

# Forgot your password?

If you forget your password, click “I forgot my password” on the Log On Screen.

Once you successfully answer your security question, a new password will be emailed to you.

**IMPORTANT:** The recovery process asks for your current Login ID and Email address. Both are Case Sensitive.

The screenshot shows the MyEducation BC Prod 6 login interface. It features a 'Login ID' text box, a 'Password' text box, and a 'Log On' button with a right-pointing arrow. A red rectangular box highlights the 'I forgot my password' link located below the password field.

## If password recovery fails or forgot Login ID

Please contact the school office or go to <https://www.sd35.bc.ca/students-parents/myedbc-family-portal-help/> to submit MyEDBC Assistance Form

### MyEDBC Request for Assistance

Name \*

First

Last

Your name

Email \*

Your email address provided to the school

Which of the following applies to you? \*

- Student
- Parent/Guardian
- Employee

Login ID

Your Login ID (eg. sd35-xxxxxxx)

Student(s) Name \*

All students' full names if you have more than one child

School \*

School attending

Problem Encountered: \*

Submit