

# Family Portal – FAQ

## **Q: How do I access the system**

A: You will receive an email with your login and password information. Please check your **JUNK** folder for the email if you can not find it. You can log on to MyEdBC from any computer that connects to the internet

## **Q: I don't have access to Family Portal**

A: If your student is in middle or high school and you do not have access to portal, please email the school to make sure your email is correct in our system

## **Q: I forgot my password**

A: If you forget your password, click "I forgot my password" on the MyEducation Log on Screen. Once you successfully answer your security question, a new password will be emailed to you. **Please note:** The recovery process asks for your current Login ID and Email Address - which are both case sensitive.

## **Q: Why do I need to change my Password?**

A: Passwords are good for 90 days to protect your child's data. You will be prompted to create a new password after your first login after that 90 day window. Passwords will need to have a Capital Letter, Lowercase Level, Number, Special Symbol and be at least 8 characters long.

## **Q: If I forget my login ID/forget my password doesn't work/My Account has been disabled, what do I do?**

A: Contact your school. They will be able to reset your information.

## **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).

## **Q: I received more than one email with different login IDS**

A: If you received more than one Login ID, it may be because the contact information for one

child is different from the contact information for another child and the system was unable to merge your accounts. Please email the school to let them know the correct information that should be used.

**Q: I can only see one student on my portal**

A: Not all students have family portal, only students in middle or highschool will have access. If your student is in these grades and you still can not see your student, please reach out to their school to ensure your email is correct or for them to trouble shoot.

**Q: I saw my child's report card and now its missing.**

A: Published Report Cards will remain on the system for a certain period of time. All current and previous marks can be located under transcripts, if they are no longer available as a published report.

**Q: Will I have access to my family account all year long?**

A: During school months you will have access to your portal account. During the summer months, they become deactivated. They are automatically re-activated in September with all your student's data restored.