

MyEducationBC

Family Portal



SCHOOL DISTRICT NO. 53
(Okanagan Similkameen)

October 2019

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WHAT'S MyEducationBC FAMILY PORTAL?



The MyEducationBC (MyEdBC) application is a secure portal used in most school districts in the Province of BC. Security is guided by the rules and regulations of the School Act and Freedom of Information and Protection of Privacy Act (FOIPPA)

In the Family Portal parents/guardians with an account can View/Save/Print their student(s) Report Cards, view student attendance and check demographic data.



The MyEducationBC (MyEdBC) protects student information by following the rules and regulations of the School Act and Freedom of Information and Protection of Privacy Act (FOIPPA). Users only have access to their own information.

BEFORE STARTING



A Login account will be created for parent/guardians that have provided an email address to the school.

A **Login ID** and a temporary **Password** will be emailed to you at the time your account is created. Please check your JUNK or SPAM folder if you did not get it.



Your login ID will be the following format
p53xxxxxxxxxx

NOTE: Both user name and password are **case sensitive**



Please use a
Laptop or Desktop Computer
to initialize your account.



*Once your Login account is activated, you will be able to use a smartphone/tablet to access all info in the system.



Pop Ups should be **enabled** for some features of the site to work properly.



01 On Initial Log In / Reset Password

Go to <https://www.myeducation.gov.bc.ca/aspen/logon.do>

1. Enter your **Login ID** (Logins should be all lower case). Do no attempt to change this ID, it must remain as assigned
2. Enter your assigned temporary **Password** (Case Sensitive)
3. Click **Log On**

02 Change Password Pop-Up

1. **Current Password** – enter the temporary password
2. **New Password** – enter your new user created password
3. **Confirm New Password** – enter your new user created password a second time

Passwords must meet the following criteria:

- ✓ Minimum length is **8**
- ✓ At least one **number**
- ✓ At least one **capital letter**
- ✓ At least one **lowercase letter**
- ✓ At least one **symbol** that isn't a letter or number
- ✓ Cannot contain login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.



Passwords are good for 90 days to protect your child's data and you will be prompted to change your password.



If you use a smartphone/tablet, please see "Resetting Password on Mobile/Tablet for MyEducationBC"

03 Security Preferences Update Pop-Up

You will be prompted to confirm your email address and enter your **Security Preferences** by choosing a security question and answer that you will remember.

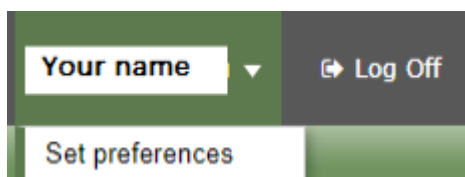


This will allow you to use the '*I forgot my password*' function on the logon page, should you need to reset your password.

1. Enter your **Primary Email address**.
This email address will be used to receive a new password if you forget your password.
2. Choose a **Security Question**
3. Enter your **Security Answer** then confirm your security answer. (CaseSensitive)
4. Click **Submit**

PREFERENCES

After you have logged in, you can make changes to your preferences by selecting the drop-down arrow beside your name and '**Set Preferences**' in the top right of the screen.



01

General Sub Top Tab

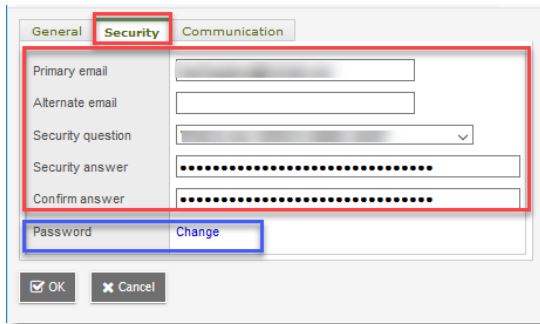
Set the **Default locale** to **Canada**

To get the date format in
Day/Month/Year

PREFERENCES (cont'd)

02

Security Sub Top Tab

A screenshot of a web application's preferences pop-up. The 'Security' tab is selected and highlighted with a red box. Inside this tab, the 'Primary email', 'Alternate email', 'Security question', 'Security answer', and 'Confirm answer' fields are also highlighted with a red box. Below these fields, there is a 'Password' field with a blue 'Change' hyperlink next to it. At the bottom of the pop-up are 'OK' and 'Cancel' buttons.

