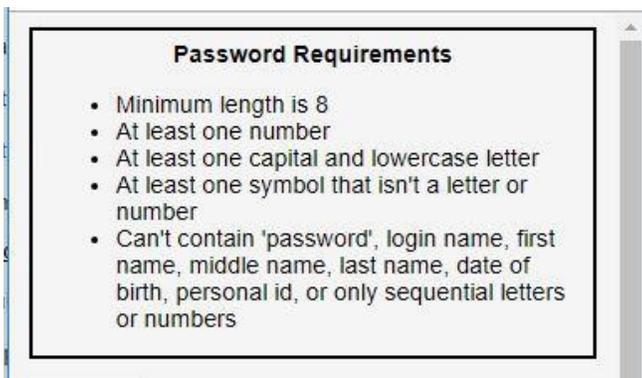# INSTRUCTIONS AND COMMENTS IF YOU HAVE TROUBLE LOGGING ON TO MYED BC

Website:
One issue you may find when viewing report cards is trying to sign on to the wrong website. It looks like the right one, but it puts you into a password reset loop. Please make sure you are on the correct website. Please double check that this is the website that you are choosing: https://www.myeducation.gov.bc.ca/aspen

Logging in and Passwords:
1. For the log-in, use the student number which is on the student ID card, not the PEN number that is on the Report Card. Most students know their ID, as they need it to sign into computers at school.
2. Do not copy and paste passwords. The program will often not accept them.
3. Passwords are case sensitive. Take your time and make sure your Caps "Lock" is not on.
4. Password criteria must be followed, or it will not be accepted:

Password Requirements

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers

After putting in your password for the first time, or a new temporary password you may encounter a big red X. This could mean one of 2 things. Please take your time here to determine the best action to take. The first example below will happen very rarely, but it does happen.
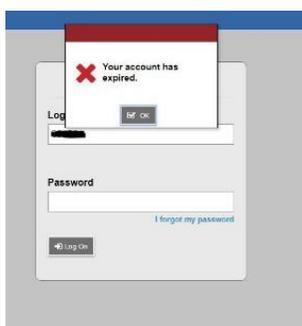
If you get this big red X with the login screen still behind it, that means your account has expired. You will need to email barbara.glenn@abbyschools.ca so we can contact our helpdesk to have your account reactivated. This is usually a very quick process, but it may take up to a few days. In your email, please state that it is your **account** that has expired, not your password.

If you get this big red X with the password reset screen behind it, this just means that the original, or temporary password has expired, and you need to make your own personal password. You still need to follow the password criteria above.

INSTRUCTIONS AND COMMENTS IF YOU HAVE TROUBLE LOGGING ON TO MYED BC

If you are logging in for the first time, or with a temporary password, you will immediately be asked to make a new password. After clicking the "OK" button, you will have 3 spots for passwords. In the first one, put the same password as you just used to log on. In the next 2 type in the new password you would like to use (do not copy and paste). Follow the criteria set out above. You will need a symbol (like a dollar sign or a percent sign)-even though the temporary password doesn't have one, you will need one. You cannot use any part of the student's name etc.

If this is your first time logging in, you will have another window pop up. Make sure the email is the correct one you want to use for this account. It is where your temporary password will be sent in the case of a forgotten password or a password reset. You will then be asked a security question. This will also be used for password resets, so chose something you will remember AND remember the answer to. Put the answer in twice. Do not copy and paste.

At any time, you can review the details of your account. Click on the student's name in the top righthand corner, then click on "set preferences". Choose the "security" top tab.

Here you can change the email address you use for this portal. If you care to, you can change the security question and your password. If you change your password here, you will still need to follow the criteria set out by the system.

If you have been on the portal before and now your password doesn't seem to work, please communicate with your child or parent. We noticed that there were occasions where a parent asked for a reset and then the student was not able to log on, so would then ask for another password reset.

Viewing Report Cards:

IMPORTANT: Report Cards will be available for 3 weeks only. It would be to your advantage to go onto the portal and print or save your report card even if you are on holidays. There may be no-one available to give you one if you need it over the summer.