My Education BC parent tips and resources

Please note that MyEducation BC is used for report cards and attendance.

Report Cards are posted electronically by PDF in the MyEd BC Parent Portal. Please scroll down the page to view instructions on how to access report cards online if you are a returning parent <u>with</u> an existing account OR a new parent <u>without</u> a parent account.

How to Access Report Cards Online: Instructions for New Parents <u>without</u> a Parent Account

You should have received an email from MyEducationBC with instructions about how to log in to the MyEducation BC Parent Portal.

Please check your email inbox for an email from accounts such as admin@myeducation.gov.bc.ca which will include your user ID and password

An email would include the following:

Welcome to the school name here MyEducation BC PARENT PORTAL which will allow access to see grades, attendance and other information on your child(ren). Each parent or guardian will have their own separate account.

To Access the MyEducation BC System

1. Visit www.myeducation.gov.bc.ca/aspen (it is suggested you bookmark this website)

2. Make sure popups are enabled for your browser

3. Your user name will be: xxxxxxxxxxxx (it will be your email address)

4. Your temporary password will be: xxxxxxx (this is a one-time log in password generated by the system)

NOTE: Both user name and password are case sensitive

5. Enter your user name and password then click Log On to access the system. You will be prompted to change your password immediately, and enter security information so that in the future you can click "I forgot my password" to receive a new password.

Once inside the MyEducation BC system you can navigate around to view information for your student(s).

*** Please do not reply to this generated email.

How to Access Report Cards Online: Instructions for Returning Parents with Existing Accounts

Prior to the end of each reporting period, an email will be sent from the school informing parents/guardians when the report cards will be published online. Parents/guardians are required to reset their password every three months as per the regulations set out by the Ministry of Education and FIPPA (Freedom of Information and Protection of Privacy Act).

1. Parents/guardians must log into MyEducation BC using this link (https://www.myeducation.gov.bc.ca/aspen/logon.do) to access the report card. Report cards are no longer printed. Do not search the internet for the login link. 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). Login is your email address.

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. It is case sensitive. If you forget your password click on "I forgot my password" as shown and you will be e-mailed a new temporary password

4. Criteria to reset your password 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 numbers

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. There will be no staff in schools during Spring Break, Christmas Break or after Mid-July, you will need to wait until school is back in session.

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. If you have any issues please report them to the school office, the school will report the issues to the district ICT department. This may take up to 24 hours during a regular work week for ICT to report back to the school.

Link to MyEducation BC Parent Portal Site

MyEducation BC Parent Portal Login Tips and Troubleshooting - PDF