



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.sd5.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 sysadmin@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 visit the [website](#)

Q: Reset login for parent.

- A: Please contact the school office or visit the [website](#)

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..



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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 Please contact the school office or visit the [website](#). At this point, a single username login should give parents access to all their children's report cards.

Q: Why can I only see one of my children on the Family Portal?

A:

If you cannot see one or more of your high school level children when you log into the portal, please contact the school office.

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: I cannot see a previous report cards for my child.

A:

Please contact the school office to re-publish it for you.

*Published Report Cards will remain on the system for a certain period of time. Published Report Cards are only available for the Current School Year All current and previous class marks will be on Transcript side tab.

Q: Contact detail information is incorrect.

A:

Please contact the school office

If you have any questions, please contact the school office or visit
Please contact the school office or visit the [website](#).