

MyEducationBC

Family Portal



SD60 - Peace River North

June 2020



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WHAT'S MyEducationBC FAMILY PORTAL?



BEFORE STARTING



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) Learning Update.



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.



Login account will be created for parent/guardians that have provided a non-shared 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.



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.



Your login ID will be the following format:

your email address

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



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>



LOGGING IN

On Initial Log In / Reset Password

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

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.



PREFERENCES

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.

The screenshot shows a form titled "Security Preferences Update". Below the title is a subtitle: "To enable self serve password recovery, please provide the following information". The form contains four input fields: "Primary email" (a text box), "Security question" (a dropdown menu with a downward arrow), "Security answer" (a text box), and "Confirm answer" (a text box). At the bottom of the form are two buttons: "Submit" (with a checkmark icon) and "Cancel" (with an 'X' icon).

1. Enter your **Primary Email address**.

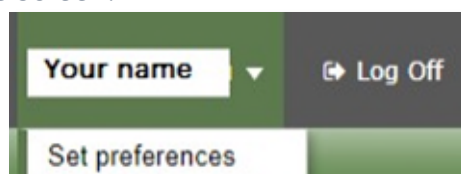
This email address will be used to receive a new password if you forget your password.

2. Choose a **Security Question**

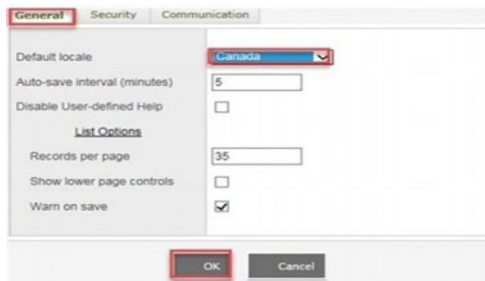
3. Enter your **Security Answer** then confirm your security answer. (Case Sensitive)

4. Click **Submit**

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.

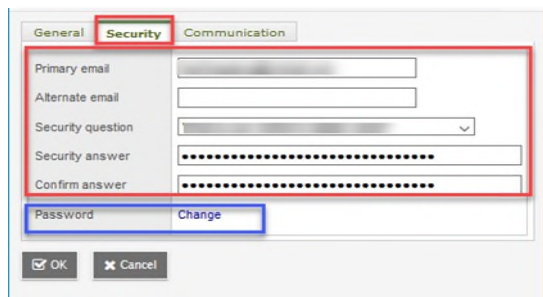


General Sub Top Tab



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

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.

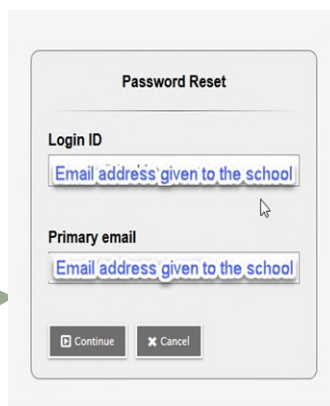
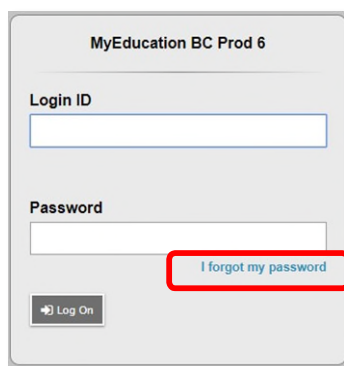


FORGOT YOUR PASSWORD?

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**.



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



BASIC NAVIGATION

VER 90 DAYS?

Pages Top Tab

HAVEN'T LOGGED IN FOR OVER 90 DAYS?

☒ 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)
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 Learning Updates

When a Learning Update 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.

Langley 2018-2019

Pages Family Academics Groups Calendar

Welcome to MyEducation BC

MyEducationBC

One Student.
One Record.
All of British Columbia.

Recent Activity

Search

No activity in the specified date range

Published Reports

Filename Date Uploaded Creator Description

Report Cards - Middle Year and Secondary 4/13/2018 10:43 AM Report card for [1 - 1 of 1]

System Maintenance & Announcements

Welcome to MyEducation BC

(Refreshed with PRDO data as of Fri, Mar 1 at 5:00PM)

Weekly Maintenance Windows - Outages may be required

Every Wednesday from 6:00 to 11:00 pm and every Sunday from 6:00 to 11:00 am. If outages are required, the Production environment will be unavailable during these windows.



