Family Portal

For MyEducationBC

Family Portal

- ✓ **One login ID** to access all your children's information
- ✓ Check **Attendance** Records: daily and class
- ✓ See if family **Contact Information** is up to date
- ✓ Access school reports, including **Report Cards**
- ✓ Access **Online Permission Forms**
- ✓ Course-specific **Assessments** by the teacher *(if available)*
- ✓ Check transcripts and graduation progress

First Time Logging In?

We recommend to use a **Laptop** or **Desktop Computer** to activate your account.

Once your Login account is activated, you will be able to use a smartphone/tablet to access all info in the system.

Pop Ups should be **enabled** for some features of the site to work properly

BRITISH COLUMBIA | MyEducationBC

Special thanks to Langley for their support creating this document.

Langley Schools

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

Login to MYEDBC using the link on the RSS Website main page or at:
https://www.myeducation.gov.bc.ca/aspen/logon.do

Family Portal Login ID: **p19firstnamelastname** *(all lower case)*

1. Enter your **Login ID**
2. Enter your **Password** (Case Sensitive)
3. Click **Log On**

1. **Current Password** – enter the temporary password

2. **New Password** – enter a new password using criteria below

3. **Confirm New Password** – re-enter your new password

Password Requirements

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers

Current Password
New Password
Confirm New Password

✖ Your password has expired. Please create a new one.

☑ OK   ✖ Cancel   ☑ OK

Passwords are good for 90 days
to protect your child's data. You will be prompted to change your password every 90 days.

Passwords must meet the following criteria:
- ✓ Minimum length is **8**
- ✓ At least one **number**
- ✓ At least one **capital letter**
- ✓ At least one **lowercase letter**
- ✓ At least one **symbol** that isn't a letter or number
- ✓ Cannot contain login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.

This next step will allow you to use the '**I forgot my password**' function on the logon page, should you need to reset your password.

Security Preferences Update
To enable self serve password recovery, please provide the following information

Primary email
Security question
Security answer
Confirm answer

☐ Submit   ✖ Cancel

1. Enter your **Primary Email address**.
- This email address will be used to receive a new password if you forget your password.

2. Choose a **Security Question**

3. Enter your **Security Answer** then confirm your security answer (case sensitive.)

4. Click **Submit**

Can't Login?

Haven't logged in for over 90 days?

Passwords are good for 90 days to protect student's data.

▶ You will be prompted to change your password.

*You may need to log on again with your **new** password after resetting password.*

Family Portal Login ID: **p19firstnamelastname** *(all lower case)*

MyEducation BC Prod

Login ID

Password
Enter the last password you used
(case sensitive)
I forgot my password

→ Log On

Password Requirements

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers

Current Password

New Password

Confirm New Password

☑ OK   ✕ Cancel

✕ Your password has expired. Please create a new one.

☑ OK

MyEducation BC Prod

Login ID

Password
I forgot my password

→ Log On

*If you don't get this screen, you will need to **allow pop-ups***

Forgot your password?

Click " **I forgot my password**" on the Log on screen.

The recovery process asks for your current Login ID, Email address, and your security question. They are **case sensitive.**

Password Reset

Login ID
Your login ID
(case sensitive)

Primary email
Email address given to the school

Security question
_____?
Your security answer
(case sensitive)

Submit

Invalid Login?

Welcome to MyEduca

Invalid login.

Login ID
Login ID

Password
Password
I forgot m

Log On

☑ **Both** Login ID and Password are **Case Sensitive.**

☑ Pop-ups are **Enabled.**

☑ **Close** your browser **completely*** and try again or **try with another browser**.
(Chrome, Firefox, Safari, Microsoft Edge, etc.)

Pages top tab

You will land on the Pages top tab every time you log in.
There may be notices about upcoming system outages and other information from the Provincial service provider.

Accessing Permission Forms

*The following permission forms will be sent to your Family Portal under the **Tasks** area. You will be able to return completed forms using your Family Portal.*

- Field Trip
- Email & Internet Access
- Release Info to PAC
- Release of Photo

Accessing Report Cards?

Published Report Cards are only available for the certain period of time.
We recommend saving a copy of the PDF for future reference.
All current and previous class marks will be on Transcript side tab.
(See next page for more details)

*When a report card is published to the portal, it will appear under the **Published Reports** heading as a hyperlinked PDF document. You will receive an email that it has been published to the portal.*

Important step to see report cards (only needs to be done once)
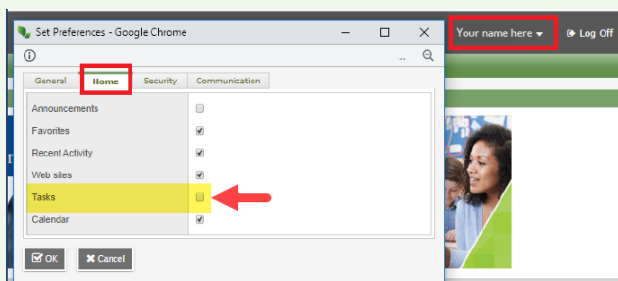
### Enable Task Widget on Home Screen

