



Burnaby Mountain Secondary School

MyEducationBC Family Portal Access Information for Parents/Guardians

The Burnaby School District uses the MyEducationBC database for student records. Each student will have an account that allows them to view attendance entries, student schedules, next year course requests, course achievement records and term/final report cards. Parents/Guardians will also have accounts and will be able to view their child's/children's information.

*In order for parents/guardians to access the Family Portal, the school will require a valid confidential email address for each Parent/Guardian who is to have access. An account **WILL NOT** be created without a valid email address. Once an account has been created, it will be retained for the entire time that the student is at Burnaby Mountain. The Portal will be open at the beginning of September.*

For more information, reference materials for parents related to logging in and general portal use are available at <http://blogs.sd41.bc.ca/myedbc/parent-resources/>.

PARENT/GUARDIAN EMAIL VERIFICATION

A valid email account must be provided for each parent/guardian that wishes to have Family Portal access.

If there are changes to your email address or if we do not have your email address on file, please notify the school by emailing Mountain.Info@burnabyschools.ca as follows:

1. Please put "Family Portal" in the subject line.
2. Please email **from** the email address you wish to have on file and include your first and last name within the email.
3. Within the email, please include the student first and last name(s) and grade. If there is more than one child, please include **all** children names and grades within the email.
4. If there is more than one parent/guardian to have access, please include the other parent/guardian's first and last name and valid email address within the email.

Please proceed to the next page, "Activating Your Account", if there are no changes to the above information.



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ACTIVATING YOUR ACCOUNT

Important: When accessing the MyEducationBC system for the first time, use a computer as opposed to a phone, iPad or tablet. The mobile app doesn't always handle the set-up correctly.

1. Navigate to www.myeducation.gov.bc.ca/aspen/logon.do (The Family Portal can also be accessed from our school website).
2. Make sure popups are enabled for your browser.
3. Enter your user name and password (*you would have received an email from sysadmin@myeducation.gov.bc.ca containing this information – check your spam folder if you cannot locate the email otherwise contact the school*)
4. Your temporary password is case sensitive and contains a combination of letters, numbers and special characters. You must type it exactly as it is given to you.
5. Click “Log On”.
6. You will receive a message indicating that your password has expired. Follow the steps below:
 - Create a new password, carefully following the password criteria that is listed on the screen.
 - Make sure that you get a confirmation message that your password has been accepted before proceeding.
6. You will be asked to enter your email address and security question. **DO NOT SKIP THIS STEP.** This will allow you to use the “I forgot my password” feature in the future. Choose a security question that you will never forget.

Forgot your password? If you have forgotten your password, or if you have mistyped your password 5 times and your account is locked, the system can help you reset your password.

1. Click the blue [“I forgot my password”](#) link on the log-on screen.
2. Enter your email address
3. Enter the answer to your security question. If you answer it correctly, a new temporary password will be sent to your email account.
4. Retrieve the temporary password from your email account and use it to log on to the Student Portal.
5. You will then be asked to create a new password.

Trouble with your security question? If you mistype the answer to your security question 3 times, the “I forgot my password” function will be frozen. You will need to follow the steps below to change your security question.

Need to change your password, email address or security question?

1. Click on your user name and drag down to “Set Preferences”.
2. Click on the “Security” tab to access the fields you need to change.