





Parent/Guardian Handbook

MyEducationBC -

Family Portal Handbook



Initial Log-On to MyEd

Note: When setting up your Family Portal account for the first time, **WE RECOMMEND** that you use a desktop computer or laptop for best results. <u>If using a phone or tablet, please ensure all apps/backgrounds</u>

etc are closed before logging in.

- 1) Login ID Enter the password that you received via email.
- 2) Password Enter the password that you received via email.
- 3) Click "Log On".



4) Click "OK" to this message.



- 5) Current Password Enter the password you received via email.
- New Password Create a new password. Follow the Password Requirements carefully.
- 7) Confirm New Password Re-enter your new password.
- 8) Click "OK".

| Current Password | |
|----------------------|--|
| New Password | |
| Confirm New Password | |
| ✓ OK Cancel | |

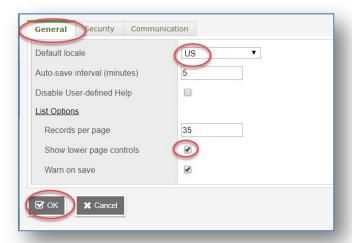
- 9) Enter your email address.
- Select a Security Question (one that you will NEVER forget!).
- 11) Enter your Security answer.
- 12) Re-enter your Security answer.
- 13) Click "Submit".

| Primary email | | |
|-------------------|---|---|
| Security question | | ▼ |
| Security answer | | |
| Confirm answer | | |
| Submit Cance | 1 | |

How to Set your Account Preferences

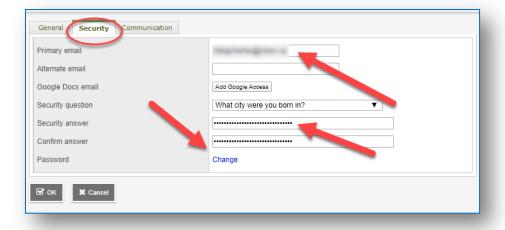
1. Click the drop-down arrow beside your name in the upper right-hand corner of the screen, and select "Set Preferences".

On the General Tab:



- 1. Set the Default locale to US (to make sure the date order is MM/DD/YYY)
- 2. Click "Show Lower Page Controls".
- 3. Click OK.

On the Security Tab:



- 1. Set your Primary Email.
- 2. Select your Security Question.
- 3. Enter your Security Answer.
- 4. Change your password.

Note: Setting up the information on the security tab is essential for being able to use the "I forgot my password" feature on the log-on screen.



The Landing Page in MyEducationBC

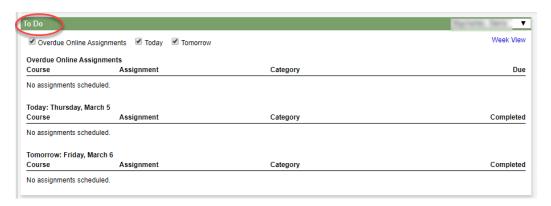
Once you have logged in to MyEducationBC, you will be taken to your Landing Page (Pages Top Tab)



On the **Pages** top Tab (landing page) you can see the following:

To Do:

Information regarding assignments



Published Reports:

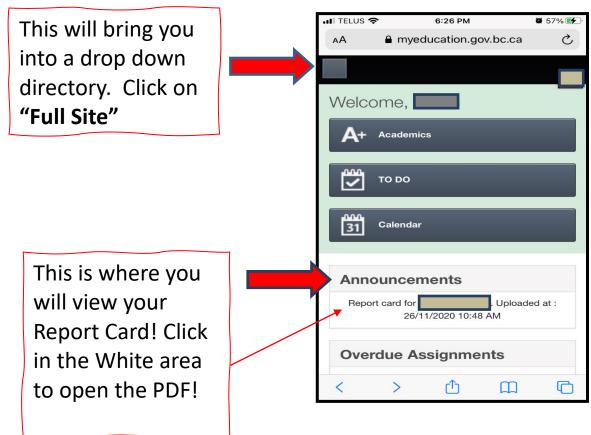
This is where you will find .pdf copies of your child's report cards and other reports published by your child's Report Cards



Download it to your computer and save it so that you will always have a copy for your own records.