1. Click on your name on the top right of the screen
2. Click **Set Preference** option
3. Click **Home** tab
4. Select **Tasks** check box
5. Click **Ok**

Family top tab

This tab contains your child's demographic details. Each Side Tab contains specific information. If you have more than one child, you see all your RSS children in the Family top tab and it will allow you to select which of your children you are viewing. If you don't see some of your RSS children, please contact the school. Using the checkbox beside the student name, click on the available side tabs to see details about the student you selected.
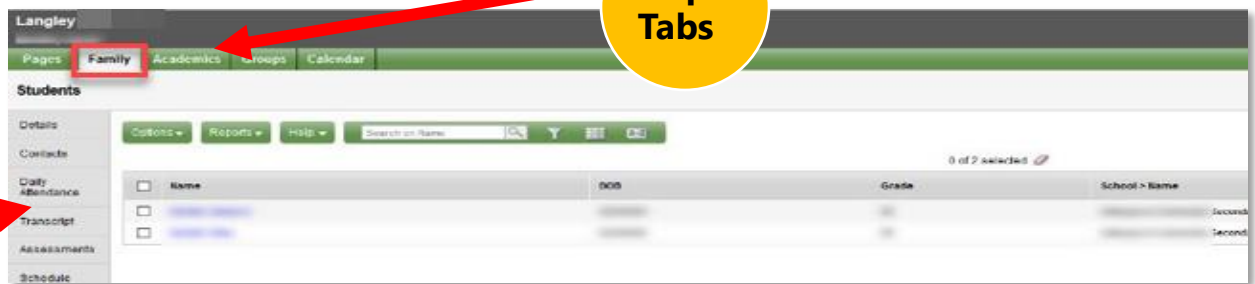

Side tabs

Details - shows basic information including demographics, physical and mailing addresses, and the most recent photo of your child.

Contacts - shows the parent/guardian(s) and emergency contacts. Please check this and inform the school of any changes.

Daily Attendance - shows daily attendance records. For specific course attendance for a secondary student see the Academics Top Tab > Attendance Side Tab.

Transcript – <u>includes class marks from current and previous years</u>

Set Filter to **All** or **Current Year**   Change Dictionary Menu to **All**
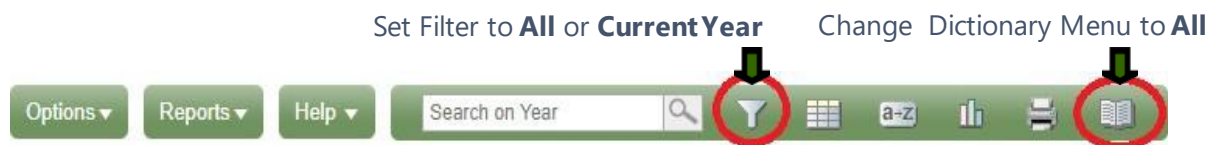
⚠ Set the **Filter** to **All records** or **Current Year** depending on what you'd like to see. Change the **Dictionary Menu** to **All** in order to view all records.

Assessments - currently contains provincial assessments like FSA or Provincial Assessments for Numeracy and Literacy

Schedule - shows your child's current courses. There are two ways to view the schedule: List View and Matrix View. You can toggle between the two views using the <<List view and Matrix view>> options at the top left of the screen.

Requests - contains Course Requests for the next school year and a Graduation Progress summary.

Membership - shows your child's enrollment history as well as the Schools they may be cross-enrolled to. The Programs sub side tab also displays any programs.
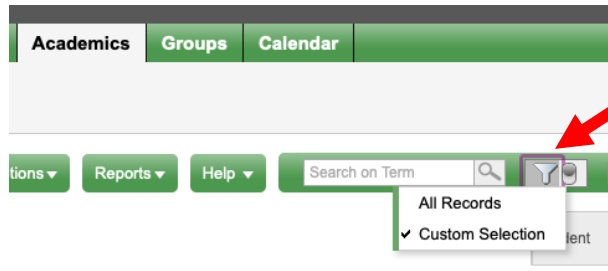
Transactions—Not currently used

Documents—may include documents.

Academics top tab

This tab will allow you to select a course (using the checkbox beside the course) then click on the available side tabs to see details about the course you selected.

Current courses will automatically show here.
*To see all courses, click on the filter and select "All Records"*

Side tabs

Assignments - may provide assignment and assessment information.

Attendance - provides attendance information for the selected class.
Once you have selected a course and clicked on a Side Tab you can use the navigation arrows in the top right corner to switch between courses that are in the list.
Navigation Buttons make it easy to move back and forth through records.
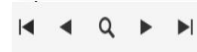
Please note: marks provided here may not be a full picture of a student's achievement and may not relate to their report card mark.

