



# Getting Started with the Family Portal

## How do I access the system?

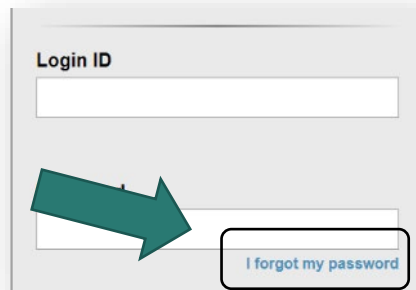
You can log on to MyEdBC's Family Portal from any computer that connects to the internet.

[www.myeducation.gov.bc.ca/aspen/login.do](http://www.myeducation.gov.bc.ca/aspen/login.do)

You will receive an email with your login and password information. Please check your JUNK or SPAM folder for the email.

1. Find the MyEdBC link at your school website
2. Enter your LoginID and Password.
3. The first time you log on, you will be prompted to change your password

## I lost my Login ID or Password



If you have lost or forgotten your password use the "I forgot my password" link on the login page. This will only work if you have logged in previously and entered your email address.

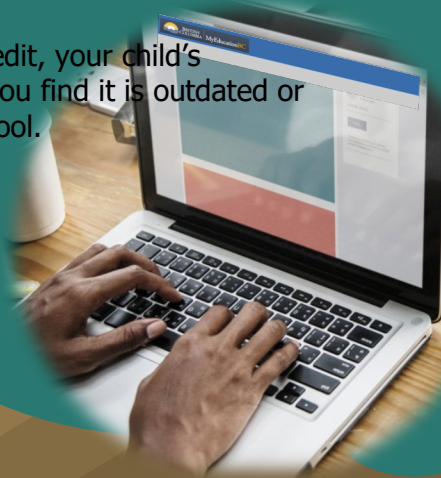
If an email is not sent to you – send an email to your school requesting assistance:

- [CentennialSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:CentennialSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [CharlesBestSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:CharlesBestSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [PortMoodySecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:PortMoodySecondary-FamilyPortalQuestions@sd43.bc.ca)
- [GleneagleSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:GleneagleSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [HeritageWoodsSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:HeritageWoodsSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [PinetreeSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:PinetreeSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [RiversideSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:RiversideSecondary-FamilyPortalQuestions@sd43.bc.ca)
- [TerryFoxSecondary-FamilyPortalQuestions@sd43.bc.ca](mailto:TerryFoxSecondary-FamilyPortalQuestions@sd43.bc.ca)

## Is my child's information secure?

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

You can only view, not edit, your child's demographic data. If you find it is outdated or incorrect email your school.



MyEducation BC (MyEdBC) is a web based portal for parents, students and teachers to communicate student information.



## How do I navigate in MyEdBC?

At the top of your screen, you will see 5 Top Tabs to choose: **Pages**, **Family**, **Academics**, **Groups**, and **Calendar**.

Click a tab to view information for each child in your family. Click on the **FAMILY** tab to select a different student from your family.

After you click a Top Tab, Side Tabs appear on the left side of the page. Click the Side Tabs to view detailed information for your student(s)

## What information can I access through MyEdBC?

Coquitlam 2019-2020

Pages Family Academics Groups Calendar

Students Top Tabs

Details  
Contacts  
Daily Attendance  
Transcript  
Assessments  
Schedule  
Membership  
Transactions  
Documents  
Notification

**SIDE TABS**

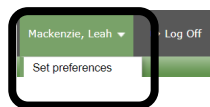
- Demographics, address, photo Contact names and phone numbers
- Daily and class attendance
- Transcripts, credit summary and credit graduation summary
- Assessments such as FSAs and provincial exams
- Current class schedule
- Membership/Groups
- Transactions and documents (work in progress)
- Email notifications
- Calendar that may include due date reminders for assignments, activities and events.

### Where do I find report cards?

When report cards are issued they will appear as **PUBLISHED REPORTS** on the **PAGES** top tab.



### How do I change my password or email address?

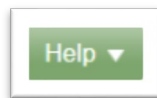


Click your **NAME** in the upper-right corner of the screen, then click **Set Preferences**.

Here you can set several of your user preferences. Email the school with your new email address.

Each parent/guardian can have their own account by providing the school with a unique email address. Contact your school to set up an account.

### What if I need MORE help?



Go to the **Help menu** for the following options:

**Help for this page:** takes you directly to information regarding the page you are working with.

**Help Center:** Click on Students and Family to access the guides.

**User Guides:** Click to open, download, and print a PDF version of Family and Student Portal user guide.

You will be required to change your password every 90 Days