In the security tab of the preferences pop up you can change your password and your security question at any time you wish.

User Passwords can be changed here by clicking the blue hyperlink **Change** then entering the current password and new password in the pop-up screen



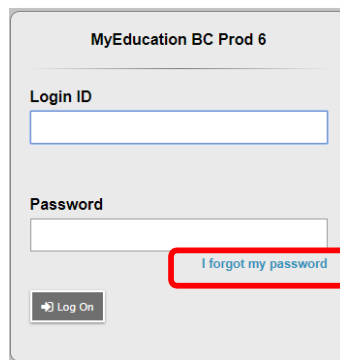
FORGOT YOUR PASSWORD?

If you forget your password, go to the Log on Screen, enter your assigned Login ID (p53xxxxxxxxx) and click **"I forgot my password"**

Once you successfully answer your security question, a new password will be emailed to you.



IMPORTANT: The recovery process asks for your current Login ID and Email address. Both are Case Sensitive.

A screenshot of the 'MyEducation BC Prod 6' login screen. It features a 'Login ID' text box, a 'Password' text box, and a 'Log On' button. A red box highlights the 'I forgot my password' link located to the right of the password field.

03

If Password Fails or Forgot Login ID

Please contact your school office

Osoyoos Secondary School – oss@sd53.bc.ca

Similkameen Elementary Secondary School – sess@sd53.bc.ca

Southern Okanagan Secondary School – sooss@sd53.bc.ca

Youlearn.ca - youlearn@sd53.bc.ca.

BASIC NAVIGATION

Pages Top Tab

You will land on the Pages top tab every time you log in.

There may be notices about upcoming system outages and other information from the Provincial service provider.



Published Report Cards

When a report card is published to the portal, it will appear under the **Published Reports** heading as a hyperlinked PDF document. You will receive an email that it has been published to the portal.

Langley 2018-2019

Pages Family Academics Groups Calendar

Welcome to MyEducation BC

One Student.
One Record.
All of British Columbia.

Recent Activity

Search: [] Last 30 days

Attendance Grades

No activity in the specified date range

Published Reports

Filename	DateUploaded	Creator	Description
Report Cards - Middle and Secondary	12/14/2018 10:43 AM		Report card for [1 - 1 of 1]

System Maintenance & Announcements

Welcome to MyEducation BC

(Refreshed with PROO data as of Fri, Mar 1 at 5:00PM)

Weekly Maintenance Windows - Outages may be required

Every Wednesday from 6:00 to 11:00 pm and every Sunday from 6:00 to 11:00 am. If outages are required, the Production environment will be unavailable. Apologies to all users.



Published Report Cards will remain on the system for **certain period of time**. Published Report Cards are only available for the **Current School Year**. If you don't see the current school year's report cards, please contact your school office to re-publish for you. All current and previous class marks will be on Transcript side tab. (Please see the "Transcript" page – Page 9)



Recent Activity

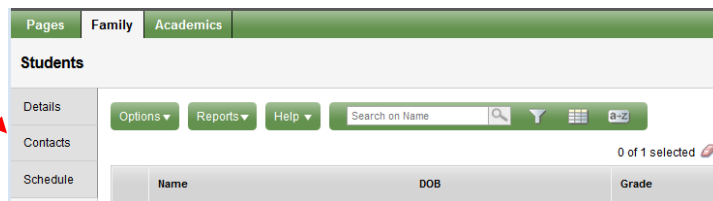
Recent activity will include attendance records and transcript records when final grades are posted.

Family Top Tab

This tab contains your child's demographic details. Each Side Tab contains specific information. If you have more than one child, **you see all your children** in the **Family** top tab and it will allow you to select which of your children you are viewing. If you don't see some of your children, please contact your school's office. Using the checkbox beside the student name, click on the available side tabs to see details about the

student you selected. Clicking on blue text (a hyperlink) will also allow you to view more information.

Side Tabs



Details

shows basic information including demographics, physical and mailing addresses, and the most recent photo of your child. Please check this and inform your school of any changes.

Contacts

shows the parent/guardian(s) and emergency contacts. Click on the priority number hyperlink for each contact to view more detailed information. Please check this and inform your school of any changes.



Daily Attendance

shows daily attendance records. For Elementary schools a morning or an afternoon absence is a 0.5 day absence. For secondary or course based attendance schools daily attendance will be a calculation based on number of enrolled courses.

