

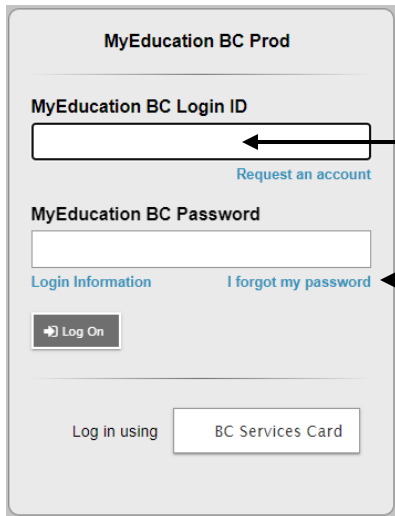
# MyEducation BC Family Portal

## Logging In

A parent account has been created for you by SD5.

Your Login ID will always be the same: **sd5-firstinitiallastname**. **\*\*Your login ID is NOT your email\*\***

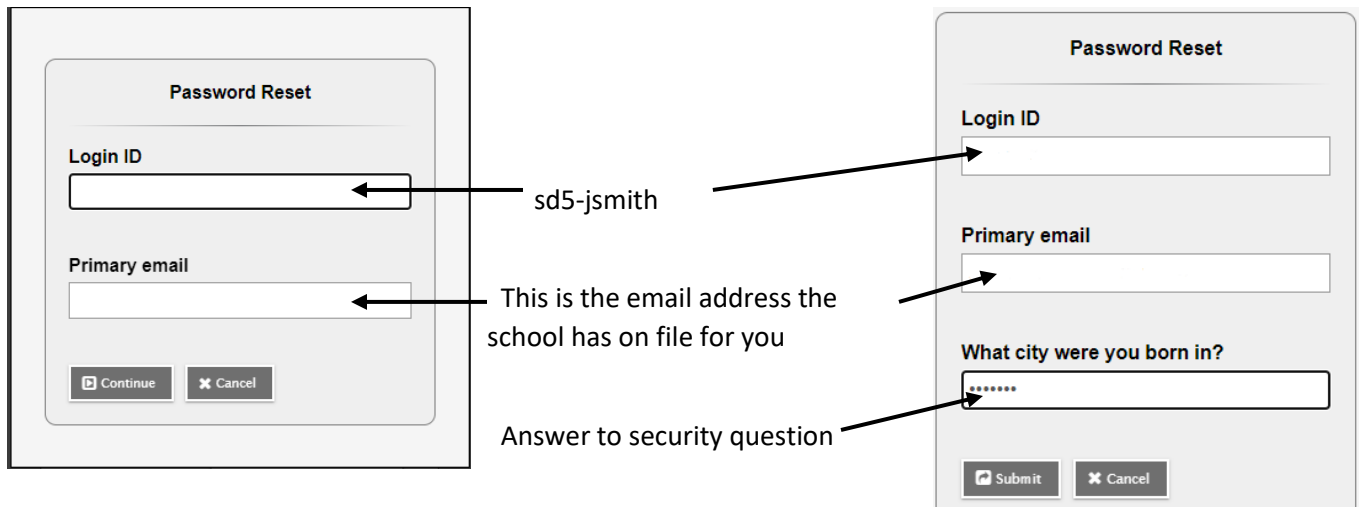
Example: John Smith would be: sd5-jsmith



Did you forget your password? After 5 attempts, your account will be locked. You can click on this before your account is locked to reset your password (before the 5<sup>th</sup> attempt).

## Forgot Your Password??

If you forget your password, you can reset your password by clicking “I forgot my password”. You will be prompted to enter your Login ID and your Primary Email address. Your Primary Email address will be the email address that the school has on file for you. Click Continue.

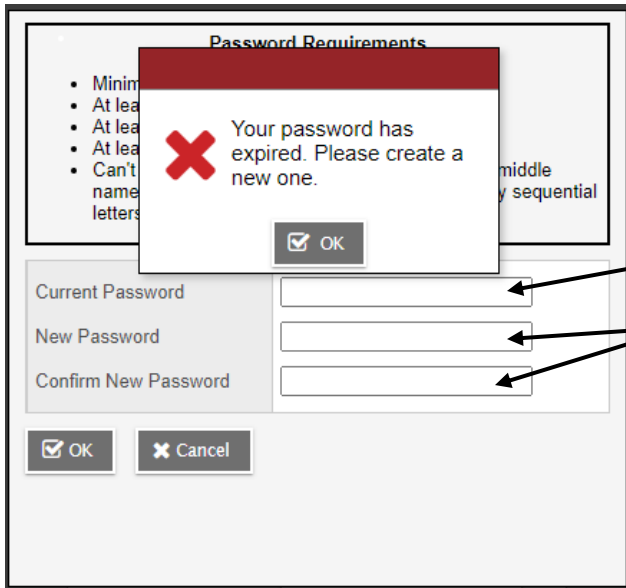


You will then be asked to complete your security question. Carefully enter the answer and click Submit. If you have answered the question correctly, a green pop up will appear, saying you have successfully reset your password. An email with a temporary password will be sent to your email account from [syadmin@myeducation.gov.bc.ca](mailto:syadmin@myeducation.gov.bc.ca). Please be patient, it can take a few minutes for this email to arrive. If your email says that the password reset failed, please go to the office to have your password reset.

# MyEducation BC Family Portal

## Logging in with a Temporary Password

Your password is case-sensitive. Be sure to use both uppercase and lowercase letters as they are shown in your temporary password (example: XXXX###xxxx or xxxx###XXXX). Once you have logged in (using your MyEducation BC Parent Account username and the temporary password), you will see this pop-up:



Current Password is your temporary password

Your new password has requirements:

- at least 8 characters
- at least 1 uppercase letter and 1 lowercase letter
- at least 1 symbol and 1 number
- can't use your name, birthdate, or "password"

## Report Cards

Report cards are available on the Portal, under Published Reports. Published Reports can be found on the right-hand side of the home screen. If you are accessing the Portal on a mobile device, please scroll down a bit and it will be located near the bottom of the screen.

## Marks on Transcript

Final marks will show on the transcript tab, but not the interim marks. You will not see marks on the transcript until the course has been finished.

## Need help with the Portal??

If you are having difficulties accessing the portal or resetting your password, please ask at the office.

\*\*\*Please note that if you have logged in using a [BC Services Card](#), you will no longer be able to sign in using your username and password. You cannot disconnect your BC Services Card from your MyEducation BC account. The school will be unable to help you access your account if you choose to use your BC Services Card to log in\*\*\*