

[Family Portal Frequently Asked Questions](#)

Q: How do I access the system?

A: You will receive an email with your login ID and password information. Please check your JUNK folder for the email. You can log on to MyEdBC Family Portal from any computer that connects to the internet.

Q: I don't have Family Portal Access.

A: Please email the school office at mbs@sd23.bc.ca to make sure your correct email address is in the contact information for your child.

Q: I've never received an email for Family Portal login ID and password etc.

A: Emails containing login IDs, passwords, etc. will come from the address sysadmin@myeducation.gov.bc.ca. If you haven't received an email, check your junk mail or email the school office at mbs@sd23.bc.ca to make sure your email address is correct in the contact information for your child.

Q: What is my login and password?

A: Your login and password have been sent to you via email. Please check your junk folder if you did not get it or email the school office at mbs@sd23.bc.ca.

Q: I forgot my password.

A: If you forget your password, click "I forgot my password" on the MyEducation 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.**

Q: If my password fails.

Passwords are good for 90 days to protect your child's data and you will be prompted to change your password. **Please make sure to allow pop-ups.**

Q: If my password fails or I forgot my Login ID.

A: Please contact the school office at mbs@sd23.bc.ca

Q: I tried to many times and got disabled.

A: Please email mbs@sd23.bc.ca for a reset of your password

Q: I see a blank window when I double click the PDF report cards.

A: Please make sure to allow pop-ups (unblock pop-ups). Pop-ups should be enabled for some features of the site to work properly.

Q: I cannot login to the Family Portal or am having trouble viewing items.

A: Home computers may have unique restrictions. If you experience difficulties, try another web browser such as Chrome, Internet Explorer, Firefox, Safari, Opera, MS Edge. One of these may be the reason you cannot login or are having trouble viewing items. Use a desktop or laptop computer as mobile devices do not work reliably when initiating accounts.

Q: I received more than one email with different Login IDs.

A: If you receive more than one login IDs it may be because the contact information for one child is different from the contact info for another child and the system was unable to merge your accounts. Please email the school at mbs@sd23.bc.ca to make sure your information is correct. **A single username login should give parents access to ALL their children's information.**

Q: Why can I only see one of my children on the Family Portal?

A: If you cannot see one or more of your children when you log into the portal, please email mbs@sd23.bc.ca

Q: I cannot see a report card for my child.

A: Published Report Cards will remain on the system for a certain period of time. All current and previous class marks will be on the Transcript side tab.

Q: Contact detail information is incorrect.

A: Please email the school office at mbs@sd23.bc.ca