Published Learning Updates will remain on the system for **certain period of time**.
Published Learning Updates are only available for the **Current School Year**.
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)



BASIC NAVIGATION

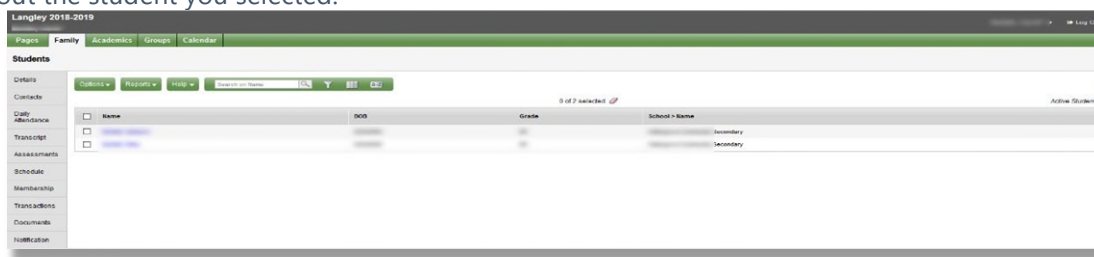


Recent Activity

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.

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

Peace River North 2019-2020

Pages **Family** Academics Groups Calendar

Students **1**

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)

Details Options Reports Help Search on Name 1 of 1 selected

	Name	DOB	Grade	School > Name
☒	Student Name		02	Duncan Cran Elementary

2

Documents 3

Peace River North 2019-2020

Pages **Family** Academics Groups Calendar

Students :: 02 -

Details Options Reports Help Search on Name 0 of 1 selected

	Name	Type	Document
☐	test	Other	 4

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

Documents

Documents
Details

Forms

Notification



BASIC NAVIGATION

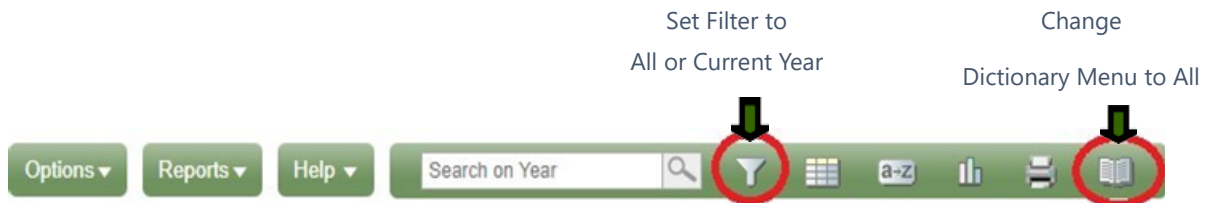


Transcript Side Tab

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.

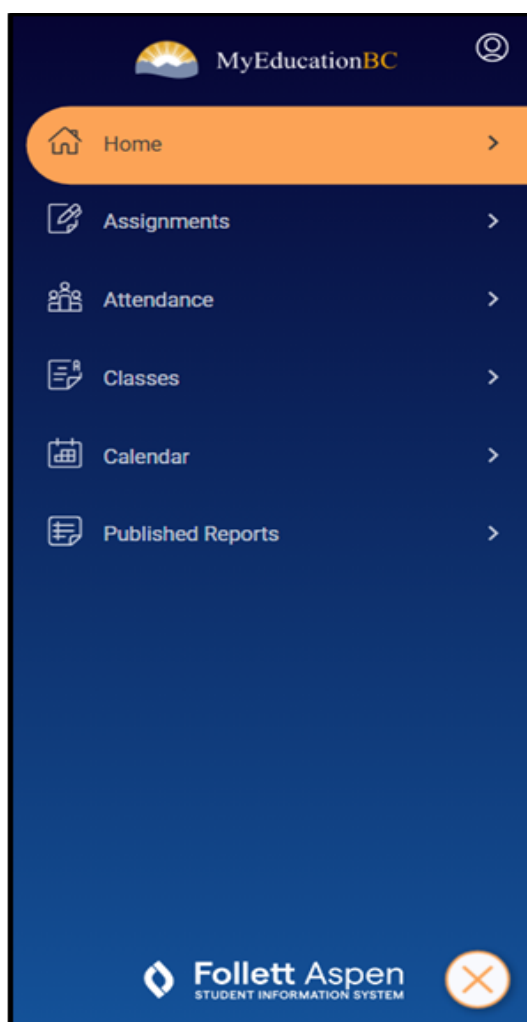


Mobile Interface

A new modern and intuitive portal interface for Families and Students. The Family and Student Portals are accessible on desktop, smartphones and tablets through **Aspen Go**.

