

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/aspn
Make it a bookmark or desktop shortcut. Searching the internet could mean that you try to login to the wrong database (there are several).
2. Login is your email address, if you have more than one student at Sutherland, it will have a 2 or 3 or ? after the last character. i.e. .ca2 or .com2. 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 temporary 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. Five attempts will disable your account and 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 one 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.