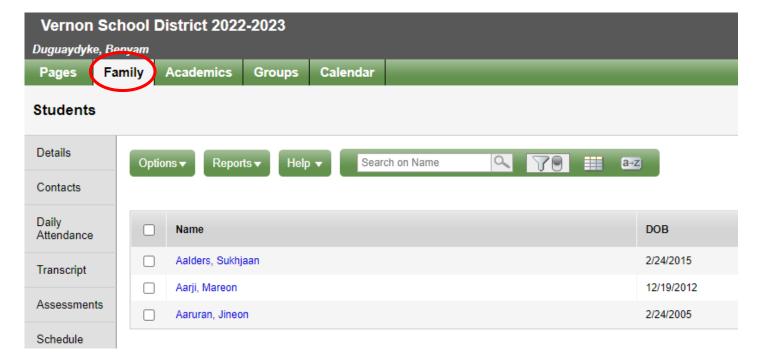


MyEd from your Smart Phone



From "Full Site" Click on the **Family** Top Tab to see a list of the students for whom you have access. Place a check mark beside the student's name then click one of the side tabs, or click on the blue hyperlink of the student's name.

NOTE: You should be able to see all of your children under one Login ID. If one or more of your children is missing from your list of students in the "Family" drop down menu, **please contact your school office.**





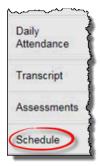
How to View your Student's Course Requests

To view/edit your student's course requests please follow the steps below:

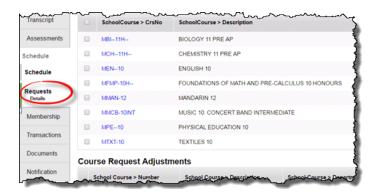
1. Click on the Family top tab.



2. Click on the Schedule side tab.



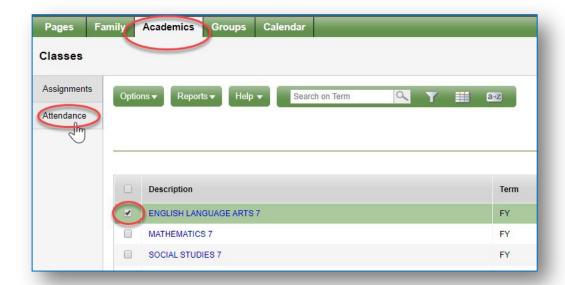
3. Click on Requests. If you make any alterations, please be sure to click OK to save them.



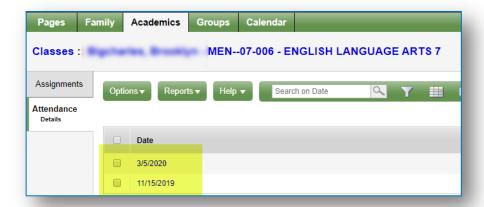


How to View Class Attendance

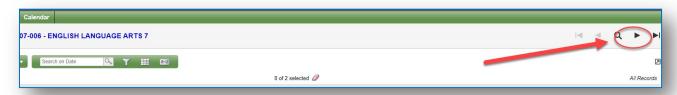
- 1. Click on the Academics top tab.
- 2. Place a checkmark beside your child's first class.



2. Click the Attendance side tab. A list of absences for the first class will display.



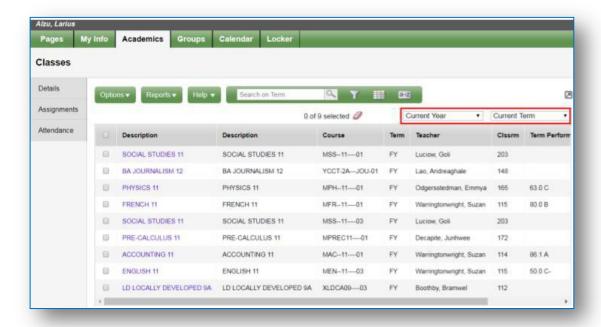
3. Click the black arrow in the upper right-hand corner of the screen to view the attendance for yourchild's next class.



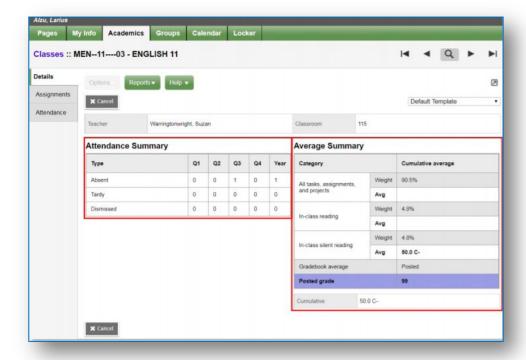


How to View Academic Records

- 1. Click on the Academics top tab.
- 2. Choose to view Current Year or Previous Year information.

