

Parents,

**To successfully login in to your MyEd BC Parent Portal, here is how you get started:**

It is recommended that you **do not setup your account for the first time using a mobile device.**  
Login on to a home computer.

Please use the following to login: <https://www.myeducation.gov.bc.ca/aspn/logon.do>

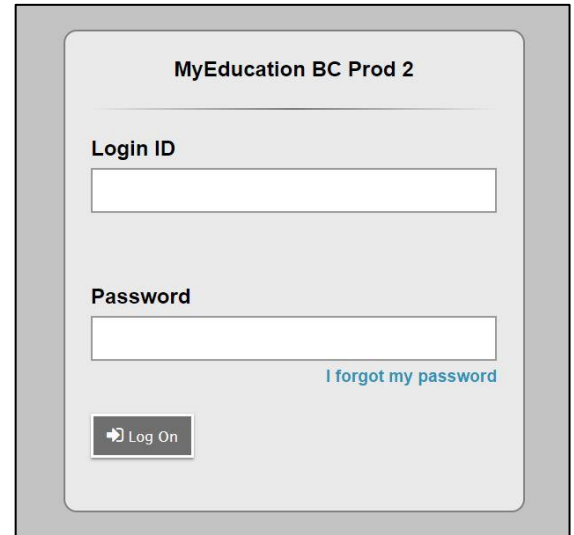
Your Login ID is your e-mail address that you provided the school.

**Login Tips:**

The Temporary Password: DO NOT copy/paste the password – the copy process sometimes adds a space. It MUST be entered exactly. It is case sensitive. If you forget your password click on “I forgot my password” as shown and you will be e-mailed a new temporary password.

**Criteria to reset a new Password must be followed:**

- 8 minimum, 14 maximum characters
- 1 capital letter, 1 lowercase letter
- 1 number
- 1 special symbol or character: # or \$ or ! or @
- Your password cannot contain, first name, middle name, last name, date of birth, personal id or sequential letters or numbers
- Samples of acceptable password: Jan2017\$/Snow999!/Welcome1\$



Write your password down and keep it in a secure area for future reference.

Should you ever forget your password, enter your Login ID (that was given to you) and click on “I forget my password”. MyEd BC will email you a new Temporary Password.

Passwords are good for 90 days, at which time after a successful login you will be required to create a new password immediately.

Ten unsuccessful login attempts will disable your account and if this happens you will have to wait for it to be re-enabled. You will have to call the school office to request that your account be re-activated. This may take a few days or longer.

Need a password reset? Did not get an email with logon information? Please contact the school office at [sullivanheights@surreyschools.ca](mailto:sullivanheights@surreyschools.ca) or 604-543-8749.