[https://www.myeducationbc.info/wp-content/uploads/New-Family-and-Student-Portal.mp4?_ =1](https://www.myeducationbc.info/wp-content/uploads/New-Family-and-Student-Portal.mp4?_=1)

Parents and students can keep tabs on their assignments, schedule, grades, attendance and more. When students log on to the New Portal their schedule appears. It defaults to the current day, and swipe right for tomorrow's schedule or swipe left for yesterday.



- The screen displays the class name, teacher's name, room number, period, and the grade most recently posted for the class.
- The Grade field displays the value posted to your transcript for the class.
- Example: The screenshot was taken during Term 2. Since grades are not yet posted for Term 2, the posted grades for Term 1 appear.
- If no term grade is posted, the Grade field is blank.
- Your final grade will also appear here when posted.

My Schedule

High School

Tuesday, March 26, 2024

Wellness 2	
Grade:	Term 1: P
Teacher:	Pine, Charles
Room:	21
Period:	2
Time:	08:52 AM

Intro to Art	
Grade:	Term 1: 98
Teacher:	Ami, Gray
Room:	LIB
Period:	5
Time:	11:36 AM

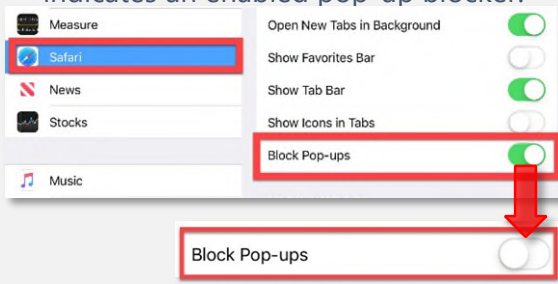
Chemistry	
Grade:	Term 1: 91
Teacher:	Doriel, Jere
Room:	12
Period:	5
Time:	11:36 AM



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.

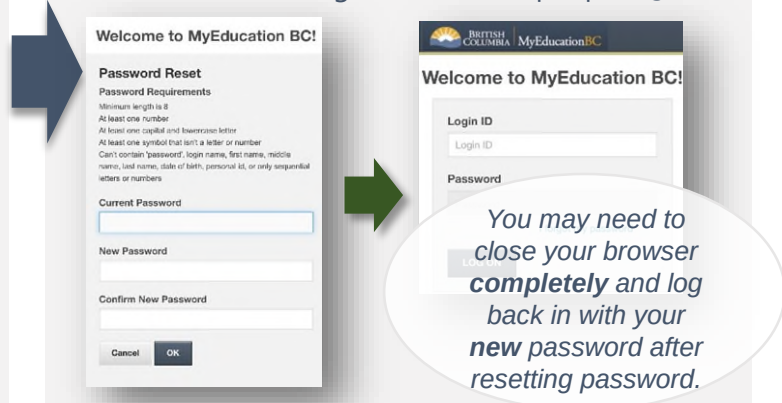


② Resetting Password

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

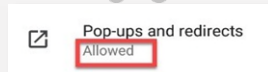
iOS (iPhone/iPad)

