

# 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](#)

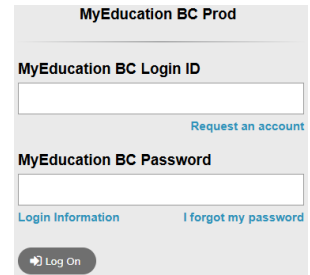
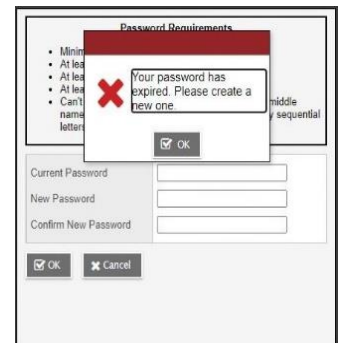
- Note - Both login username and password are case sensitive.

### 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:

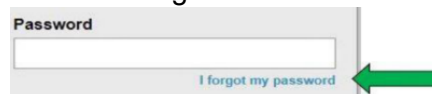
- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number.
- Cannot contain the word 'password', login name, first name, middle name, last name, date of birth, personal ID, or only sequential letters or number.

The image shows the 'MyEducation BC Prod' login interface. It has a title bar 'MyEducation BC Prod'. Below it is a section 'MyEducation BC Login ID' with a text input field and a 'Request an account' link. Below that is a section 'MyEducation BC Password' with a text input field and a 'Login Information' link. At the bottom is a 'Log On' button.The image shows two overlapping windows. The background window is titled 'Password Requirements' and lists 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, and Cannot contain the word 'password', login name, first name, middle name, last name, date of birth, personal ID, or only sequential letters or number. The foreground window is a red alert box with a large red 'X' and the text 'Your password has expired. Please create a new one.' with an 'OK' button.

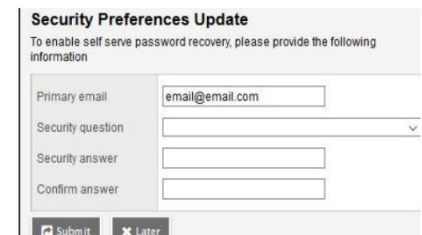
### 5) Press **OK** (at bottom of popup) and the password has been reset.

### 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.

The image shows a close-up of the login form. It has a 'Password' label above a text input field. Below the input field is a blue link that says 'I forgot my password'. A green arrow points to this link.

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

The image shows the 'Security Preferences Update' form. It has a title 'Security Preferences Update' and a subtitle 'To enable self serve password recovery, please provide the following information'. It contains four fields: 'Primary email' (with 'email@email.com' entered), 'Security question' (a dropdown menu), 'Security answer' (a text input field), and 'Confirm answer' (a text input field). At the bottom are 'Submit' and 'Later' buttons.

### 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.