

Burnaby School District 41

FAMILY PORTAL

Functionality Information for users

References

This guide references information from Family and Student Portal Functionality Information for District Users V1.1, created by Fujitsu.

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1. MyEducation BC Family Portal

The Burnaby School District uses the MyEducationBC database for student records. Each Parents/Guardians will have an account that allows you to view your child’s attendance, contact information, and term/final report cards.

For parents/guardians to access the Family Portal, the school will require a valid confidential email address for each Parent/Guardian who is to have access. An account WILL NOT be created without a valid email address. Once an account has been created, it will be retained for the entire time that the student is at Burnaby School District.

For more information, reference materials for parents related to logging in and general portal use are available at <http://blogs.sd41.bc.ca/myedbc/parent-resources/>.

1. Logging on

This document will focus on using a desktop computer or laptop. The mobile application is limited and can only perform the basic functions.

The screenshot shows the MyEducation BC Prod login interface. It includes a 'MyEducation BC Login ID' field with a 'Request an account' link below it. A 'MyEducation BC Password' field has an 'I forgot my password' link below it. A 'Log On' button is present. A section titled 'Login using BC Services Card below' contains 'Enterprise BCSC Production SSO' and a 'BC Services Card' button. Annotations with red arrows point to these elements: 'Request an account' is noted as 'NOT for Burnaby School District Parents or Students'; 'I forgot my password' is noted as 'Encourage parents or students to use "I forgot my password" if they forgot their password'; and the BC Services Card section is noted as 'BC Services Card logins allow both students and parents to access MyEducation BC using their BC Services Card instead of their school-generated account password. Password resets will be handled through the BC Services Card rather than at the school level.'

At the Burnaby School District, school generated login IDs and password for parents and students. Parents or student cannot request an account through MyEducation BC.

If a parent has linked their MyEducation BC account with their BC Services Card and wishes to revoke this connection, please contact the Helpdesk for assistance.

A valid email account must be provided for each parent/guardian that wishes to have Family Portal access.

If there are changes to your email address or if we do not have your email address on file, please notify the school by email as follows:

1. Please put "Family Portal" in the subject line.
2. Please email from the email address you wish to have on file and include your first and last name within the email.
3. Within the email, please include the student's first and last name(s) and grade. If there is more than one child, please include all children's names and grades within the email.
4. If there is more than one parent/guardian to have access, please include the other parent/guardian's first and last name and valid email address within the email.

Please proceed to the next page, "Activating Your Account", if there are no changes to the above information.

Navigate to <https://myeducation.gov.bc.ca/aspen/logon.do> webpage:

1. Enter the Login ID that was assigned to you.
2. Enter your Password (Case Sensitive).
3. Click Log On

MyEducation BC is case sensitive so you must enter the username and password as generated by the system.

When you log in for the first time, the system will prompt you to change your password.

1. Click OK.
2. Enter your current password
3. Enter a New Password using the Password Requirements
4. Confirm your new password
5. Click OK.

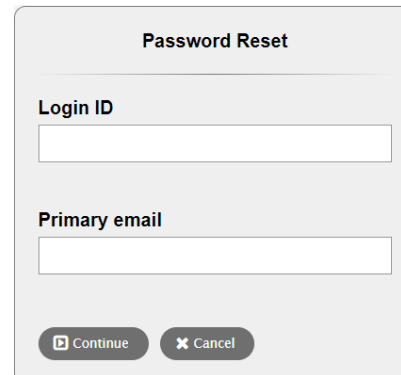
You will also be prompted to set up a security question so that in the future you can click “I forgot my password” to receive a new password.

