<u>Student Portal Access For MyEd</u> Re-Setting District Generated Passwords for Students that Have Not or Cannot Login

- Step 1: For students that have never logged in to the MyEd student portal, please jump to step 2 below.
 - For students that have already logged in but for some reason have been frozen out of their account (they can't reset their own password, or they've entered it incorrectly more than 5 times), please create a District Help Desk Ticket, and submit the names of students that need their MyEd Passwords to be reset. Request that new temporary password be created for them. After receiving confirmation that the passwords have been generated, follow the steps below.
- Step 2: Login to MyEd. Click on the **<u>Student</u>** top tab (See image below).

Click on the waffle button (next to the filter button on the top). Scroll down to "User Accounts". This will display the student Login (which is their student number), and their GenPW (which is the password students need to login to the portal). If a password is displayed, give this to student to retry logging in. Students with no passwords have already successfully logged in at some point and should be able to hit the "Forgot my Password" link to be sent a new password.

Step 3: Find the student name (you may have to use the drop down menu under the 'Options' button at the top). Give them the password that is at the far right of the screen under GenPW, and then proceed with the following instructions:

Once Students have their new passwords...

Ask students to search "MyEd BC" and MyEducation BC: Log On will be the first link.

Click on this, have students enter their student number as the login, and the GenPW as the password. Students will be asked immediately to change their password. They will then have to enter their email address and also create a security question.

Please inform students:

- Tell students to remember their passwords as they can only be reset at the district level!
- Passwords must contain at least:
 - 1 capital letter, 1 lowercase letter, 1 number, 1 symbol, and must be 8-12 characters long.
- You CANNOT use your student number, your name, or anything else the program will recognize, within your password!
- If you try to enter your password incorrectly five times, we will need to reset the password with another Help Desk Ticket.
- Share your login id and password with your parents, but otherwise, keep your password secret as you don't want this information getting into the wrong hands!

