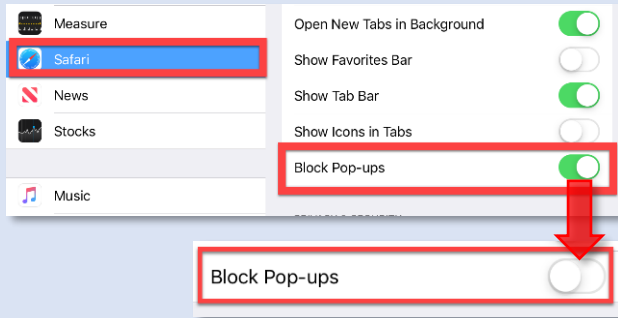


Resetting Password - Mobile site version-

Safari (iPhone/iPad) *Mobile site version*

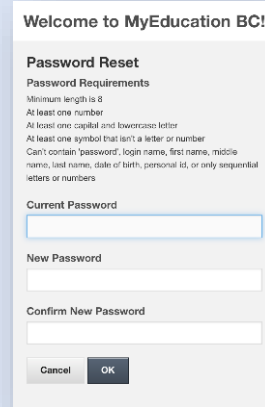
1 Disabling Pop-Up Blocker

1. Launch **Settings**
2. Tap **Safari**
3. Under the **General** section, click the toggle next to **Block Pop-ups** to disable the pop-up blocker. A green toggle indicates an enabled pop-up blocker.



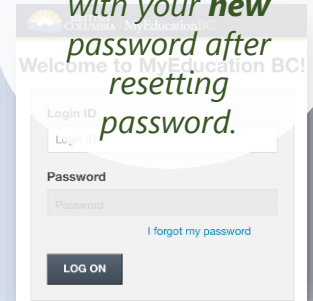
2 Resetting Password

Visit to <https://www.myeducation.gov.bc.ca/aspden/logon.do>



A screenshot of the 'Welcome to MyEducation BC!' page. The 'Password Reset' section is visible, showing 'Password Requirements' (Minimum length is 8, At least one number, At least one capital and lowercase letter, At least one symbol that isn't a letter or number, Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers) and three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. There are 'Cancel' and 'OK' buttons at the bottom.

*you may need to log back in with your **new** password after resetting password.*



A screenshot of the login page. It shows 'Login ID' and 'Password' input fields, a 'LOG ON' button, and a link for 'I forgot my password'.

Chrome *Mobile site version*

1 Disabling Pop-Up Blocker

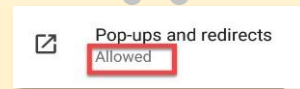
iOS (iPhone/iPad)

1. Tap on the **3 dot** icon (bottom right corner)
2. Tap **Settings**
3. Tap **Content Settings** > **Block Pop-ups**
4. Turn **Block Pop-ups** off



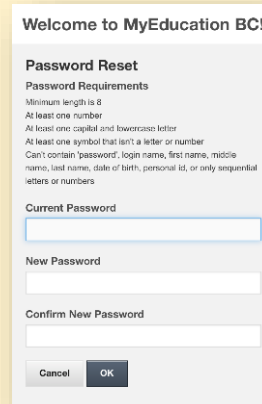
Android

1. Tap on the **3 dot** icon (top right corner)
2. Select **Settings**
3. Tap **Site settings** > **Pop-ups and redirects**
4. Turn **Pop-ups and redirects** off



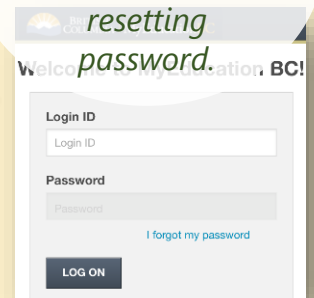
2 Resetting Password

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A screenshot of the login page. It shows 'Login ID' and 'Password' input fields, a 'LOG ON' button, and a link for 'I forgot my password'.