For specific course attendance for a secondary student see the Academics Top Tab > Attendance Side Tab.

Sample Attendance Codes

A Absent, inexcused

AE Absent, excused (parent has called to excuse the absence or student on school field trip)

L Late

LE Late, excused

OSS Out of School Suspension

ISS In School Suspension

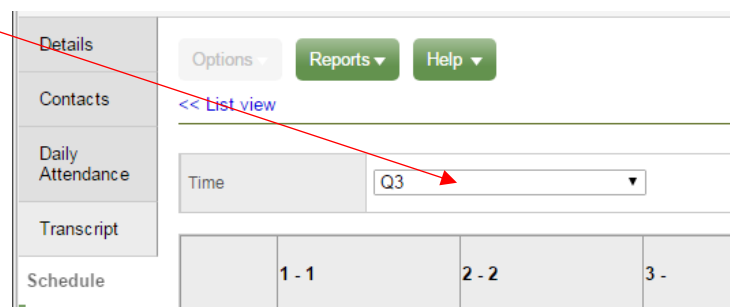


If you notice a discrepancy, or have any questions, please call your school office.

Transcript – Please see Transcript page

Schedule

shows your child's current courses. There are two ways to view the schedule: List View and Matrix View. You can toggle between the two views using the <<List view and Matrix view>> options at the top left of the screen. Drop down menu – arrows indicate a choice is available. Click on the arrow to toggle for different information.



BASIC NAVIGATION (cont'd)

Schedule - Sample Term Definitions

R1-R10 are the grade 8 rotation/elective courses at SOSS

Q1 & Q2 are the first and second half of Semester 1 (S1)

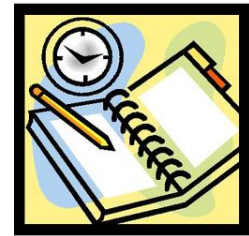
Q3 & Q4 are the first and second half of Semester 2 (S2)

S1 – first semester

S2 – second semester

FY – full year

If you have questions regarding the term definitions, please contact your school.



Requests - contains Course Requests for the next school year and a Graduation Progress summary.



Transcript

Family Top Tab

Side Tabs- Transcript - includes final class marks from current and previous years.



Change the **Dictionary Menu** to **All** in order to view all records. Set the **Filter** to **All records** or **Current Year** depending on what you'd like to see.

Set Filter to
All or Current Year

Change Dictionary
Menu to



Academics Top Tab

This tab will allow you to select a course (using the checkbox beside the course) then click on the available Side Tabs to see details about the course you selected.

Side tabs- Attendance - provides attendance information for the selected class.

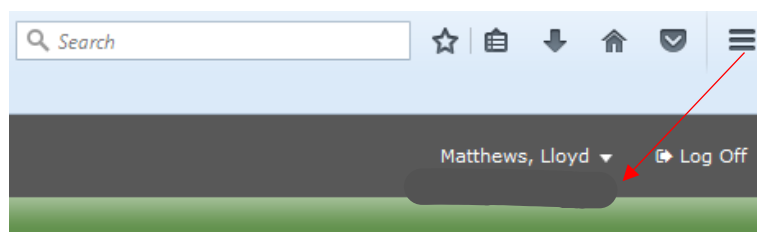
Once you have selected a course and clicked on a Side Tab you can use the navigation arrows in the top right corner to switch between courses that are in the list.

Navigation Buttons make it easy to move back and forth through records.



Log Off

To log out of MyEducationBC, use the “log Off” located in the top right corner of your screen. Do not close/exit from your browser.



