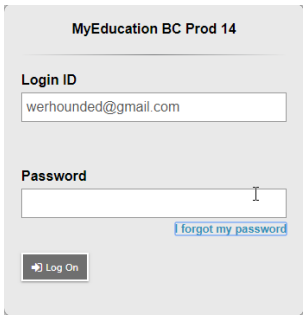
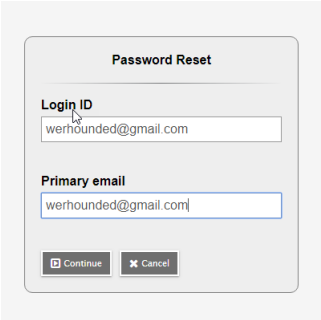
MyEducation Parent Portal – How to reset your password

1. Go to https://www.myeducation.gov.bc.ca/aspen/logon.do
2. Enter your Login ID (which is the email address you provided to your child's school)
3. Click "I forgot my password".

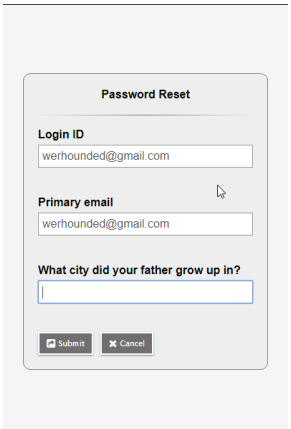


4. Enter your Login ID again.
   Then enter your primary email (which usually is the same as your Login ID)



   Then click "continue".

5. Answer the security question (please see "Note" below).



   Then click "submit".

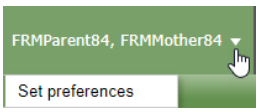
6. An email will be sent to your primary email from sysadmin@myeducation.gov.bc.ca with a temporary password.

7. After you log in with the temporary password, you will be prompted to enter a new password.

Note:

If you have not set up your security question or have forgotten the answer to your security question, 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.

Once you can log in again, please set up your security question:



Click the down arrow to the right of your name. Click on "Set Preferences", then the "Security" tab to select a security question and enter your answer.

Click "Ok" to save.