

## PASSWORD RECOVERY

1) Navigate to MyEducation BC: [MyEducation BC: Log On \(gov.bc.ca\)](http://MyEducation BC: Log On (gov.bc.ca))

- Parents/legal guardians and students are only permitted to receive access to the portal, and MyEd will prompt to change their password every 90 days, per FOIPPA regulations.

2) Enter your **Login ID** and click - I forgot my password



3) The system will request your email and preset **Security Preference** answer.

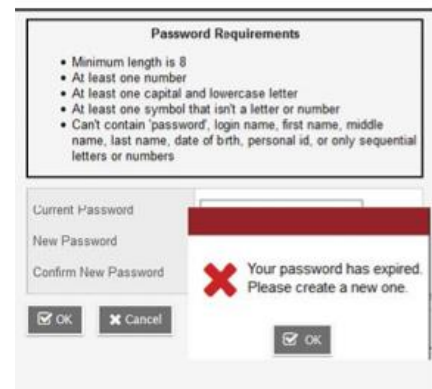
4) Enter information, then an automated message is sent to your email address with a new temporary password.

5) Re-enter your **Login ID** and **Password** (new temporary password) - click **Log On**.

- Note – Accounts are disabled after 3 invalid login attempts.

6) Enter the following information in the **Change Password** pop-up that displays next:

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that is not a letter or number.
- Cannot contain "password", login name, first name, middle name, last name, date of birth, personal ID or only sequential letters or numbers.



7) **Current Password** - enter the temporary password.

8) **New Password** - enter the new user created password.

9) Click - **OK** (this will update to your new user password).

- After successfully logging in, you will be able to open and navigate in MyEd portal.