



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/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 (*new users would have received an email from [BC - Production](mailto:BC-Production@myeducation.gov.bc.ca) or 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.
7. 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 login or password? If you have forgotten your login or 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 [“Trouble logging in?”](#) link on the log-on screen.
2. To [“Retrieve your Login ID”](#) provide your email address and you will receive an email with your login ID.
3. If you forgot your password click [“Reset your password”](#) , provide your login ID, click Recover Password, and a new temporary password will be sent to your email account.
4. You will then be asked to create a new password.

If you need **to change your password or security question** for your MyEd account click on your user name in the right top of your screen and drag down to “Set Preferences”. Click on the “Security” tab to access the fields you need to change.