

Dear Parent/Guardian or Student:

Welcome to the MyEducationBC Family Portal (or the Student Portal if you are a student). Having access to the Family Portal will allow you to see grades, attendance, report cards and other information about your child(ren). (The Student Portal will display the same information to students).

### Activating Your Account

**NOTE:** When accessing the MyEducation BC system for the first time, please use a computer as opposed to a phone, iPad or tablet. The mobile app doesn't always handle the set-up correctly.

- 1) Navigate to the school website at [North.sd41.bc.ca](http://North.sd41.bc.ca) and click on "Family Portal Login".

**NOTE:** Make sure popups are enabled for your browser.

- 2) Enter your user name and password.

a. Your user name is:

b. Your temporary password is:

These were previously provided (in 2016) to each student in a personalised version of this letter. If you lost or never received this letter, please contact the office for your account info.

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

- 3) Click "Log On".
- 4) You will receive a message that your password has expired. Follow the steps below:
  - a. Create a new password, carefully following the password criteria that is listed on the screen.
  - b. Make sure that you get a confirmation message that your password has been accepted before proceeding.
- 5) Enter your email address and security question. This will allow you to use the "I forgot my password" feature in the future. Choose a security question that you will never forget.

**Forgot your password?** If you have forgotten your password, click the blue "[I forgot my password](#)" link on the log-on screen. The program will ask for your email address as well as the answer to your security question. If you answer it correctly, a new temporary password will be sent to your email account. Retrieve the temporary password from your email account and use it to log on to the Family Portal. You will then be asked to create a new password.

**Trouble with your account being disabled?** If you mistype your password 5 times, the system will automatically disable your account and you will need to phone the school to have it reset.

**Trouble with your security question?** If you mistype your email address or the answer to your security question 3 times, the "I forgot my password" function will be frozen. Please call the school to have your account reset. Once you have regained access to your account, you will need to follow the steps below to fix your email address and/or your security question.

### **Need to change your password, email address or security question?**

- a. Click on your user name in the upper right-hand corner and drag down to "Set Preferences".
- b. Click on the "Security" tab to access the fields you need to change.

If you have any problems logging on to the Family or Student Portal, please call the school at 604-296-6875 for assistance. Once inside the Portal, if you notice any errors in the demographic information recorded in MyEd, please email [debby.davis@sd41.bc.ca](mailto:debby.davis@sd41.bc.ca).