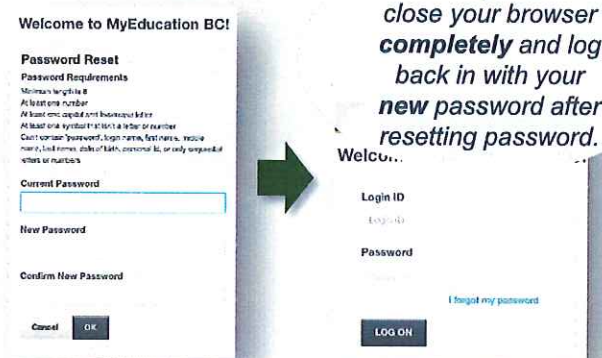


2 Resetting Password

Visit to

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

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



Still having trouble logging in? Please see the "Cannot login to the Family Portal" page 13



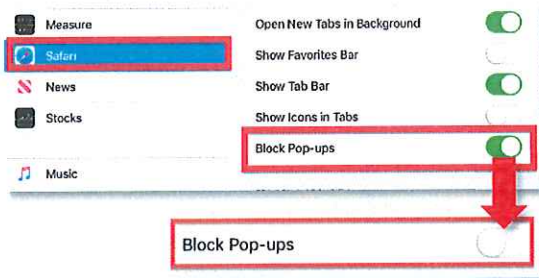
Resetting Password on Mobile/Tablet for MyEducationBC



Safari (iPhone/iPad) Desktop version

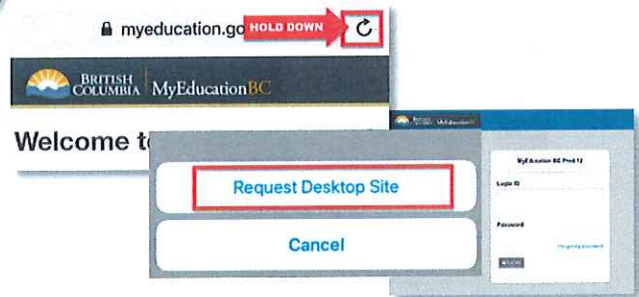
1 Disabling Pop-Up Blocker

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/aspn/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 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/aspn/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**



Still having trouble logging in? Please see the "Cannot login to the Family Portal" page 13

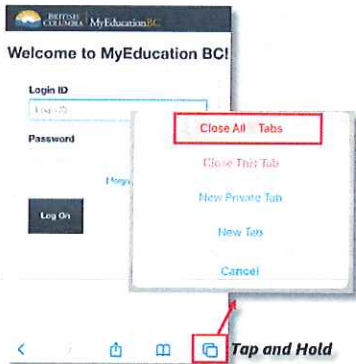


Cannot login to the Family Portal on Mobile/Tablet

- ☑ 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)



To Close Safari completely on your iPhone/iPad



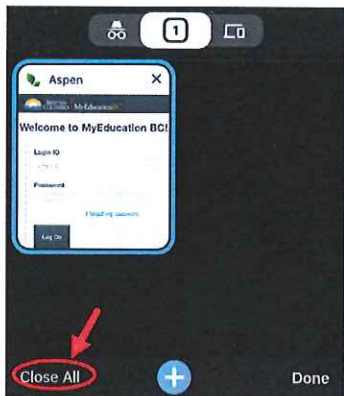
1. Open **Safari** app on your iPhone/iPad
2. **Tap and Hold** the Tabs icon at the bottom-right corner of the Safari app screen.
3. You'll see four options, tab on "**Close All [number] Tabs**" tapping that will close all tabs.



To Close Chrome completely on your...

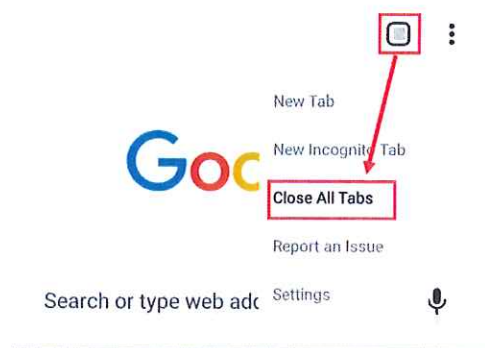
iPhone/iPad

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.





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.prn.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 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 fill out this form: (To be built)

Q: Reset login for family portal account.

- A: Please click here to submit SD83 Portal Account Reset Request 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 click here to submit SD83Portal Account Reset Request Form. At this point, a single username login should give parents access to all their children's report cards.

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: Contact detail information is incorrect.