1. Enter your primary email address. ***This email address will be used to receive a new password if you forget your password.***
2. Choose a security question
3. Enter your Security answer then confirm your security answer

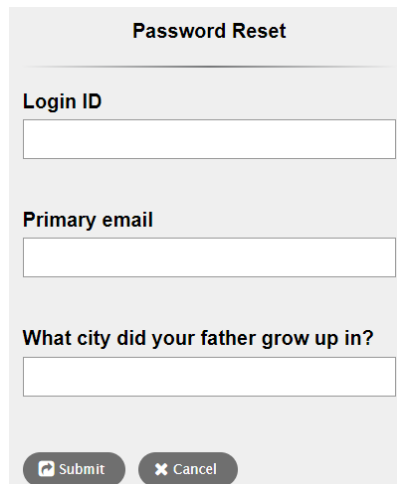
1.1. Forgot your password?

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.

1. Click the blue “I forgot my password” link on the log-on screen.
2. Enter your Login ID and email address
3. Enter the answer to your security question. If you answer it correctly, a new temporary password will be sent to your email account.
4. Retrieve the temporary password from your email account and use it to log on to the Family Portal
5. You will then be asked to create a new password.



The screenshot shows a mobile interface for a "Password Reset" form. At the top, the title "Password Reset" is centered. Below the title, there are two input fields: "Login ID" and "Primary email". At the bottom of the form, there are two buttons: "Continue" (with a right-pointing arrow icon) and "Cancel" (with an 'X' icon).



This screenshot shows a more complete version of the "Password Reset" form. It includes the "Login ID" and "Primary email" fields from the previous screenshot, plus a third field for a security question: "What city did your father grow up in?". At the bottom, there are two buttons: "Submit" (with a right-pointing arrow icon) and "Cancel" (with an 'X' icon).

Trouble with your security question? If you mistype the answer to your security question 3 times, the “I forgot my password” function will be frozen. You will need to reach out to school office to reset your password.

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

1. Click on your username and press the drop down to “Set Preferences”.
2. Click on the “Security” tab to access the fields you need to change.

A screenshot of a user preferences form with three tabs: "General", "Security", and "Communication". The "Security" tab is selected. The form contains the following fields:

- Primary email:
- Alternate email:
- Google Docs email:
- Security question: (dropdown menu)
- Security answer:
- Confirm answer:
- MyEducation BC Password: [Change](#)

At the bottom of the form are two buttons: "OK" (with a checkmark icon) and "Cancel" (with an 'X' icon).

2. Pages

Burnaby 2024-2025 Log Off

Pages Family Academics Groups Calendar

Welcome to MyEducation BC SDTest

MyEducationBC
One Student.
One Record.
All of British Columbia.

To Do

Overdue Online Assignments Tomorrow Today [Week View](#)

Overdue Online Assignments

Course	Assignment	Category	Due
No assignments scheduled.			

Today: Thursday, November 14

Course	Assignment	Category	Completed
No assignments scheduled.			

Tomorrow: Friday, November 15

Course	Assignment	Category	Completed
No assignments scheduled.			

System Maintenance & Announcements

Welcome to MyEducation BC SDTest

Last refreshed with PROD data as of Sat. Nov. 02 - 12:05 AM

Weekly Maintenance Windows - Outages may be required
Every Wednesday from 6:00 to 11:00 pm and every Sunday from 6:00 to 11:00 am. If outages are required, the Production environment will be unavailable during these windows.

Published Reports

Filename	DateUploaded	Creator	Description
No published reports			

Tasks Edit

Received	Workflow	Task	Subject
No Tasks			

Protecting Personal Information

Protecting personal information is critical to everyone using MyEducation BC. While school districts are responsible for the protection of their students and staff's personal information, the Ministry of Education ensures personal information is secure within MyEducation BC by implementing industry best practices and following strict privacy requirements.

