

MyEducation BC

Login Tips and Troubleshooting for parents

1. Do not search the internet for the login page, use this one:
<https://myeducation.gov.bc.ca/aspn/logon.do>

Please bookmark this link, and/or make a desktop shortcut. Search results may return the MyEducation BC Test website (SDTest), which you will not be able to log into.

2. Your Login ID is provided to you by email, and will be sent from sysadmin@myeducation.gov.bc.ca to the email address you have given to the school. Contact the school if you wish to change your email.
3. Do not copy/paste the password – this sometimes adds a space. The password is case sensitive. If you forget your password, click on “I forgot my password” and you will be emailed a new temporary password.
4. Criteria to reset must be followed:
 - 8 minimum, 14 maximum characters
 - 1 capital letter, 1 lowercase letter
 - 1 number
 - 1 special character - !, @, #, \$, etc.
 - Your password cannot contain, first name, middle name, last name, date of birth, personal ID or sequential letters or numbers
5. Ten unsuccessful log-in attempts will disable your account. If this happens, you will have to contact the school for it to be re-enabled. There will be no staff in schools after Mid-July, as well as during Spring Break and Winter Break - you will need to wait until school is back in session.
6. Passwords are good for 90 days, after which time you must create a new password.
7. If you have trouble logging in or viewing report cards, try another web browser such as Edge or Firefox. If you use a mobile device, try a regular computer.
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, and you will receive an email notifying you that report cards have been published. If after that date you do not see the report card, contact the school directly.
9. If you have any issues, please report them to the school office, and they will report the issues to the district ICT department.