MyEducation**BC**

Family Portal

SD60 - Peace River North
June 2020

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WHAT'S MyEducationBC FAMILY PORTAL?

BRITISH COLUMBIA | 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.

Report Cards

Attendance

Transcript

More information

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.

01 On Initial Log In / Reset Password

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

MyEducation BC Prod

Login ID

youremail@address.com

Password

●●●●●●●●●●●

I forgot my password

🔲 Log On

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

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

❌ Your password has expired. Please create a new one.

☑ OK   ✖ Cancel   ☑ OK

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.

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

LOGGING IN

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	
Security question	⌄
Security answer	
Confirm answer	

↻ Submit   **✕ Cancel**

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)
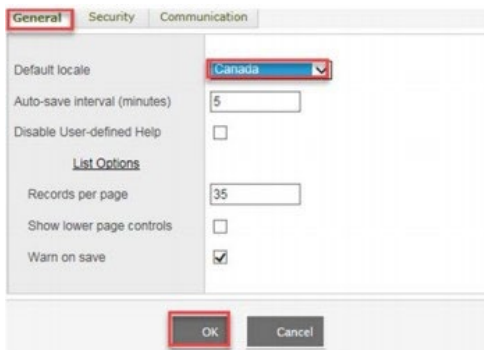
4. Click **Submit**

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.
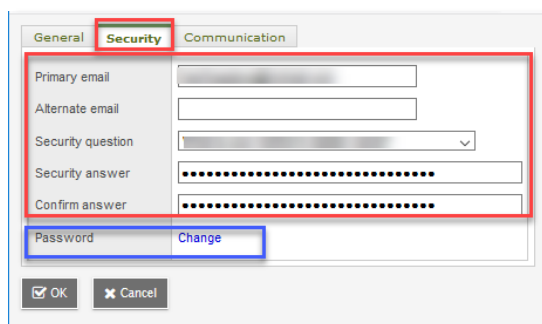
01 General Sub Top Tab

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.

MyEducationBC Family Portal - SD60 Peace River North

🔒 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
Email address given to the school

Primary email
Email address given to the school

▶ Continue   ✖ Cancel

✉¹

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
Email address given to the school

Primary email
Email address given to the school

▶ 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**

Confirm New Password

Cancel   OK

BRITISH COLUMBIA MyEducation

Welcome to MyEducation BC!

Login ID
Login ID

Password
Password

I forgot my password

LOG ON

*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 MyEduca

Invalid login.

Login ID
Login ID

Password
Password

I forgot my

Log On

MyEducationBC Family Portal - SD60 Peace River North

BASIC NAVIGATION

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.

We recommend saving a copy of the PDF for future reference.
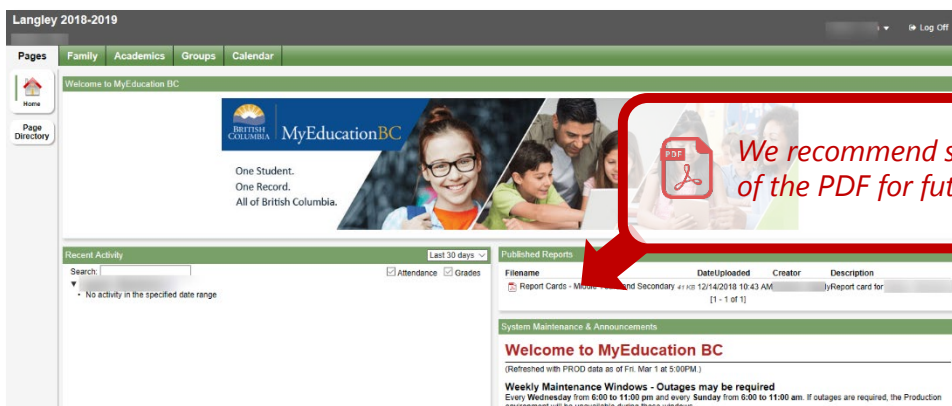
Published Report Cards will remain on the system for **certain period of time**. Published Report Cards are only available for the **Current School Year**. If you don't see the current school year's report cards, please contact the school office to re-publish for you. All current and previous class marks 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.
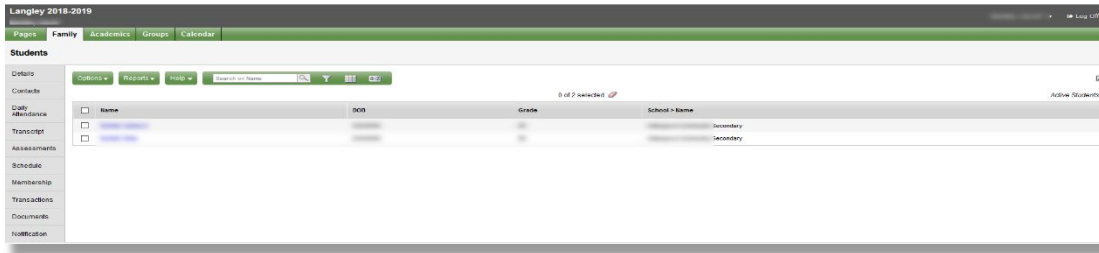
Side tabs

