

# MyEducation BC

## Parent Portal Tips and Troubleshooting

1. Do not search the internet for the login page, use this link:  
<https://myeducation.gov.bc.ca/aspen/logon.do>

Please bookmark this link, and/or make a shortcut. Search results may return the MyEducation BC Testing site, which you will not be able to log into.

2. Your Login ID is provided to you by email, and will be sent to the email address you have provided to the school from [sysadmin@myeducation.gov.bc.ca](mailto:sysadmin@myeducation.gov.bc.ca). Contact the school if you wish to change your email.
3. Do not copy/paste the password – this sometimes adds a space. The password is case sensitive. If you forget your password, click on “I forgot my password” and follow the prompts, and you will be emailed a new temporary password.
4. Password criteria must be followed:
  - 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
5. Ten unsuccessful log-in attempts will disable your account. If this happens, you will have to contact the school for it to be re-enabled. There will be no staff in schools after Mid-July, as well as during Spring Break and Winter Break. You will need to wait until school is back in session.
6. Passwords expire after 90 days. The next time you sign in after the password expires, you will be prompted to create a new password.
7. If you have trouble logging in or viewing learning updates, try another web browser such as Edge or Firefox. If you use a mobile device, try a regular computer.
8. If you login and do not see a learning update, it may be because you have logged in before the learning update is published. Typically, the school posts the date they will publish, and you will receive an email notifying you that learning updates have been published. If after that date you do not see the learning update, contact the school directly.
9. If you have any issues, please report them to the school office, and they will report the issues to the district ICT department.