

## MyEducation BC Log-in Tips and Troubleshooting

1. Incorrect URL – do not search the internet for the URL, use the one given in the email:  
[www.myeducation.gov.bc.ca/aspen](http://www.myeducation.gov.bc.ca/aspen)  
Make it a bookmark or desktop shortcut. Searching the internet could mean that you may try to login to the wrong database (there are several).
2. Login is your email address; if you share an email address with another parent/guardian you may receive more than one account. One will be your email address, one will be the email address but will have a 2 at the end of it. You have two options: notify the school that only one of you need to have the portal access OR ignore the one with the 2 and use the other. If you receive more than one email it may also be because the data for one student is different from the data for another student and the system was unable to merge your accounts. Call the school to have them check to see why this may have happened. e.g. William first name and Bill first name for the same student. Notify the school to correct this. Do not remove the number, it is created by the system and is what the system is looking for.
3. The password: DO NOT copy/paste the password – the system doesn't allow this and it won't work. It MUST be entered exactly as given in the email received. It is case sensitive.
4. Criteria to reset must be followed:
  - 8 minimum, 14 maximum characters
  - 1 capital letter, 1 lowercase letter
  - 1 number
  - 1 special character: # or \$ or \_
  - Cannot contain the password, first name, middle name, last name, date of birth, personal id or sequential letters or numbersIf the system doesn't accept your new password, the original one will still be usable.
5. Ten unsuccessful attempts will disable your account and if this happens you will have to wait for it to be re-enabled. This may take approximately half a day during the normal work week.
6. Passwords are good for 90 days, at which time after a successful login you will be required to create a new password immediately.
7. Home computers may have unique restrictions. If you experience difficulties, try another web browser such as Chrome, Internet Explorer, Firefox, Safari, Opera, MS Edge. One of these may be the reason you cannot login or are having trouble viewing items.
8. If you login and do not see a report card, it may be because you have logged in before the report card is published. Typically the school posts the date they will publish. If after that date you do not see the report card, contact the school.
9. Report any issues you may have to the school. They will deal with them and inform you when they have information.