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--*Please see Documents page*

Documents

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)

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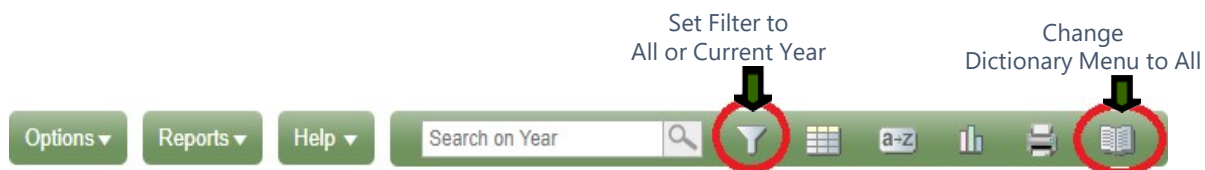
BASIC NAVIGATION

📁 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.

Set Filter to   Change
All or Current Year   Dictionary Menu to All

Options ▾   Reports ▾   Help ▾   Search on Year 🔍 ▽ ⊞ a-z ⥘ 🖨 📖


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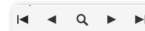
Please note: marks provided here may not be a full picture of a student's level and they may not relate to their report card mark.

Mobile Interface

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

Home

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

Grades | Assignments

Attendance | Calendar

BC

🏠 Home
🎓 Grades
📋 Assignments
🕐 Attendance
📅 Calendar
👥 Family
⚙️ Preferences
🌐 View Full Site
🔓 Logout

rades

Announcements

📄 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
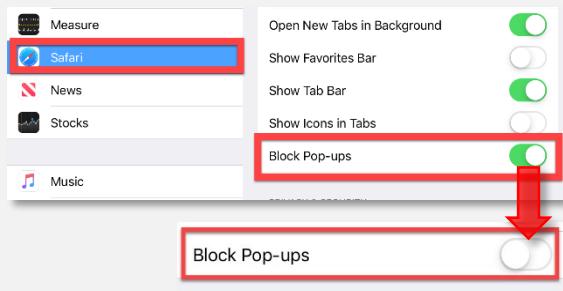Please see the "Published Report Cards" page - Page 7.

⚙ Resetting Password on Mobile/Tablet for MyEducationBC

🧭 Safari (iPhone/iPad) *Mobile version*

❶ 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.

❷ Resetting Password
Visit to
https://www.myeducation.gov.bc.ca/aspen/logon.do

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

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

⊘ Chrome *Mobile version*

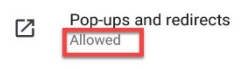### ❶ Disabling Pop-Up Blocker

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

❷ Resetting Password
Visit to
https://www.myeducation.gov.bc.ca/aspen/logon.do

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

*You may need to close your browser **completely** and log back in with your **new** password after resetting password.*
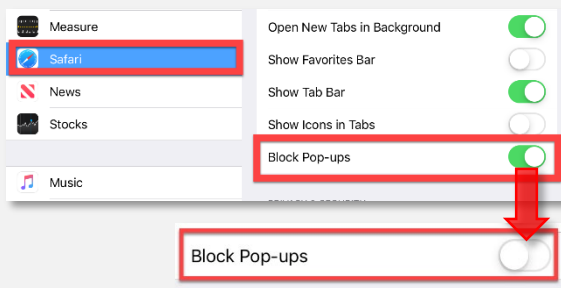
📱 Resetting Password on Mobile/Tablet *for MyEducationBC*
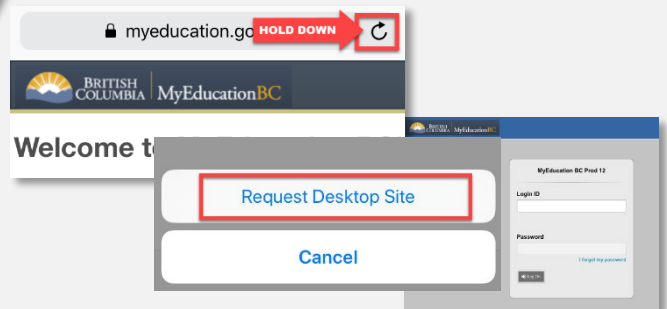
🧭 Safari (iPhone/iPad) *Desktop version*

