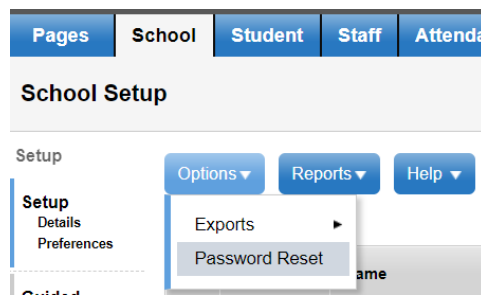


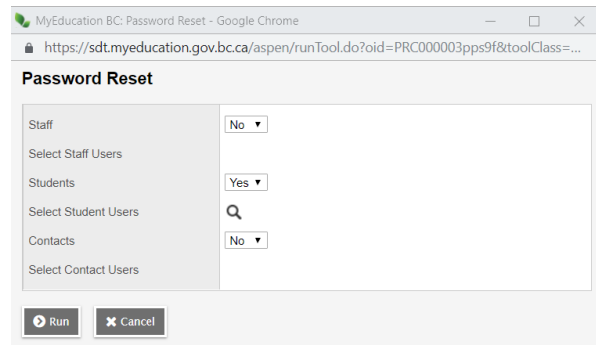
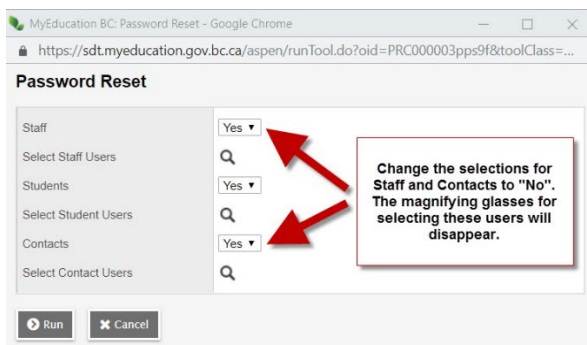
How to Reset MyEducation BC Student Portal Passwords in School View

Student Portal passwords can be reset by school staff whose MyEducation BC accounts have been assigned a specific role. This access is limited to a maximum of two school-based staff. Please ensure your students are aware of who to speak to at your school to have their passwords reset. They must communicate their request in person to a designated staff member, and the student’s identity must be verified before proceeding. Please do not instruct students to call the Help Desk for password resets. If the designated staff are not available, another staff member (a teacher or an Admin staff member) can contact the Help Desk on a student’s behalf.

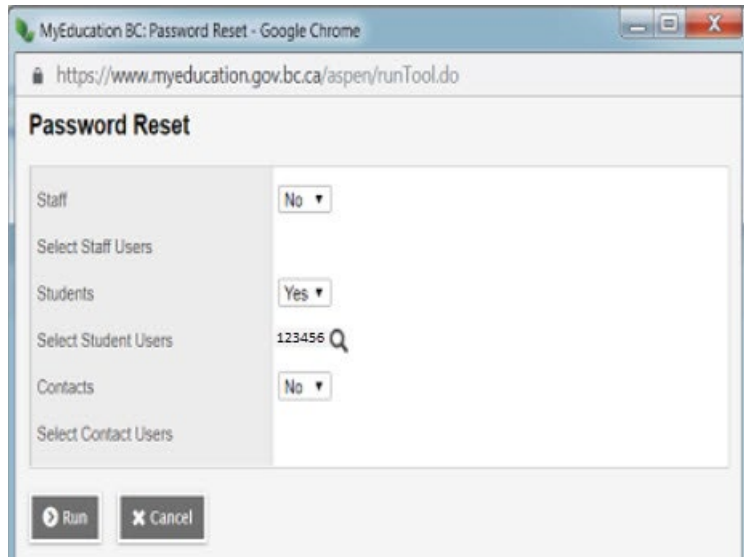
To reset a student password, go to School View > School top tab > Setup side tab > Options > Password Reset:



Click the drop-down arrow to change the value for “Staff” from Yes to No. The magnifying glass for “Select Staff users” will disappear. Click the drop-down arrow to change the value for “Contacts” from Yes to No. The magnifying glass for “Select Contact Users” will disappear:

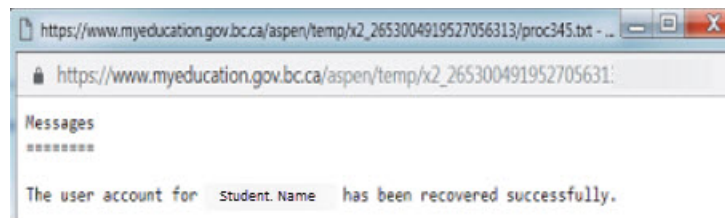


A search window showing the list of students appears when you click the magnifying glass for “Select Student Users”. You can select one or multiple students, then click OK. This takes you back to the Password Reset window, which shows the list of pupil numbers you selected.

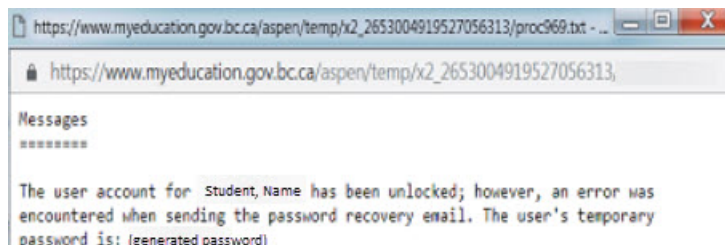


Click Run to reset the password(s). The student password(s) will be reset, and any accounts which may have been disabled will be re-enabled.

If the student's e-mail address is entered in the Demographics tab of their student record, (School view > Student top tab > student's Details side tab > Demographics > Student email), they will receive an e-mail with their generated password from syadmin@myeducation.gov.bc.ca. You will receive the following message:



If the student's e-mail address is not entered in the Demographics tab of their student record, you will receive the following message:



You can also view generated passwords by going to School View > Student top tab and selecting the "User Accounts" field set. Do a query for the student(s) and view the generated password(s) in the column on the far right, next to the Login ID. Provide the Login ID and generated password(s) to the student(s).