



RE: MyEdBC Parent & Family Portal

Dear REDFISH Families,

Welcome to the REDFISH Elementary *MyEducationBC* Parent & Family Portal. Having access to the Parent & Family Portal will allow you to see attendance, learning updates, and other information about your child(ren).

Each parent/guardian will have their own separate account (i.e. as long as each parent has their own email address in the *MyEdBC* system), and can view the following:

- Class Attendance Information
- Contact Information
- Student Demographic Information
- Published Learning Updates
- Student Schedule (i.e. once they are in middle and secondary school)

If you do not have your *MyEdBC* Parent & Family login ID and password, REDFISH can reset it for you. You will then receive a follow-up email from [sysadmin@myeducation.gov.bc.ca](mailto:sysadmin@myeducation.gov.bc.ca) with your login ID and temporary password. (Check your 'junk'/'spam'/'trash' folders.) Once you have your login ID and password, you are ready to access the portal...

#### BEFORE YOU START...

- 1) To access the *MyEducationBC* system for the first time, you must use a **COMPUTER...** NOT a cell phone or tablet.
- 2) Make sure **popups are enabled** for your browser.
- 3) Both the login ID and password are **case sensitive**. Your login ID is your first initial + last name (e.g. John Smith = jsmith).
- 4) Each parent/guardian will have their own separate account in the Parent & Family Portal.
- 5) Once again, if you have not received your login ID and temporary password, please contact [clerical.red@sd8.bc.ca](mailto:clerical.red@sd8.bc.ca) to have it reset and emailed to you. **Please be sure to check your spam/junk/trash folders.**

### TO ACCESS the PARENT & FAMILY PORTAL...

- 1) Click [HERE](#) to navigate to the *MyEducationBC* login page.
- 2) Enter your username (**first initial + last name...** e.g. John Smith = jsmith) and password and then click the 'Log On' button. If you have never logged on before, you can refer to the automated generated email from earlier this year for this information.
- 3) You will receive a message indicating that your **password has expired**.
- 4) Create a new password, carefully following the password criteria that is listed on the screen.
- 5) Please make sure that you get a **confirmation message** that your password has been accepted before proceeding!
- 6) Be sure to enter your email address and a security question. This will allow you to use the 'I forgot my password' feature in the future.
- 7) Choose a security question & answer that you will never forget.

### TROUBLESHOOTING...

- 1) For best results, use *Chrome* or *Internet Explorer*.
- 2) If you mistype your password five times, the system will automatically lock your account. After **four** failed attempts click on the blue 'I forgot my password' link on the login screen.
- 3) The program will ask for your email address as well as the answer to your security question...
  - If you answer it correctly, a new temporary password will be sent to your email account.
  - If you mistype the answer to your security question three times, the 'I forgot my password' function will be frozen. In this case, please phone the school office at 250.229.4224 or email [clerical.red@sd8.bc.ca](mailto:clerical.red@sd8.bc.ca).

- 4) Retrieve the temporary password from your email account and use it to login to the Parent & Family Portal. You will then be asked to create a new password.
- 5) If you notice any demographic changes that need to be made, please email [clerical.red@sd8.bc.ca](mailto:clerical.red@sd8.bc.ca).

### SECURITY...

*MyEducationBC* is a secure student information system used in school districts across the province of BC. Security is guided by the rules and regulations of the School Act and the Freedom of Information and Protection of Privacy Act (FOIPPA). If you have any questions or concerns, please contact the school.

We hope you find the *MyEdBC* Parent & Family Portal helpful in remaining connected to your child's progress at school.

Sincerely,

**Mark Bonikowsky** | Principal  
REDFISH Elementary School (SD8)