❶ 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.

Measure	Open New Tabs in Background ✅
Safari	Show Favorites Bar ⬜
News	Show Tab Bar ✅
Stocks	Show Icons in Tabs ⬜
	Block Pop-ups ✅
Music	

Block Pop-ups ⬜

❷ 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**

🔒 myeducation.g **HOLD DOWN** ↻

BRITISH COLUMBIA | MyEducationBC

Welcome t

Request Desktop Site

Cancel

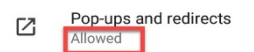## ◎ Chrome *Desktop version*

❶ 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

❷ 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**

💻 Request Desktop Site

🔒 myeducation.gov.bc.ca ↻

Android

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

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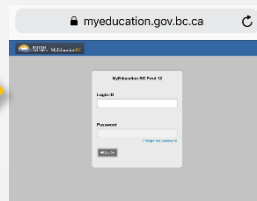
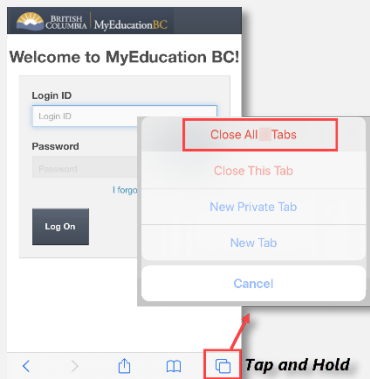*Still having trouble logging in? Please see the "Cannot login to the Family Portal" page 13*

⚙ 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.
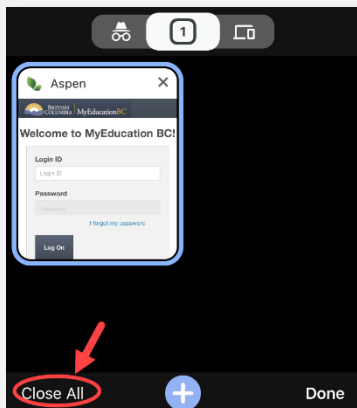
Android

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.

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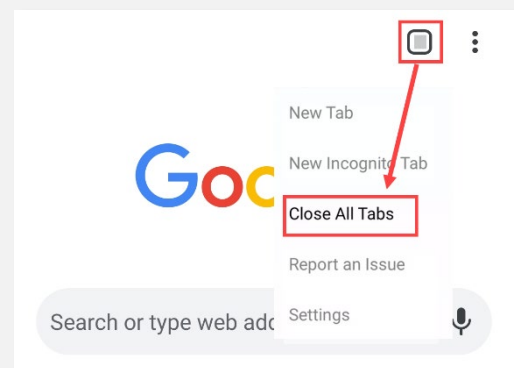
💬 Frequently Asked Questions (FAQ's)

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 go to https://forms.office.com/Pages/ResponsePage.aspx?id=UYooShrV1EGIkmQY7zFzko3BlB98TLpCp0OqgXB9F-xUNzJWTFo1VzAwUVRMMlUyM0FXSURERVRKSC4u to submit SD60 Portal Account Reset Request Form.
Q:	**Reset login for parent portal account.**
A:	Please go to https://forms.office.com/Pages/ResponsePage.aspx?id=UYooShrV1EGIkmQY7zFzko3BlB98TLpCp0OqgXB9F-xUNzJWTFo1VzAwUVRMMlUyM0FXSURERVRKSC4u to submit SD60 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..

MyEducationBC Family Portal - SD60 Peace River North

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://forms.office.com/Pages/ResponsePage.aspx?id=UYooShrV1EGIkmQY7zFzko3BlB98TLpCp0OqgXB9F-xUNzJWTFo1VzAwUVRMMlUyM0FXSURERVRKSC4u to submit SD60 Portal 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