

MYEDUCATION BC

PASSWORDS ISSUES

If you **Forget your Password OR Disable your account**

1. Navigate to the MyEducation Site at <https://www.myeducation.gov.bc.ca/aspen/logon.do>
2. Click on "I forgot my password"
3. You will be asked to enter your:
4. Login ID ie. jsmith63
5. Primary email ie. jsmith@saanichschools.ca
6. Answer your security question
7. An email will be sent to you with a temporary password
8. If you are unsuccessful email helpdesk@saanichschools.ca or call helpdesk at 250-652-7336



CHANGING YOUR PASSWORDS AND SECURITY QUESTION

1. Login to MyEducation BC
2. Click the Down triangle beside Log Off
3. Click on Set Preferences
4. Click on the Security Tab
5. Change Password click Change 6. Click the Security Tab
 - a. Check Primary email
 - b. Check Security question



Having the correct email address and knowing the answer to your security question means you can fix your own account if you forget your password or disable your account