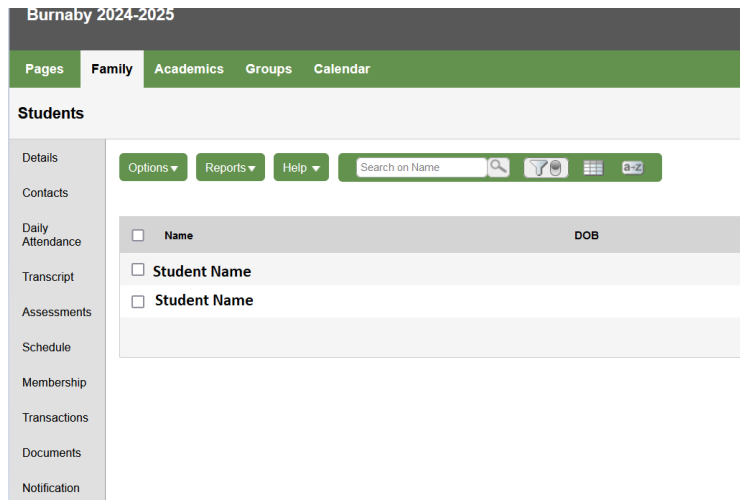
Learn more about how personal information is protected within MyEducation BC by visiting the following links:

Published Reports

Filename	DateUploaded	Creator	Description
No published reports			

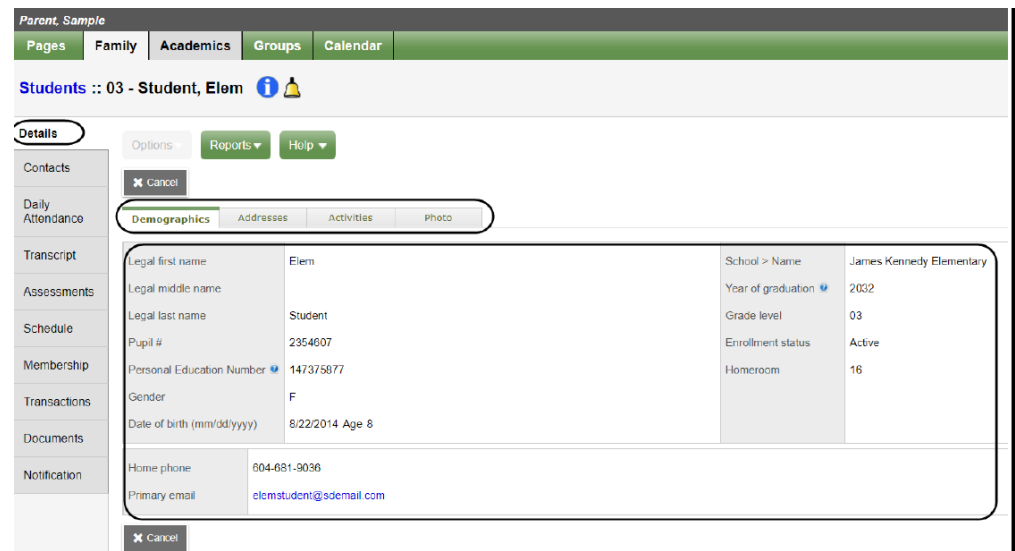
Published Reports displays any published reports that the user has access to. Typically this is report cards for the students. Portal users are not able to generate their own reports on demand and can only access Published Reports.

2.1. Family



Displays a list of all Active Students the user is connected with. (Contact has family portal access selected)

This section will display each student's demographics along with school information. Parents should review this information and advise the school should they have any questions or if changes are required. More information is contained under tabs titled Address, Activities and Photo.



This section will display student contact information that is stored for each student account. The main display area contains a summary of all contact attached to the student record. Selecting the hyperlink number shown in the “Priority” column will display more detailed information for the contact. Contact records for each student are maintained by the school office.

Priority	Name	Address	Relationship	HomePhone	WorkPhone
1	Parent, Sample	4895 19 A St Newton, BC V2Z 6L1	Mother		
2	Jhutytaheem, Sivaniga	6539 Southoak Cr Dr Lone Bute, BC V6Z 1L1	Father		
3	Greville, Jayse		Aunt		
4	Fik, Fredloue		Grandmother		
5	Sam, Sehran		Grandmother		

2.2. Daily Attendance

This area will display the student’s daily attendance records entered by teachers and school staff.