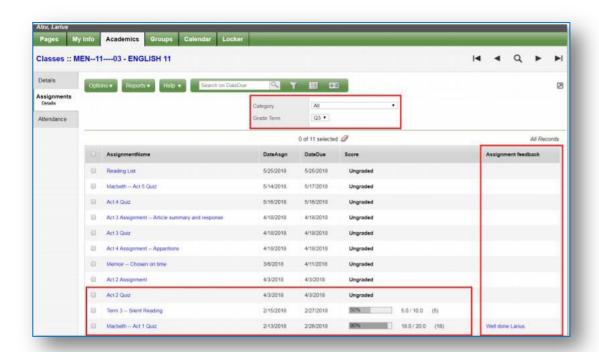


3. Click on Details to see a summary of Attendance and Grade Averages.





- 4. Click on Assignments and select the desired Category and Grade Term.
- 5. Click on the blue hyperlink of an assignment to view any assignment information provided by the teacher.
- 6. Assignment Feedback displays any comments the teacher has entered into the Assignment Feedback.

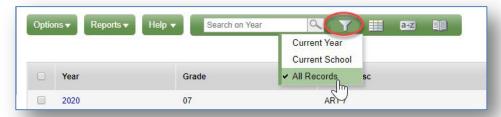


How to View Transcript Records

- 1. Click on the Family top tab.
- 2. Place a checkmark beside the name of the student whose transcript you would like to view.
- 3. Click the Transcript side tab.



4. Click on the Filter and select All Records.



5. Click on the Dictionary and select All.



6. Double click on the blue hyperlink in the Year column to see greater details about each subject.

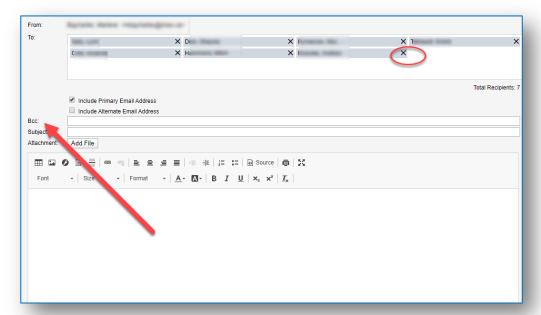


How to Send Emails to Teachers using MyEd

- 1. Click on the Academics top tab.
- 2. Select Options > Send email.



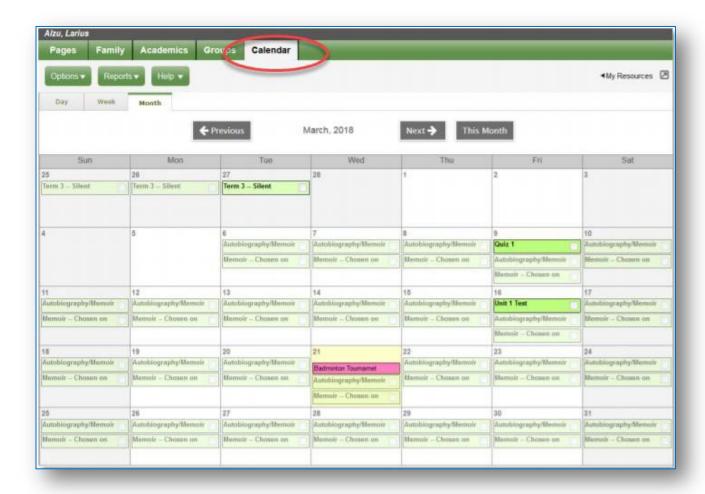
3. A list of all your child's teachers will display in the To: field. To remove a teacher, click the X beside their name.



4. Enter your email address in the BCC field to keep a copy of the message. Enter the subject, the body of the email, then click Send.

How to Use the Calendar

Click on the Calendar top tab to view assignments, and any events the student is involved in. The dimmed assignments display from the assigned date until the due date. The bright assignments appear on the due date



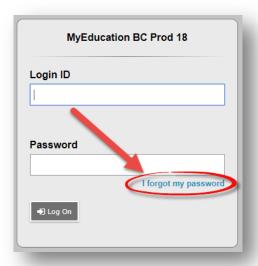
Trouble Shooting

Unable to Log on to Setup your Account

If you are having trouble with your Initial log-on, please refer to the first page of this handbook.

Password Not Working

If your password is not working, click "I forgot my password" on the Log-on screen:



After you answer your security question correctly plus supply the email address you entered into the system, you will be emailed a new temporary password. The email will have the sending address of sysadmin@myeducation.gov.bc.ca.

- The password will consist of 4 letters -3 numbers -4 letters.
- Four of the letters will be in block lettering. Eg SMOG487jump. Orsmog487JUMP.
- The password is case sensitive.

If you continue to have trouble, please contact your school office.

Unable to see all of your School aged Children

You should be able to see all of your children under one Login ID. If one or more of your school level children is missing from your list of students in the "My Family" drop down menu, please contact your school office.