

Family & Student Portal Accounts

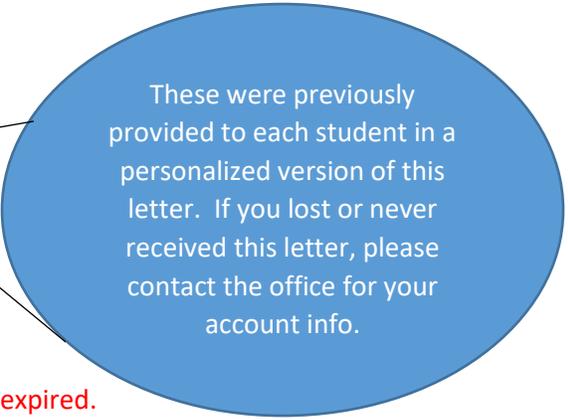
Activating Your Account

Note: When setting up your MyEducation BC Family & Student Portal for the first time, use a computer as opposed to a phone, iPad or tablet. The mobile app doesn't always handle the set-up correctly.

- 1) Navigate to the school website at North.burnabyschools.ca and click on "Family Portal Login".
- 2) Make sure popups are enabled for your browser.
- 3) Enter your user name and password.

- a. Your user name is:
- b. Your temporary password is:

Note: The password is case sensitive.



These were previously provided to each student in a personalized version of this letter. If you lost or never received this letter, please contact the office for your account info.

- 4) Click "Log On".
- 5) You will receive a message indicating that your password has expired.
Create a new password, carefully following the password criteria below:
 - i. Minimum length of 8 characters
 - ii. At least one number
 - iii. At least one capital
 - iv. At least one lowercase letter
 - v. At least one of the following symbols: \$, #, &, @
 - vi. Cannot contain "password", log-in name, first name, middle name, last name, date of birth, personal ID, or any sequential letters or numbers
- 6) Enter your email address. **DO NOT SKIP THIS STEP.** This will allow you to use the "I forgot my password" feature in the future.
- 7) Set up your security question. **DO NOT SKIP THIS STEP.** Choose a security question/answer that you will never forget. Eg, the city where your father grew up, the city where your mother grew up, the city where you were born, your father's middle name, or your mother's maiden name.

Forgot your password? If you have forgotten your password, or if you have mistyped your password 5 times and your account is locked, the system can help you reset your password.

- Click the blue "[I forgot my password](#)" link on the log-on screen.
- Enter your email address exactly as you entered it in Step 6 above.
- Enter the answer to your security question. If you answer it correctly, a new temporary password will be sent to your email account.
- Retrieve the temporary password from your email account and use it to log on to the Student Portal.
- You will then be asked to create a new password.

Trouble with your security question? The answer to your security question is case-sensitive. If you mistype the answer to your security question 3 times, the "I forgot my password" function will be frozen. You will need to contact the school office to have your password reset.

Want to change your password, email address or security question?

- a. Click on your user name and drag down to "Set Preferences".
- b. Click on the "Security" tab to access the fields you want to change.

Questions? Call the school at 604-296-6875.