

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)

MyEducation BC Prod

Login ID

Password

Enter the last password you used
(Case Sensitive)

I forgot my password

Log On



Password Requirements

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- Can't 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

Confirm New Password

OK Cancel

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 On

Invalid Login **after** 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**.

Password Reset

Login ID

Your login ID
(Case Sensitive)

Primary email

Email address given to the school

Security question

Your security answer
(Case Sensitive)

Submit

Invalid Login?

Invalid login.

Login ID

Password

Log On

I forgot my password

- ☑ **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)