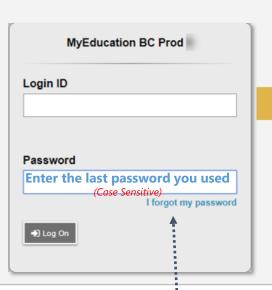
## **Can't Login?**

Haven't logged in for over 90 days?

Passwords are good for 90 days to protect student's data.

➤ You will be prompted to change your password.

**Family** Portal Login ID: **sd5-firstinitiallastname** (all lower case)



Password Requirements

• Meimum length is 8

• At least one number

• At least one outpital and lowercase letter

• At least one outpital letter

• Cant 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

Continu New Password

Your password has expired.

Please create a new one.

If you don't get this screen, please **disable pop-up blocker**.

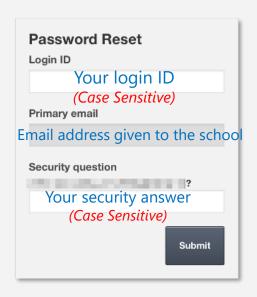
you may need to log back in with your **new** password after resetting password.

MyEducation BC Prod
Login ID
Password
I forgot my password
◆) Log Co
Invalid Login <i>after</i>
changing your
password?

Forgot your password?

Click " I forgot my password" on the Log on screen.

The recovery process asks for your current Login ID, Email address, and your security question. They are **Case Sensitive**.



Invalid Login?

Login ID	
Login ID	
Password	
	I forgot n
Log On	

ne to MyEduca

- ☑ 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)