



# Burnaby Mountain Secondary School

## MyEducationBC Family Portal Access Information for Parents/Guardians

### 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/aspn/logon.do](http://www.myeducation.gov.bc.ca/aspn/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](mailto: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.