

## MyEducation BC Log-in Tips and Troubleshooting – Updated May 2017

1. Do not search the internet for the internet address, use this one:

[www.myeducation.gov.bc.ca/aspn](http://www.myeducation.gov.bc.ca/aspn)

Make it a bookmark or desktop shortcut. Searching the internet could mean that you may try to login to the wrong database (there are several).

2. Login ID is the email address you have given to the school.

3. The password: **DO NOT copy/paste the password** – the copy process sometimes adds a space. It **MUST** be entered exactly. It is case sensitive. If you forget your password click on “I forgot my password” as shown and you will be e-mailed a new temporary password



4. Criteria to reset must be followed:

- 8 minimum, 14 maximum characters
- 1 capital letter, 1 lowercase letter
- 1 number
- 1 special character: # or \$ or \_
- Your password cannot contain, first name, middle name, last name, date of birth, personal id or sequential letters or numbers

5. Ten unsuccessful attempts will disable your account and if this happens you will have to wait for it to be re-enabled. This may take approximately half a day during the normal work week. There will be no staff in schools during Spring Break, Christmas Break or after Mid-July, you will need to wait until school is back in session.

6. Passwords are good for 90 days, at which time after a successful login you will be required to create a new password immediately.

7. Home computers may have unique restrictions. If you have trouble, 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. Also if you use a mobile device, try a regular computer.

8. If you login and do not see a report card, it may be because you have logged in before the report card is published, you will receive an e-mail telling you the report card is posted. Typically, the school posts the date they will publish. If after that date you do not see the report card, contact the school.

9. If you have any issues please report them to the school office, the school will report the issues to the district Tech Services department. This may take up to 24 hours during a regular work week for Tech Services to report back to the school.