



# Frequently Asked Questions

## Account Disabled

- **Error Message: This account has been disabled.** You have entered the incorrect password too many times, you will need to follow the steps for 'I forgot my password'. The Password Reset window will pop up – enter the information as indicated. **Remember what is being entered is case sensitive.** You will be emailed a new temporary password.

**MyEducation BC Prod 6**

Login ID

Password

Log On

**1** I forgot my password

**2**

**3**

**4** Continue

**5**

**6** Submit

**7**

**8** Enter the new password that was emailed to you.

**9** Log On

**10** OK

**11** Enter the new password that was emailed to you.

**12** Enter a new password following the Parameter above.

**13** Re-Enter the new password.

**14** OK

**Password Reset**

Login ID

user.name68

Primary email

user.name@sd68.bc.ca

What city were you born in?

Enter your MyEd Login ID in lowercase

Enter your SD68 email address in lowercase

Enter the answer to the question you selected. Answers are case sensitive.

**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

Your password has expired. Please create a new one.

Current Password

New Password

Confirm New Password

OK Cancel

## Password Requirements

When choosing a new password, please refer to the following guidelines:

- Password must be a minimum of **eight** characters
- 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.

### Logging into MyEd from SD68 staff page

- When you click on MyEducation link from SD68 staff page, enter only the first part of your email address and your email password at the log-in window, not your MyEd user name and password. i.e. **User Name:** jsmith or john.smith **Password:** your SD68 email password. You will then be directed to the MyEd webpage, at this point you can click on the MyEducation BC logo at the top of the page to bring you to the MyEd log-in window.

### Clear Browsing Data

- When things are not working correctly in Google Chrome or older cached documents are showing when you click on a PDF link, press **CTRL+SHIFT+DELETE** on your keyboard to show the Clear browsing data window, select the settings as shown below and click **Clear browsing data**. Close and then open the Google Chrome browser and try again.

