

Logging into MyEducation BC Family Portal

- 1) For the first login, use a computer not a phone
- 2) Use Internet Explorer when logging in so you can click on the “Reveal Password” Eye icon to see that you have entered the password correctly.
- 3) Make sure popups are enabled for your browser
- 4) Visit www.myeducation.gov.bc.ca/aspden/logon.do
(This can also be accessed from our school website)

Tip: Both user name and password are case sensitive

- 5) Enter your user name and password (Case Sensitive) then click Log On to access the system.
When you log on for the first time, you will:
 - a. receive a message saying that your password has expired,
 - b. be prompted to enter your email address and,
 - c. be required to set up a security question.

Tip: Please read your password requirements carefully:

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

Tip: When choosing your security question, take the time to choose a question that you will be able to remember and that you will not forget, such as “What city were you born in” or “What is your father’s middle name?”

- 6) Enter your email address and security question so that in the future you can click “I forgot my password” to receive a new password.
- 7) **Note: The system will automatically lock your account if you mis-type your password a total of 5 times. After 4 failed attempts, click the blue “I forgot my password” link on the log-on screen after entering in your user name.** The program will ask for your email address as well as the answer to your security question. If you answer it correctly, a new temporary password will be sent to your email account. Use that new temporary password to enter the Family Portal and re-set your password.

Tip: When you click “I forgot my password” you must enter your email address EXACTLY as it was set up in your Security preferences.