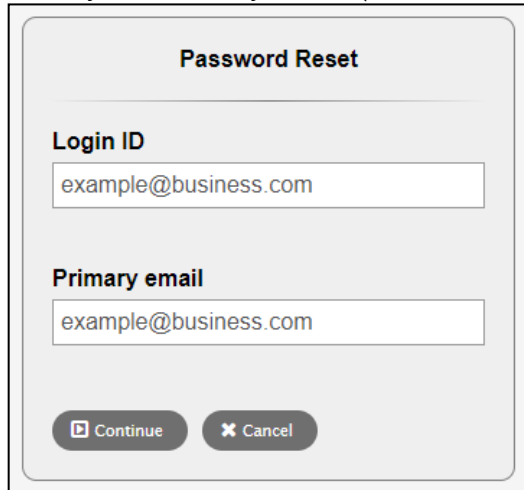


# MyEducation BC Student Portal

## How to reset your password

1. Go to <https://www.myeducation.gov.bc.ca/aspen/logon.do>
2. Click "I forgot my password"
3. Enter your Login ID (pupil#nv eg. 123456nv)
4. Enter your Primary email (SD44 email eg. 012345s@sd44.ca), then click Continue

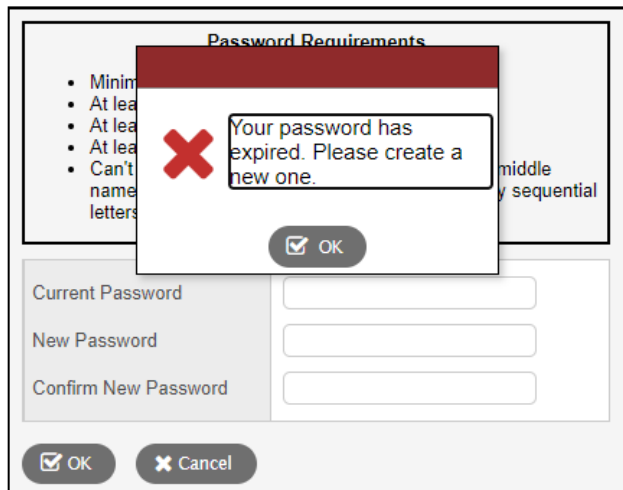


The screenshot shows a 'Password Reset' form. It has two input fields: 'Login ID' and 'Primary email'. Both fields contain the text 'example@business.com'. Below the fields are two buttons: 'Continue' and 'Cancel'.

### NOTE:

If you have not set up your security question, or have forgotten the answer, you will not be able to reset your password using the "I forgot my password" link. Please contact the library or main office to have your password reset.

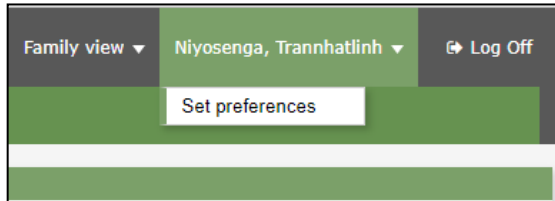
5. Answer the security question (See NOTE) then Click Submit
6. An email will be sent to you from [sysadmin@myeducation.gov.bc.ca](mailto:sysadmin@myeducation.gov.bc.ca) with a temporary password
7. After you log in with the temporary password, you will be prompted to create a new password
8. Enter your current password (the temporary password you just received), then enter a new password and confirm the new password



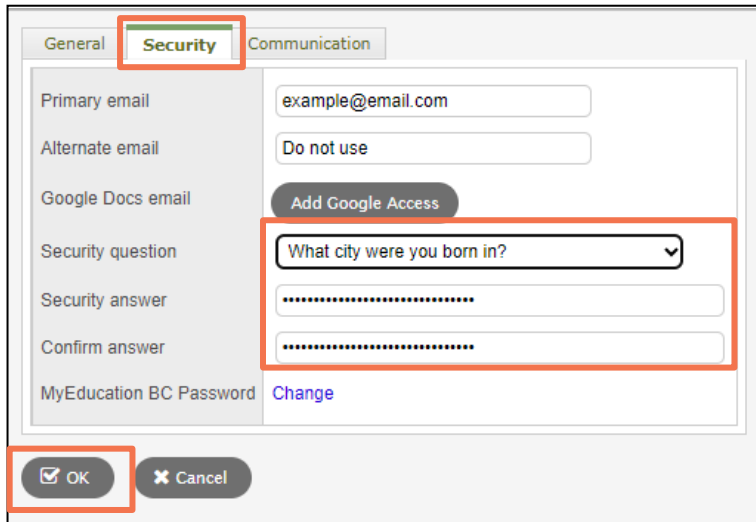
The screenshot shows a 'Password Requirements' dialog box. It has a red header bar and a red 'X' icon. The text inside says 'Your password has expired. Please create a new one.' Below the text is an 'OK' button. In the background, there is a form with fields for 'Current Password', 'New Password', and 'Confirm New Password'. There are also 'OK' and 'Cancel' buttons at the bottom of the form.

How to set up your security question:

After logging in, click your name in the top right corner



1. Click on *Set preferences*



2. Click the *Security* tab on the window that pops up

3. Select a security question and enter your answer

4. Click *OK*