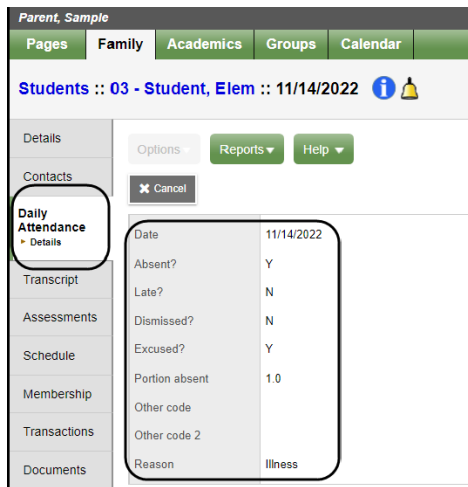
Date	Code	Reason	School > Name
12/6/2022	D-E		James Kennedy Elementary
11/14/2022	A-E	Illness	James Kennedy Elementary
11/7/2022	A-E	Illness	James Kennedy Elementary
10/26/2022	A-E	Illness	James Kennedy Elementary
10/11/2022	A-E	Illness	James Kennedy Elementary

Daily attendance records will be displayed as shown above with the most recent absence shown at the top of this list. When selecting an individual attendance record by choosing the hyperlink, the following details will displayed:

Absent: This will display either “Y” or “N” to indicate if the student was absent.

Late: This will display either “Y” or “N” to indicate if the student was late. If “Y” is indicated, more detailed information will be displayed below in the “Arrival and Departures” area.

Dismissed: This will display either “Y” or “N” to indicated if the student was dismissed. If “Y” is indicated, more detailed information will be displayed below in the “Arrival and Departures” area.



Excused?: This will display either “Y” or “N” to indicate if the student’s absence was excused was late. If “Y” is indicated, more detailed information will be displayed below in the “Arrival and Departures” area.

Portion absent: If the student is marked “Y” for absent, this field will indicate a corresponding portion of the school day missed for that date.


Other Codes – Schools may choose to display additional information.

2.3. Transcript Side Tab

Year	Grade	Course	Final	Credit
2022	02	APPLIED DESIGN SKILLS AND TECHNOLOGIES 2		0.0
2022	02	ARTS EDUCATION 2	PRF	0.0
2022	02	CAREER EDUCATION 2		0.0
2022	02	ENGLISH LANGUAGE ARTS 2	DEV	0.0
2022	02	MATHEMATICS 2	DEV	0.0
2022	02	PHYSICAL AND HEALTH EDUCATION 2	PRF	0.0
2022	02	SCIENCE 2	PRF	0.0
2022	02	SOCIAL STUDIES 2	PRF	0.0
2022	02	SUMMARY OF STUDENT LEARNING		0.0
2022	02	STUDENT SELF-ASSESSMENT OF CORE COMPETENCIES		0.0

The Transcript Side Tab will display all courses and grades entered by school staff and teachers.

To view all records, ensure the Filter menu is set for "All Records,"

then select the "Dictionary"  and select "All". Each record will display the school year, course title, final marks (if course has been completed) and credits earned if the course is in grade 10 or higher.

Note: Transcript records may not be available, depending on whether the school provides access through the family portal.

2.4. Credit Summary Sub Side Tab

The credit Summary page displays credits earned for each school year that will count towards the total required for graduation (grade 10 or higher).

The Transcript credits column displays the number or credits earned based on the courses completed that each school year. Adjusted Credits are manually added if required. Both of these values will be totalled to provide the Total Credits value.

Parent, Sample

Pages Family Academics Groups Calendar

Students :: 11 - Student, Sample

Details Options Reports Help

School year	Grade level	Transcript Credits	Adjusted Credits	Total Credits
2019-2020	08	0.0000	0.0000	0.0000
2020-2021	09	0.0000	0.0000	0.0000
2021-2022	10	28.0000	0.0000	28.0000
2022-2023	11	0.0000	0.0000	0.0000
Total		28.0000	0.0000	28.0000

Credit Summary

2.5. Schedule Sub Side Tab

This tab provides the student's schedule for the school year. The view can be toggled between List view or Matrix view by selecting the selected area. The image below is the List view.