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

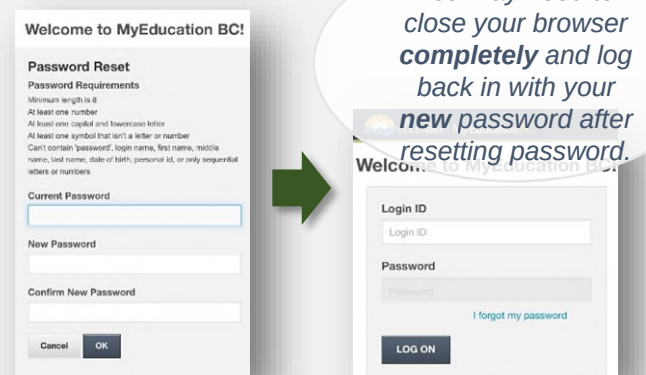


② Resetting Password

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



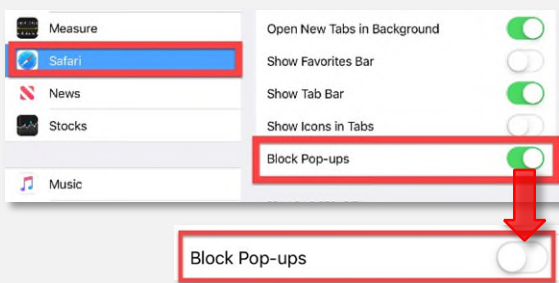
Cannot login to the Family Portal on Mobile/Tablet



Safari (iPhone/iPad) Desktop version

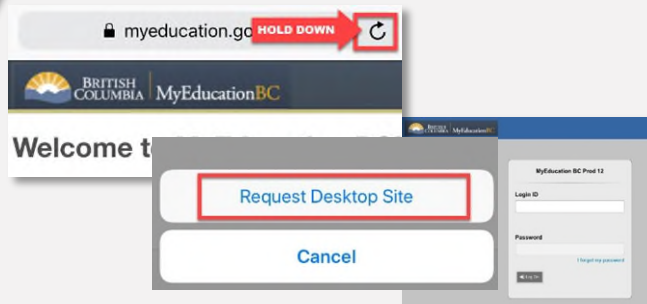
1 Disabling Pop-Up Blocker

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/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 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

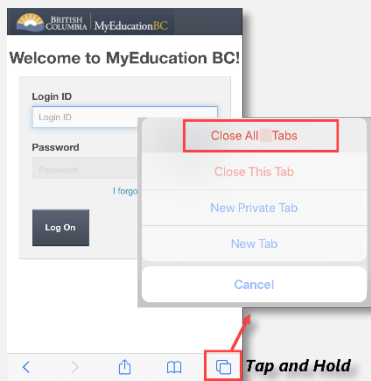
☑ Both Login ID and Password are **Case Sensitive**.

☑ 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



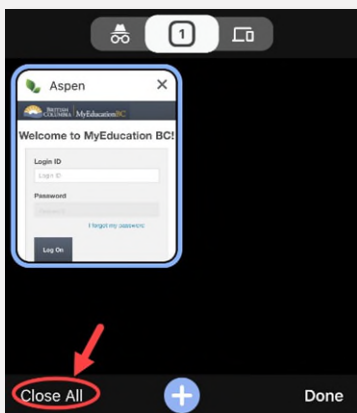
1. Open **Safari** app on your iPhone/iPad
2. **Tap and Hold** the Tabs icon at the bottom-right corner of the Safari app screen.
3. You'll see four options, tap on "**Close All [number] Tabs**" tapping that will close all tabs.



To Close Chrome completely on your...

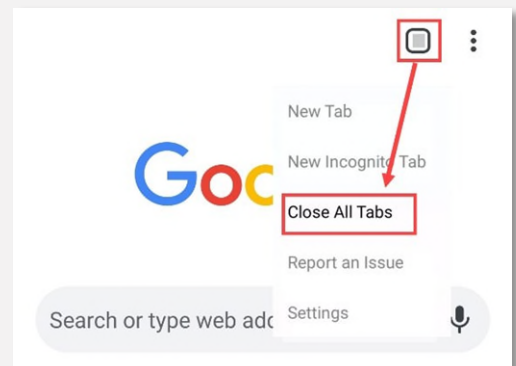
iPhone/iPad

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.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 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=UYooShrV1EGlkmQY7zFzko3BIB98TLpCp0OqgXB9F-xUNzJWTFo1VzAwUVRMMIUyM0FXSURERVRKSC4u> 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=UYooShrV1EGlkmQY7zFzko3BIB98TLpCp0OqgXB9F-xUNzJWTFo1VzAwUVRMMIUyM0FXSURERVRKSC4u> 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 v 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://forms.office.com/Pages/ResponsePage.aspx?id=UYooShrV1EGlkmQY7zFzko3BIB98TLpCp0OqgXB9FxUNzJWTFo1VzAwUVRMMIUyM0FXSURERVRKSC4u> 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 republish 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