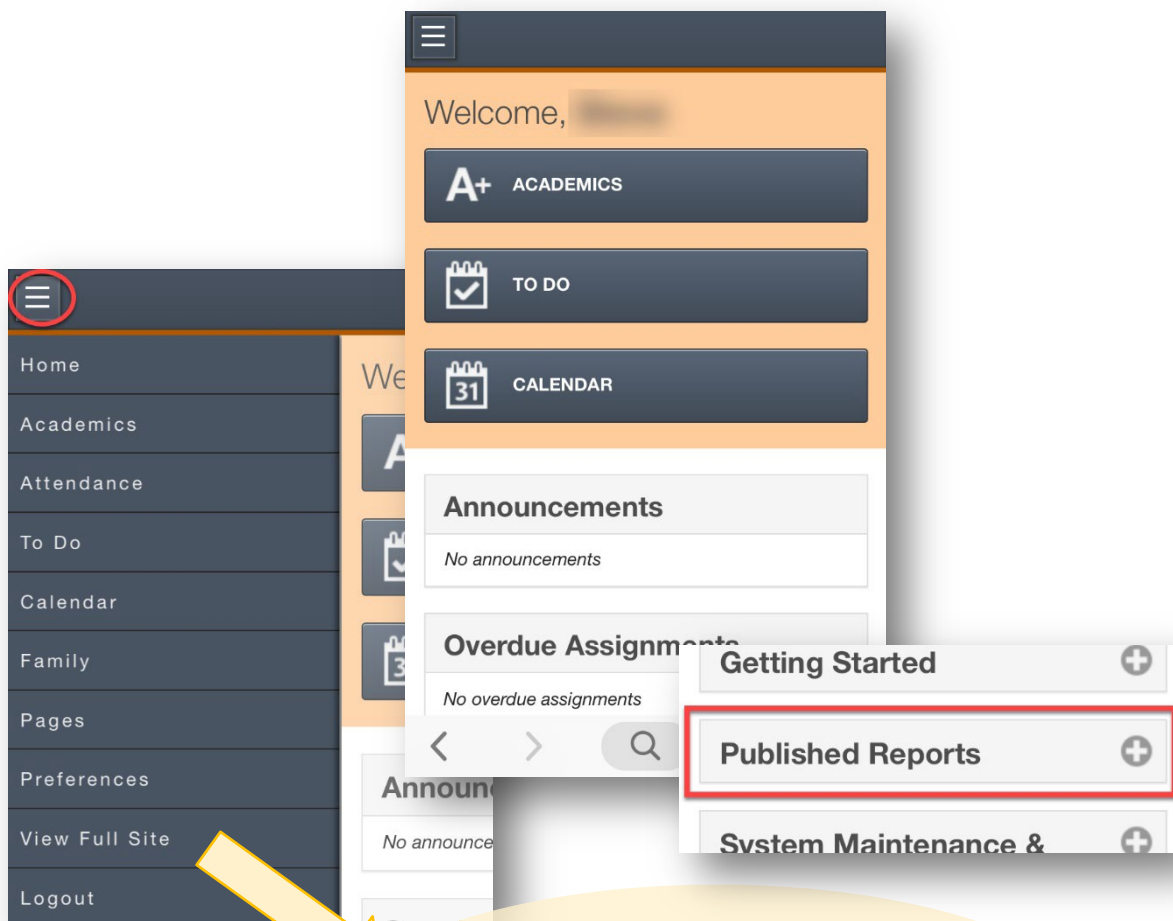


MOBILE INTERFACE for MyEducationBC



Mobile Interface

The MyEducationBC Mobile Interface is a pared-down version of the full MyEducationBC website on your iOS or Android-based smartphone or tablet device.



Full Site interface, you can use MyEducation BC with the same functionality as if you were using your laptop or desktop.

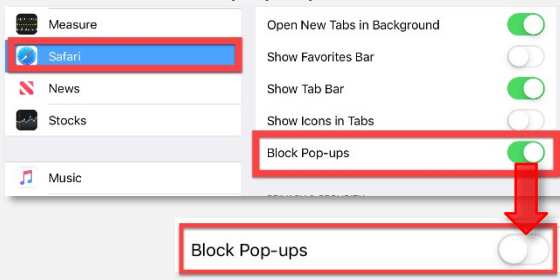
RESETTING PASSWORD on MOBILE/TABLET for MyEducationBC



Safari (iPhone/iPad) Mobile version

1 Disabling Pop-Up Blocker

1. Launch **Settings**
2. Tap **Safari**
3. Under the **General** section, click the toggle next to **Block Pop-ups** to disable the pop-up blocker. A green toggle indicates an enabled pop-up blocker.

