

# Family Portal Frequently Asked Questions

## How do I access the system?

You can log on to MyEdBC Family Portal from any device that connects to the internet by logging in [here](#). The system will send you an email to the address that your school has on file with your login ID and password information. Please check your JUNK folder for the email if you do not see one in your inbox.

## What do I do if I have never received an email with my Family Portal login ID and password?

Emails containing login IDs, passwords, etc. will come from [sysadmin@myeducation.gov.bc.ca](mailto:sysadmin@myeducation.gov.bc.ca). If you have not received an email, please check your junk mail folder. If still do not see a message, please contact the school office at your child's school to make sure that the email address that they have on file is correct.

## What is my login and password?

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 at your child's school.

## What do I do if I forgot my password?

If you forget your password, please click "I forgot my password" on the MyEdBC login 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.**

## What do I do if I forgot my Login ID?

Please contact the school office at your child's school.

## What do I do if my password fails?

Passwords are good for 90 days to protect your child's data and you will be prompted to change your password. **Please make sure that your browser is set to allow pop-up windows.**

## What do I do if I tried too many times and my account had been disabled?

Please contact your child's school for a reset of your password

## What do I do if I see a blank window when I double click the PDF report cards?

Please make sure that your web browser is set to allow pop-up windows (unblock pop-ups). Pop-ups need to be enabled for some features of the site to work properly.

## What do I do if I have the correct login information and I am still having trouble logging in or viewing items?

Any given computer may have unique restrictions. It may help to try another web browser (Chrome, Firefox, Safari, Edge, etc.). If you are attempting to access the site using a mobile device, it may help to use desktop or laptop computer as mobile devices do not work reliably when initiating accounts.

## What do I do if I have received more than one email with different Login IDs.

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 your child's school so they can ensure your information is correct. **You should be given a single Login ID that will give you access to all the students in your family.**

## Why can I only see one of the students in my family on the Family Portal?

If you cannot see one or more of your children when you log into the portal, please contact your child's school.

**Why can't I see a report card for my child?**

Published Report Cards will remain on the system for a certain period of time. All current and previous class marks will be on the Transcript side tab.

**What do I do if my contact detail information is incorrect?**

Please contact your child's school to correct the error.