Calendars top tab

If a teacher is using the Gradebook in MyEducation BC the calendar will include some information about when assignments were assigned and due.

Options drop down menu

You can send your child's teachers an email by clicking on the Options drop down menu and selecting "Send Email..."
Notice it automatically selects all current teachers, but you can remove recipients easily.
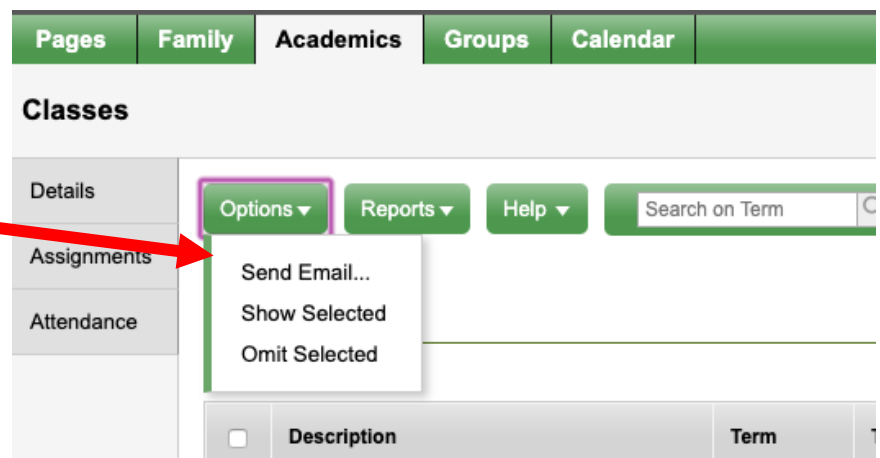
🗨 Frequently Asked Questions (FAQ's)

Q: How do I access the system?

A: You will receive an email with your login ID and password information. Please check your JUNK or SPAM folder for the email. You can log on to MyEdBC Family Portal from any computer that connects to the internet.
1. Find the MyEdBC link at our website. (revelstokesecondary.sd19.bc.ca)
2. Enter your login ID and Password.
3. The first time you log on, you will be prompted to change your password.

Q: I don't have the Family Portal Access.

A: Please contact the school office to make sure your correct email address is in the contact information for your child.

Q: I've never received an email for Family Portal login ID and password etc.

A: Emails containing login IDs, passwords, etc. will come from an address such as sysadmin@myeducation.gov.bc.ca or admin@myeducation.gov.bc.ca.

If you haven't received emails from MyEdBC, check your junk or spam folder in your email or contact the school office to make sure your email address is correct in the contact information for your child.

Q: What is my login and password?

A: Your login and password have been sent to you via email. Please check your junk folder if you did not get it or contact the school office.

Q: I forgot my password.

A: If you forget your password, click "I forgot my password" on the Log On Screen. Once you successfully answer your security question, a new password will be emailed to you. IMPORTANT: The recovery process asks for your current Login ID and Email address. Both are Case Sensitive.

Q: If password fails.

A: Passwords are good for 90 days to protect your child's data and you will be prompted to change your password. Please make sure to allow pop-ups.

Q: How do I enable pop-ups?

A: This is different for each browser. Try searching online (i.e. " How do I allow pop ups in Chrome?"). There are step by step instructions for MACs, Windows, iPhones, Androids etc. If you have troubles, please contact the school.

Q: I see a blank window when I double click the PDF report cards..

A: Please make sure to allow pop-ups (Unblock pop-ups). Pop Ups should be enabled for some features of the site to work properly.

Frequently Asked Questions (FAQ's)

Q: **I cannot login to the Family Portal or am having trouble viewing items.**

A:

Home computers may have unique restrictions. If you experience difficulties, try another web browser such as Chrome, Firefox, Safari, Opera, MS Edge. One of these may be the reason you cannot login or are having trouble viewing items. Use a desktop or laptop computer as mobile devices do not work reliably when initiating accounts.

Q: **I received more than one email with different Login IDs.**

A:

If you receive more than one login ID it may be because the contact information for one child is different from the contact info for another child and the system was unable to merge your accounts. Please contact the school to have this corrected. At this point, a single username login should give parents access to all their children's report cards.

Q: **Why can I only see one of my children on the Family Portal?**

A:

If you cannot see one or more of your high school level children when you log into the portal, please contact the school office.

Q: **I can see the report card for one of my children but not the other.**

A: If you see your children's information under Family Top Tab, please contact the school office to re- publish the report cards. (Please see "Basic Navigation" section.)

Q: **I cannot see a previous report cards for my child.**

A: Please contact the school office to re-publish it for you.
*Published Report Cards will remain on the system for a certain period of time. Published Report Cards are only available for the Current School Year All current and previous dass marks will be on Transcript side tab. (Please see Transcript page)

Q: **Contact detail information is incorrect.**

A:

Please contact the school office

If you have any questions, please contact the school office
(250) 837-2173