



Family Portal User Instructions



Tips for Creating your Family Portal Account

- The initial set up of your account **MUST be done on a desktop computer or a laptop**
NOT A WIRELESS DEVICE
- It's important to remember that both the login and the password are case sensitive

1. MyEducationBC

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). If you have any questions or concerns please contact your school principal.

2. Logging In

A **Login ID** and a temporary **Password** will be provided to you by email at the time your account is created. The email will come from 'sysadmin@myeducation.gov.bc.ca'

The MyEdBC website is:

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

1. Enter your **Login ID** and temporary **Password** provided
2. Click **Log On**

MyEducation BC Prod

Login ID

Password

[I forgot my password](#)

Log On

3. Password

You will be prompted to change your password. '**Current Password**' is the temporary Password you were provided. Enter a '**New Password**' and '**Confirm New Password**'.

Password requirements

- a MINIMUM of 8 characters
- at least one upper case, one lower case letter and one symbol that isn't a letter or number - i.e. \$ or *).
- Cannot contain 'password', login name, first name, middle name, last name, DOB, personal ID or only sequential letters or numbers

Password Requirements

- Minimum 8 characters
- At least one upper case
- At least one lower case
- At least one symbol
- Can't contain name
- Can't contain sequential letters or numbers

Your password has expired. Please create a new one.

OK

Current Password

New Password

Confirm New Password

OK Cancel

***If your account is locked or inaccessible, please send an email to salish@surreyschools.ca –

In the **subject line**, please include "Family Portal"; in the **body of the email**, include the **parent's full name, the student's name(s) and birthdate(s)*****