Parent, Sample

Pages Family Academics Groups Calendar

Students :: 11 - Student, Sample

Options Reports Help Search on Schedule

Matrix view >>

Course	Description	Schedule	Term	Classm	Teacher
MFOOD11-04	FOOD STUDIES 11	A(1-2)	S1	135	Gumpayee, Dianajade
MFORM-11-01	FOUNDATIONS OF MATHEMATICS 11	A(1-2)	S2	100	Sawatsky, Bronson
MCLC-12-03	CAREER LIFE CONNECTIONS	B(1-2)	S1	146C	Bouyer, Chaewon
MEFLS11-01	EFP LITERARY STUDIES AND WRITING 11	B(1-2)	S2	103	Paraguassudesacuena, Zunsada
YLRA-2B-01	BA LEISURE & REC BASKETBALL 12B	C(1-2)	S1	GYM-W	Micheal, Marvina
MFR--11-01	FRENCH 11	C(1-2)	S2	200	Nudel, Minjoon
MLFSC11-01	LIFE SCIENCES 11	D(1-2)	S2	224	Mattrick, Chaz

The Matrix view in the image below will display Semester 1 (1-1) and Semester 2 (2-1).

<< List view

Time Q3

	1 - 1	2 - 2
1-G	G	MFR--11-01 FRENCH 11 Nudel, Minjoon 200
2-B	MEFLS11-01 EFP LITERARY STUDIES AND WRITING 11 Paraguassudesacuena, Zunsada 103	MLFSC11-01 LIFE SCIENCES 11 Mattrick, Chaz 224
3-A	MFORM-11-01 FOUNDATIONS OF MATHEMATICS 11 Sawatsky, Bronson 100	MFORM-11-01 FOUNDATIONS OF MATHEMATICS 11 Sawatsky, Bronson 100
4-D	MLFSC11-01 LIFE SCIENCES 11 Mattrick, Chaz 224	MEFLS11-01 EFP LITERARY STUDIES AND WRITING 11 Paraguassudesacuena, Zunsada 103
5-C	MFR--11-01 FRENCH 11 Nudel, Minjoon 200	

2.6. Request Sub Side Tab

Requests are displayed during the process when the student is selecting next year's courses. The summary below will display the school year total of Primary and Alternate request that were selected. The Alternates column will display which courses are or are not alternates.

Daily Attendance	0 of 9 selected							
Transcript	2023-2024 - Requests: 6 primary, 3 alternate - Scheduled: 0% - Credits: 24.0							
Assessments	<input type="checkbox"/>	SchoolCourse > CrsNo	SchoolCourse > Description	SecType	Alternate?	Priority	Alt 1 > CrsNo	Alt 2 > CrsNo
Schedule	<input type="checkbox"/>	MACC-12	ACCOUNTING 12		N	0		
Schedule	<input type="checkbox"/>	MACLV12	ACTIVE LIVING 12		N	0		
Requests Details	<input type="checkbox"/>	MACLV12K	ACTIVE LIVING 12 - Basketball		Y	0		
Membership	<input type="checkbox"/>	MATPH12	ANATOMY AND PHYSIOLOGY 12		N	0		
Transactions	<input type="checkbox"/>	MENFP12	ENGLISH FIRST PEOPLES 12		N	0		
Documents	<input type="checkbox"/>	MIDS-2H	AVID 12		Y	0		
Notification	<input type="checkbox"/>	MTAUT12	AUTOMOTIVE TECHNOLOGY 12		N	0		
	<input type="checkbox"/>	MVAST12	ART STUDIO 12		Y	0		
	<input type="checkbox"/>	MWEX-2A	Work And Volunteer Experience (WAVE) 12A		N	0		
	Course Request Adjustments							

3. Academics Top Tab

3.1. Classes Side Tab

Course section information, including attendance data will be available to view in the Classes side tab. Each school will determine when this information is available.

