MyEducationBC Parent Portal

Having access to the Family Portal will allow you to see grades, attendance, report cards and other information about your child(ren).

**Before you start:**

\*\* To access the MyEducation BC system for the first time, you must use a computer, NOT a phone, iPad, or tablet.

\*\* Make sure popups are enabled for your browser.

\*\* Both user name and password are case sensitive.  The password is 4 letters, 3 numbers, 4 letters.

\*\* Each parent/guardian will have their own separate account in the Family Portal.

\*\*If you have not received your user name and temporary password, please click here: [Family Portal access request](mailto:casandra.williams@sd41.bc.ca?subject=Family%20Portal%20access%20request)

**To Access the Parent Portal:**

* Navigate to [myeducation.gov.bc.ca/aspen](http://www.myeducation.gov.bc.ca/aspen) This link is also available on our website under Quick Links “Family Portal Login”
* Enter your user name and password then click **Log On.  You will have received an email with this information.**
* You will receive a message indicating that your password has expired
  1. Create a new password, carefully following the password criteria that is listed on the screen
  2. *Make sure that you get a confirmation message that your password has been accepted before proceeding*.
* Be sure to enter your email address and security question.  This will allow you to use the “I forgot my password” feature in the future.
* Choose a security question that you will never forget.
* The Burnaby School District has produced reference materials for parents related to logging in and general portal use. These can be viewed at <http://blogs.sd41.bc.ca/myedbc/parentresources/> .

**Troubleshooting:**

\*For best results, use Internet Explorer or Firefox.

\*If you mistype your password 5 times, the system will automatically lock your account.  After 4 failed attempts click the blue “I forgot my password” link on the log-on screen.

* The program will ask for your email address as well as the answer to your security question.
  + If you answer it correctly, a new temporary password will be sent to your email account.
  + If you mistype the answer to your security question 3 times, the “I forgot my password” function will be frozen.  In this case, please phone the school at 604-296-6850.
* Retrieve the temporary password from your email account and use it to log on to the Parent Portal.  You will then be asked to create a new password.

\*If you do get locked out, please click on this link to email for re-activation:  [Please re-activate my Account](mailto:Casandra.Williams@sd41.bc.ca?subject=Account%20Diabled%20-%20please%20re-activate) or call the school at 604-296-6850.

\*If you notice any demographic changes that need to be made, please email [Demographic change](mailto:Casandra.Williams@sd41.bc.ca?subject=Demographic%20change%20request) or call the school at 604-296-6850.

\*For all other issues, please click here: [Portal assistance needed](mailto:casandra.williams@sd41.bc.ca?subject=Portal%20assistance%20needed) or call the school at 604-296-6850.