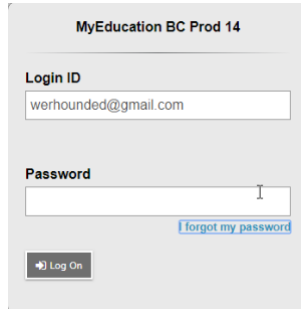


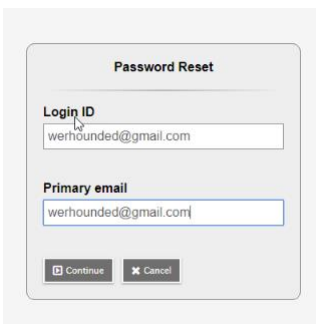
## MyEducation Parent Portal – How to reset your password

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".



The screenshot shows the login page for MyEducation BC Prod 14. It has a title bar with the text "MyEducation BC Prod 14". Below the title bar, there is a "Login ID" label and a text input field containing "werhounded@gmail.com". Below that is a "Password" label and an empty password input field. To the right of the password field is a blue link that says "forgot my password". At the bottom left is a "Log On" button with a right-pointing arrow icon.

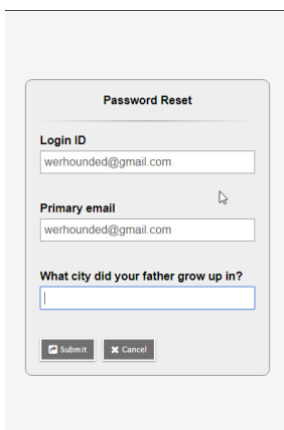
4. Enter your Login ID again.  
Then enter your primary email (which usually is the same as your Login ID)



The screenshot shows a "Password Reset" form. It has a title bar with the text "Password Reset". Below the title bar, there is a "Login ID" label and a text input field containing "werhounded@gmail.com". Below that is a "Primary email" label and a text input field containing "werhounded@gmail.com". At the bottom are two buttons: "Continue" with a right-pointing arrow icon and "Cancel" with an 'X' icon.

Then click "continue".

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



The screenshot shows the "Password Reset" form with an additional security question. It has a title bar with the text "Password Reset". Below the title bar, there is a "Login ID" label and a text input field containing "werhounded@gmail.com". Below that is a "Primary email" label and a text input field containing "werhounded@gmail.com". Below the email field is a security question label: "What city did your father grow up in?". Below the security question is an empty text input field. At the bottom are two buttons: "Submit" with a right-pointing arrow icon and "Cancel" with an 'X' icon.

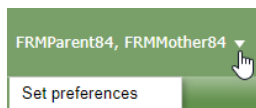
Then click "submit".

6. An email will be sent to your primary email from [sysadmin@myeducation.gov.bc.ca](mailto: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 at [carsonmyedsupport@sd44.ca](mailto:carsonmyedsupport@sd44.ca) 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.