This area will list all courses the students is currently enrolled in for this year. The screen below allows for selection of a student if multiple students are connected to the portal account. This feature is not available in the Student portal.

Parent, Sample									
Pages Family Academics Groups Calendar									
Classes									
Details	Options Reports Help Search on Term								
Assignments	Student Student, Sample								
Attendance	0 of 4 selected Current Year Current Term								
<input type="checkbox"/>	Description	Term	Teacher	Classm	Term Performance	Abs	Tdy	Dsm	
<input type="checkbox"/>	FOUNDATIONS OF MATHEMATICS 11	S2	Sawatsky, Erenson	100		3	1	0	
<input type="checkbox"/>	EPF LITERARY STUDIES AND WRITING 11	S2	Paraguassudesacuenca, Zurisadai	103		0	0	0	
<input type="checkbox"/>	FRENCH 11	S2	Nudel, Mirjoon	200		0	0	0	
<input type="checkbox"/>	LIFE SCIENCES 11	S2	Matrick, Chaz	224		0	0	0	

3.2. Details Sub Side Tab

This Class details section will provide a summary for both grades reported and attendance data. This data will only pertain to the class selected in the Classes displayed at the top of the screen below.

The screenshot shows the 'Details' sub-side tab for a class. The page title is 'Classes :: Student, Sample - MFOM-11-01 - FOUNDATIONS OF MATHEMATICS 11'. The 'Attendance' sub-tab is selected. It shows an 'Attendance Summary' table and an 'Average Summary' table.

Type	Q1	Q2	Q3	Q4	Year
Absent	0	0	3	0	3
Tardy	0	0	1	0	1
Dismissed	0	0	0	0	0

Category	Q1	Q2	Q3	Q4
Last posted grade			78	
Final grade				

3.3. Attendance Sub Side Tab

The attendance side-tab lists all dates not in class for the entire period, due to an absence, late or dismissal. Attendance reasons will also be provided if entered.

The screenshot shows the 'Attendance' sub-side tab. The page title is 'Classes :: Student, Sample - MFOOD11-04 - FOOD STUDIES 11'. The 'Attendance' sub-tab is selected, showing a list of dates with codes and reasons.

Date	Code	Reason
12/9/2022	A	
12/7/2022	A-E	Team Activity
12/2/2022	A	
11/17/2022	A-E	ParentGuardianExcuse
11/16/2022	A-E	ParentGuardianExcuse
11/15/2022	A-E	ParentGuardianExcuse
11/14/2022	A-E	ParentGuardianExcuse
11/10/2022	A-E	ParentGuardianExcuse

3.4. Emailing

During the school year, parents and students may want to contact a teacher(s) to communicate assignments, homework, attendance concerns. This option is available at the Class side tab.

The screenshot shows the 'Classes' sub-side tab. The 'Academics' sub-tab is selected. The 'Options' menu is open, showing 'Send Email...' as the first option. The 'Classes' table is visible below.

Description	Term	Teacher
FOOD STUDIES 11	S1	Guimpayan, Dianajade
CAREER LIFE CONNECTIONS	S1	Bouver, Chaewon
BA LEISURE & REC BASKETBALL 12B	S1	Mcbeth, Marvinia
FOUNDATIONS OF MATHEMATICS 11	S2	Sawatsky, Bronson

To begin an email, select Options – Send email. The following dialog window will appear:

From: Parent, Sample <studentparent@sdemail.com>

To: Sawatsky, Bron... X Nudel, Yafei X Paraguassudes... X Mattrick, Chaz X

Total Recipients: 4

Include Primary Email Address
 Include Alternate Email Address

Bcc:

Subject:

Attachment: Add File

Font Size Format A A B I U x₂ x² I_x

Enter email body

Send Cancel