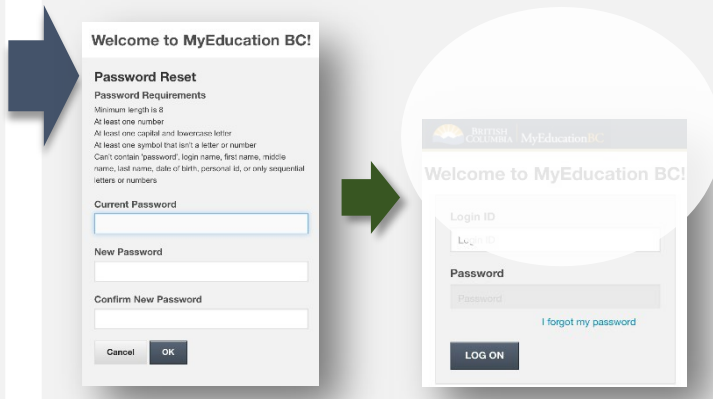


1 Resetting Password

Go to

<https://www.myeducation.gov.bc.ca/aspen/logon.do>

Please see the “Change Password Pop-Up” Page 3



Chrome Mobile version

1 Disabling Pop-Up Blocker

iOS (iPhone/iPad)

1. Tap on the **3 dot** icon (bottom right corner)
2. Tap **Settings**
3. Tap **Content Settings > Block Pop-ups**
4. Turn **Block Pop-ups** off

Block Pop-ups **Off**

Android

1. Tap on the **3 dot** icon (top right corner)
2. Select **Settings**
3. Tap **Site settings > Pop-ups and redirects**
4. Turn **Pop-ups and redirects** off

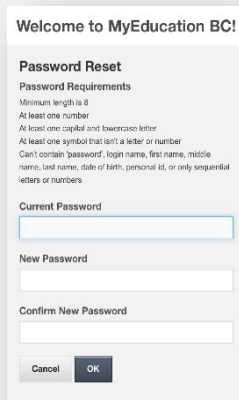
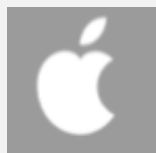
Pop-ups and redirects **Allowed**

2 Resetting Password

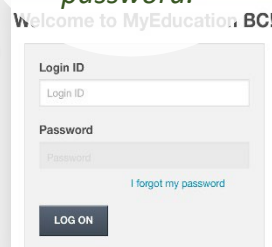
Visit to

<https://www.myeducation.gov.bc.ca/aspen/logon.do>

Please see the “Change Password Pop-Up” Page 3



you may need to log back in with your new password after resetting password.



Still having trouble resetting your password? Please see the “Desktop version”

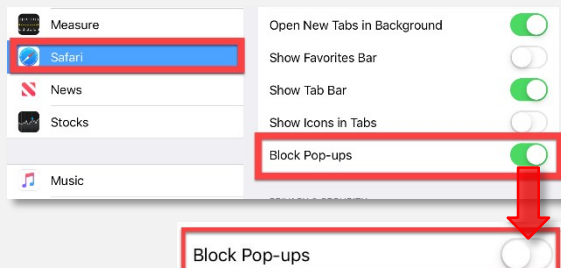
RESETTING PASSWORD on MOBILE/TABLET for MyEducationBC



Safari (iPhone/iPad) Desktop version

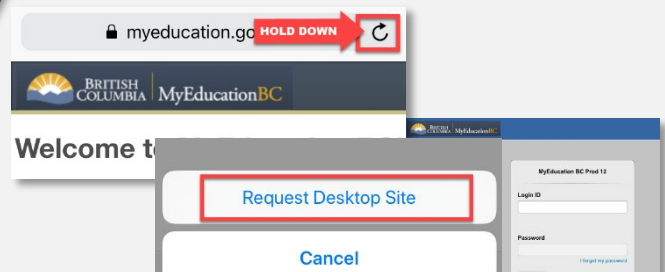
1 Disabling Pop-Up Blocker

1. Launch **Settings**
2. Tap **Safari**
3. Under the **General** section, click the toggle next to **Block Pop-ups** to disable the pop-up blocker. A green toggle indicates an enabled pop-up blocker.



