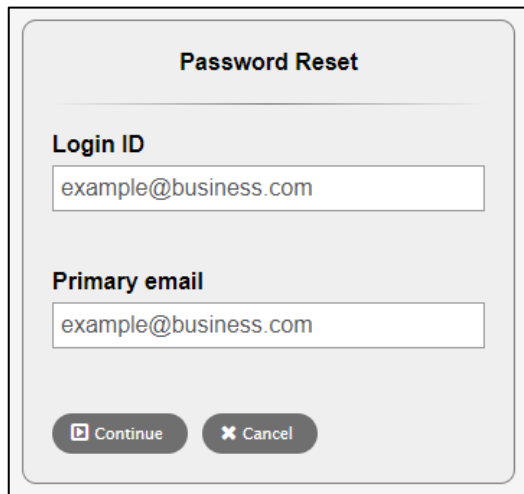


MyEducation BC

How to reset your password

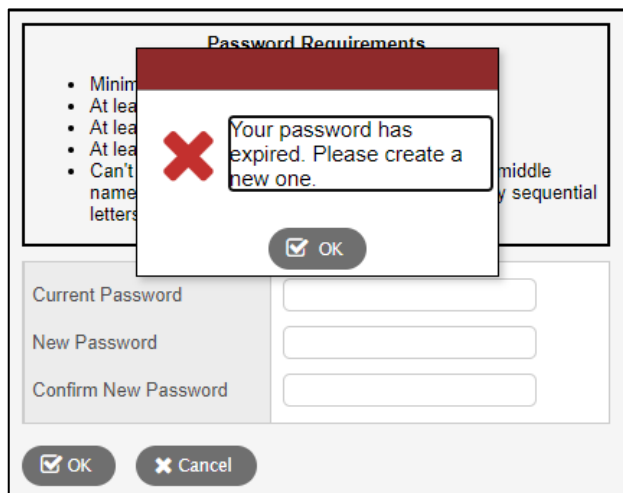
1. Go to <https://www.myeducation.gov.bc.ca/aspen/logon.do>
2. Click "I forgot my password"
3. Enter your Login ID and your Primary email (which usually is the same as your Login ID), then click **Continue**



The screenshot shows a "Password Reset" form with two input fields. The first field is labeled "Login ID" and contains the text "example@business.com". The second field is labeled "Primary email" and also contains "example@business.com". At the bottom of the form are two buttons: "Continue" with a right-pointing arrow icon and "Cancel" with a close (X) icon.

NOTE:
If you have not set up your security question, or have forgotten the answer, you will not be able to reset your password using the "I forgot my password" link. Please contact your child's school to have your password reset.

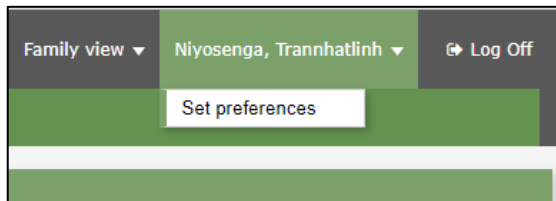
4. Answer the security question (See **NOTE**) then Click **Submit**
5. An email will be sent to you from sysadmin@myeducation.gov.bc.ca with a temporary password
6. After you log in with the temporary password, you will be prompted to create a new password
7. Enter your current password (the temporary password you just received), then enter a new password and confirm the new password



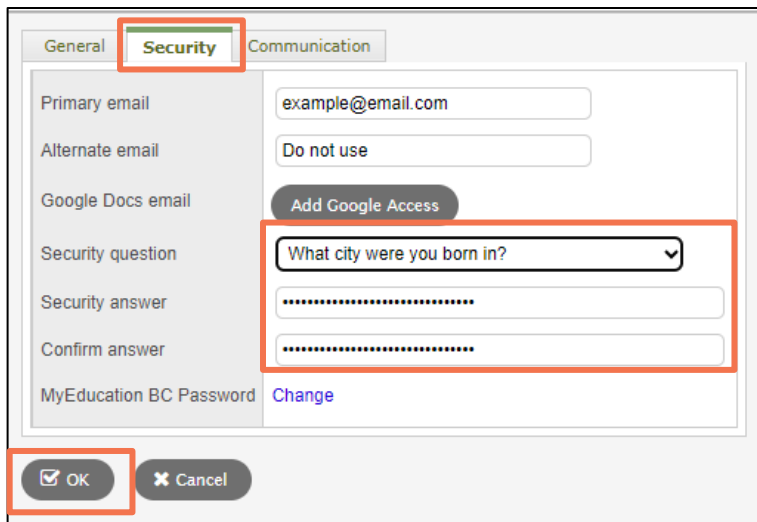
The screenshot shows a "Password Requirements" dialog box with a red header and a red X icon. The message inside says "Your password has expired. Please create a new one." Below the message is an "OK" button. In the background, a form is visible with fields for "Current Password", "New Password", and "Confirm New Password". To the left of the dialog box, there is a list of requirements: "• Minimum", "• At least", "• At least", "• At least", and "• Can't contain name letters". To the right, there is text: "middle" and "y sequential". At the bottom of the form are "OK" and "Cancel" buttons.

How to set up your security question:

After logging in, click your name in the top right corner



1. Click on *Set preferences*



2. Click the *Security* tab on the window that pops up

3. Select a security question and enter your answer

4. Click *OK*