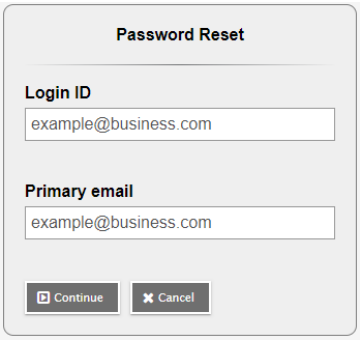
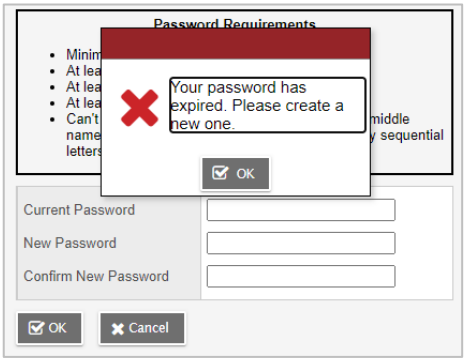
MyEducation BC

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 and your Primary email (Which usually is the same as your Login ID), then click **Continue**.



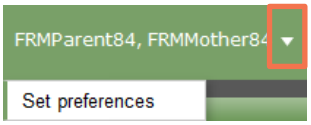
4. Answer the security question (See **NOTE**). Click **Submit**.
5. An email will be sent to you from sysadmin@myeducation.gov.bc.ca with a temporary password.
6. After you log in with the temporary password, you will be prompted to create a new password. Enter your current password (the password you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



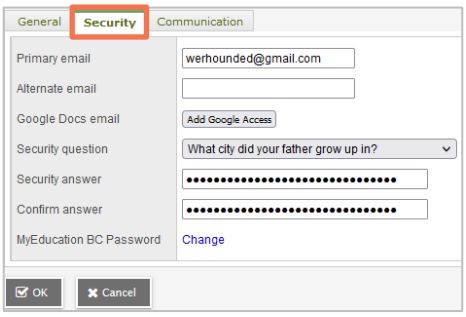
NOTE:
If you have not set up your security question, or have forgotten the answer, you will not be able to reset your password using the "I forgot my password" link. Please contact your child's school to have your password reset.

How to set up security questions

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



2. Click on **Set preferences**, then click the *Security* tab on the window that pops up.
3. Select a security question and enter your answer.



4. Click **OK** to save.

North Vancouver School District
the natural place to learn®