

MyEducation BC-Password Recovery

- Password recovery must be completed on a desktop computer or laptop (not on a mobile device).

Password Recovery:

1) Visit – [MyEducation Login](#)

- Note - All pop-ups must be enabled in the browser.

2) Click on the blue hyperlink - ***I forgot my password***

3) Password Reset popup - Enter your Login ID and your Primary email (same email on record at the school). Then click – ***Continue***.

- Note - User login ID are case sensitive.

4) Security question popup window will generate. Enter your answer (exactly how it was entered as it is case sensitive), then click - ***Submit***.

- NOTE - If the security question was not created or have forgotten the answer, then will be unable to reset your password. Please contact the school to request a MyEd account reset.

5) If the question answered correctly, a briefly green popup will appear.

6) An email will be sent from sysadmin@myeducation.gov.bc.ca with a temporary password. If the email was not received, please check the email “Junk” folder.

7) Return to the login screen - [MyEducation Login](#) and enter your Login ID and temporary password.

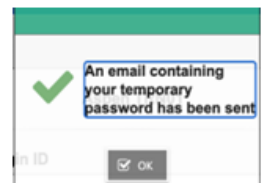
8) After successfully logging into MyEd, the system will prompt to create a new password. Press ***OK*** and enter the ***Current Password*** (which is the temporary password).

9) 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.

10) Press ***OK*** (at bottom of popup) and your password has been reset.

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

A screenshot of the 'Password Reset' form. It contains two input fields: 'Login ID' with the example 'example@business.com' and 'Primary email' with the example 'example@business.com'. Below the fields are two buttons: 'Continue' and 'Cancel'.A screenshot of a 'Password Requirements' popup. It lists requirements: Minimum 8 characters, At least one number, At least one capital and lowercase letter, and At least one symbol. A red 'X' icon is shown next to the text 'Your password has expired. Please create a new one.' Below the requirements are input fields for 'Current Password', 'New Password', and 'Confirm New Password', along with 'OK' and 'Cancel' buttons.

How to set up/change your security question:

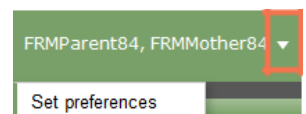
1) After logging in, click on your name at the top right corner.

2) Click on ***Set preferences***, then click the ***Security*** tab on the popup window.

3) Select a security question and enter your answer.

4) Click ***OK*** to save.

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

A screenshot of the 'Security' tab in the user preferences. It shows fields for 'Primary email' (werhounded@gmail.com), 'Alternate email', 'Google Docs email', 'Security question' (What city did your father grow up in?), 'Security answer', and 'Confirm answer'. There is a 'Change' link for the password and 'OK' and 'Cancel' buttons at the bottom.