1 Switching to the Desktop Version

1. Visit to <https://www.myeducation.gov.bc.ca/aspen/logon.do>
2. Hold down the **Refresh** icon in the URL bar (at the top right corner of the screen)
3. Select **Request Desktop Site**



Chrome Desktop version

1 Disabling Pop-Up Blocker

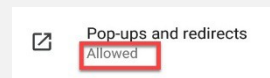
iOS (iPhone/iPad)

1. Tap on the **3 dot** icon (bottom right corner)
2. Tap **Settings**
3. Tap **Content Settings** > **Block Pop-ups**
4. Turn **Block Pop-ups** off



Android

1. Tap on the **3 dot** icon (top right corner)
2. Select **Settings**
3. Tap **Site settings** > **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** off



2 Switching to the Desktop version

1. Visit to <https://www.myeducation.gov.bc.ca/aspen/logon.do>

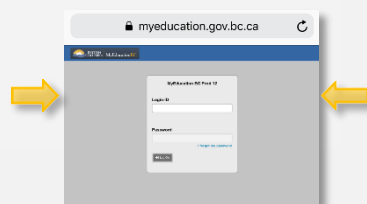
iOS (iPhone/iPad)

2. Tap on the **3 dot** icon (bottom right corner)
3. Tap **Request desktop site**



Android

2. Tap on the **3 dot** icon (top right corner)
3. Tap **Desktop site**





Frequently Asked Questions (FAQ's)

Q: How do I access the system?

- A: You will receive an email with your login ID and password information.
Please check your JUNK or SPAM folder for the email.
You can log on to MyEdBC Family Portal from any computer that connects to the internet.
1. Find the MyEdBC link at our website. (www.sd35.bc.ca)
 2. Enter your login ID and Password.
 3. The first time you log on, you will be prompted to change your password.

Q: I don't have the Family Portal Access.

- A: Please contact the school office to make sure your correct email address is in the contact information for your child.

Q: I've never received an email for Family Portal login ID and password etc.

- A: Emails containing login IDs, passwords, etc. will come from an address such as sysop@myeducation.gov.bc.ca or admin@myeducation.gov.bc.ca.
If you haven't received emails from MyEdBC, check your junk or spam folder in your email or contact the school office to make sure your email address is correct in the contact information for your child.

Q: What is my login and password?

- A: Your login and password have been sent to you via email. Please check your junk folder if you did not get it or contact the school office.

Q: I forgot my password.

- A: If you forget your password, click "I forgot my password" on the Log On Screen.
Once you successfully answer your security question, a new password will be emailed to you.
IMPORTANT: The recovery process asks for your current Login ID and Email address.
Both are Case Sensitive.

Q: If password fails.

- A: Passwords are good for 90 days to protect your child's data and you will be prompted to change your password. Please make sure to allow pop-ups.

Q: If password fails or forgot Login ID.

- A: Please contact your school office.
- | | |
|---|--|
| OSS – oss@sd53.bc.ca | SOSS – soss@sd53.bc.ca |
| SESS – sess@sd53.bc.ca | youlearn.ca - youlearn@sd53.bc.ca |

Q: Reset login for both student and parent.

- A: Please contact your school office.
- | | |
|---|--|
| OSS – oss@sd53.bc.ca | SOSS – soss@sd53.bc.ca |
| SESS – sess@sd53.bc.ca | youlearn.ca - youlearn@sd53.bc.ca |



Frequently Asked Questions (FAQ's)

Q: I see a blank window when I double click the PDF report cards.

A: Please make sure to allow pop-ups (Unblock pop-ups). Pop Ups should be enabled for some features of the site to work properly.

Q: I cannot login to the Family Portal or am having trouble viewing items.

A: Home computers may have unique restrictions. If you experience difficulties, try another web browser such as Chrome, Internet Explorer, Firefox, Safari, Opera, MS Edge. One of these may be the reason you cannot login or are having trouble viewing items. Use a desktop or laptop computer as mobile devices do not work reliably when initiating accounts.

Q: I received more than one email with different Login IDs.

A: If you receive more than one login IDs it may be because the contact information for one child is different from the contact info for another child and the system was unable to merge your accounts. Please contact your school office.

Q: Why can I only see one of my children on the Family Portal?

A: If you cannot see one or more of your high school level children when you log into the portal, please contact your school.

Q: I can see the report card for one of my children but not the other.

A: If you see your children's information under Family Top Tab, please contact your school office to re-publish the report cards. (Please see "Basic Navigation" section.)

Q: I cannot see a previous report cards for my child.

A: Please contact your school office to re-publish it for you.
*Published Report Cards will remain on the system for a certain period of time. Published Report Cards are only available for the Current School Year All current and previous class marks will be on Transcript side tab. (Please see Transcript page)

Q: Contact detail information is incorrect.

A: Please contact your school office and advise of any changes.

If you have any other questions, please contact your school office