

# MyEducation BC Family Portal

## Quick Tips

### Website

- ✓ Are you on the [correct site](#)? You must login from the School District 5 [link](#).
- ✓ Are you logging in from a laptop or desktop?
- ✓ Have you enabled Pop Ups?
- Reminder – MyEducation BC cannot be searched through ONLINE search engines. You must login from the School District 5 [link](#).
- ✓ Have you checked our [Resource/Support documents](#)? All of your answers and login information will be found there!

### Login Information

- ✓ Login is **NOT** your email address.
- ✓ All parent accounts in SD5 use the login "sd5-firstinitiallastname" (i.e. sd5-jsmith)
- ✓ Request an Account is NOT enabled at School District 5. This is not an option.
- ✓ Contact your child's school by email if you are unable to access your account
- ✓ Have you checked our [Resource page](#). All of your answers are there!

### Password

- ✓ Your initial password was assigned to you and sent in an email from MyEducation BC.
- ✓ Passwords are good for 90 days and then must be changed.
- ✓ Have you checked our [Password reset documents](#) All of your answers and login information will be found there!

### I have already been in the Family Portal but now cannot access?

- ✓ Clear your browsing cache (Ctrl + F5).
- ✓ Have you checked out our [Browser documents](#) on the website?