

# 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.gov.bc.ca

BRITISH COLUMBIA MyEducationBC

Welcome to MyEducation BC!

Login ID

Login ID

Password

Enter the last password you used  
(Case Sensitive)

I forgot my password

LOG ON

## Password Reset

### 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

### Current Password

### New Password

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

\* Disabling pop-up blocker click [here](#).

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

BRITISH COLUMBIA MyEducationBC

Welcome to MyEducation BC!

Login ID

Login ID

Password

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?**

Welcome to MyEducation BC!

Invalid login.

Login ID

Login ID

Password

Password

I forgot my password

Log On

- ☑ **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)