A:

Please Contact your Child's school to have this updated

If you have any questions, please contact the school office

MyEducationBC

MyEducationBC Parent Portal Instructions

We recommend that you do not set up your account for the first time from a mobile device. It is preferable to use a computer. We always recommend using a laptop or desktop for MyEducationBC.

MyEducation BC login

Note: Please make sure that pop-ups are enabled – some information comes up in new windows.

Parent Log-In ID: your personal email

Your temporary password will be sent to you, to your personal email. If you copy and paste it, you might find that you get an error message because the process sometimes adds a space. The password must be entered exactly. It is case sensitive.

Once you log-in, you will receive a message that states that your temporary password has expired.

Criteria for your new password:

8-14 characters

At least 1 upper-case letter and at least 1 lower-case letter

At least 1 number

At least 1 special symbol or character (such as #, \$, %, or @)

Example: Jan2021% or PvsSchool99#

Make sure that you keep a record of your temporary password for future reference. If you forget it, you can reset your password by entering your login ID and clicking on "I Forgot My Password". Passwords must be reset every 90 days.

If your password becomes disabled from multiple log-in attempts, you will have to wait for it to be re-enabled. You may call (250-546-3114) or email (pvs@sd83.bc.ca) the school to request that your account be reactivated. Please don't ask for a new account (even though there is a prompt).

The Academics top tab provides information about students' current standing in classes. See below:

To access documents published to the portal (such as report cards or schedules, look under "Published Reports", which is on the right hand side of the main screen. Click right beside the little PDF icon.

Family Portal

Welcome to Family Portal. *Please remember that passwords expire every 90 days.* In which time you will need to create another one. Click on "I forgot my password" or if you are getting an error when you try to login, please contact the L1 Parent/Guardian Help Desk at 250-804-7846 or email MyEdSupport@sd83.bc.ca **DO NOT click on the "Request an account"**

FAMILY PORTAL LINK : <https://myeducation.gov.bc.ca/asp/en/login.do>

For more information please click on the link below for SD83 Family Portal Support Document

[family-portal-support-document](#) **Download**

Share this:

- [Twitter](#)
- [Facebook](#)
- [LinkedIn](#)

HOMWORK REQUESTS: Student's can request homework from their teachers directly through TEAMS. Under the Student Top Tab, select Office 365, click the waffle and select the Teams App

ETRANSFERS for fee payments can be made to alf@sd83.bc.ca Please make note in the memo for who and what is being paid.

HEALTH CHECK INFORMATION

Here is the update Health Check list for parents and guardians to review with students.

[health checklist](#)

Here is a link for more information

<https://sd83.bc.ca/2020/10/09/school-district-no-83-adopts-the-new-daily-health-check-list/>

MyEducation BC (MyEdBC) PARENT PORTAL - Report Card Access



We continue to use the **MyEducation BC (MyEdBC) PARENT PORTAL** which provides parents a new way to access their child's school information directly online. With this portal account, you will be able to view attendance, term grades, and other information about your child(ren). The MyEducationBC application is a secure portal used in most school districts in the province of BC.

On October 16, 2019, new parents received an email with their login ID and temporary password to access their account

at <https://www.myeducation.gov.bc.ca/aspen/logon.do> (link is external)(link is external).

Please see the attached document [SD38_Parent_Portal_User_Instructions](#)(link is external) for directions on how to login and navigate the Parent Portal. *On page 3 of this document, instructions of how to access the student report card can be found.*

Each parent/guardian has their own separate account. You will need to log into the account in order to update your password and gain access to the portal. Please follow the instructions outlined in the email to login to your account:

1. Visit <https://www.myeducation.gov.bc.ca/aspn/logon.do> (link is external)(link is external).

2. Make sure popups are enabled for your browser.

3. Your user name will be: _____.

4. Your temporary password will be: _____.

NOTE: Both user name and password are case sensitive.

5. Enter your user name and password then click "Log On" to access the system. You will be prompted to change your password,

and fill out some information so that in the future you can click "I forgot my password" to receive a new password.

See the attached detailed *User Instructions* document for information on password reset and recovery, and navigation of the portal.

Account Problems?

Please contact the school by sending an email to burnett@sd38.bc.ca(link sends e-mail). In the subject line, please put Parent Portal, and in the message include the following: Login ID, Parent/Guardian Name, Child's Name and Pupil #, a brief description of your account issue.

Troubleshooting account issues may take up to 1 week to resolve.

We appreciate the support of the Burnett community as we continue our transition to more current and better green practices in our school operations.

Please Note: the school will not provide parent portal details or passwords to students.

Attachments:



[03 SD38 Parent Portal User Instructions.pdf](#)