MyEducation - Reset

- MyEducation disables accounts after 90 days if unused and will prompt the user to reset their password using the security question per the **Password Recovery** directions, or if there were 3 invalid login attempts on the account.

- Once the email reset notification is received, please login on a desktop computer or laptop (not on a mobile device).
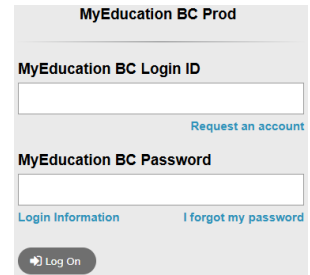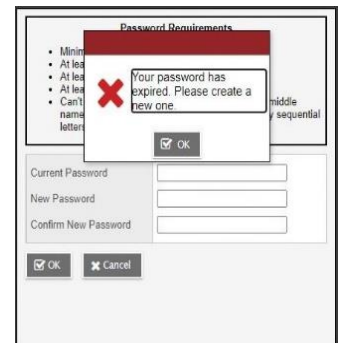
Reset:

1) Visit - **MyEducation Login**

   - Note - Both login username and password are case sensitive.

2) Enter your **Login ID** and (temporary) **Password** (do not copy/paste the password, must be entered exactly as is case sensitive). Then click - **Log On**

3) After successfully logging into MyEd, the system will prompt to create a new password. Press **OK** and enter the **Current Password** (which is the temporary password).

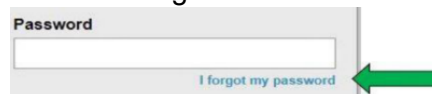4) Enter a **New Password** and **Confirm New Password**. Must include:

   a) Minimum length is 8

   b) At least one number

   c) At least one capital and lowercase letter

   d) At least one symbol that isn't a letter or number.

   e) Cannot contain the word 'password', login name, first name, middle name, last name, date of birth, personal ID, or only sequential letters or number.
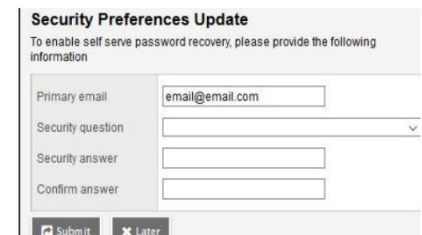
5) Press **OK** (at bottom of popup) and the password has been reset.

6) **Security Preference Update** popup window opens next. Please complete this section.

   - Setting the security preference will make it possible for to use *the* - ***I forgot my password*** link that displays on the main login screen.

   - This will allow the user to reset their account and have a temporary password sent to their email address.

7) After the *Security Preference Update* information has been entered, click - **Submit**.

8) After successfully logging in, you will be able to open and navigate into MyEducation BC.

- Please make a note of your Login ID, new password and security preference answer for future reference.