REQUESTING A NEW PASSWORD FOR MYEDUCATION BC

Step 1. Go to: https://myeducation.gov.bc.ca/aspen-login/?deploymentId=aspen

Click on: **Trouble logging in?**

Step 2. Select **Retrieve Login ID→** if you don't remember your login information, or
Select **Reset your password** if you recall your login information but not your password.

Trouble logging in

Retrieve your Login ID if you want to retrieve your Login ID.

Reset your password if you have forgotten your password.

If you are having issues logging into the system, please contact your school administrator directly.

Your user account is managed by your school, not by Follett, and your school will be able to answer your requests or questions about access to the system.

Close

Step 3. If you have selected Password Reset - Type in your login ID and then click, **Recover Password**

Check your email (this may take some time to arrive and/or check your Junk/Spam folders).

The email will look like this:
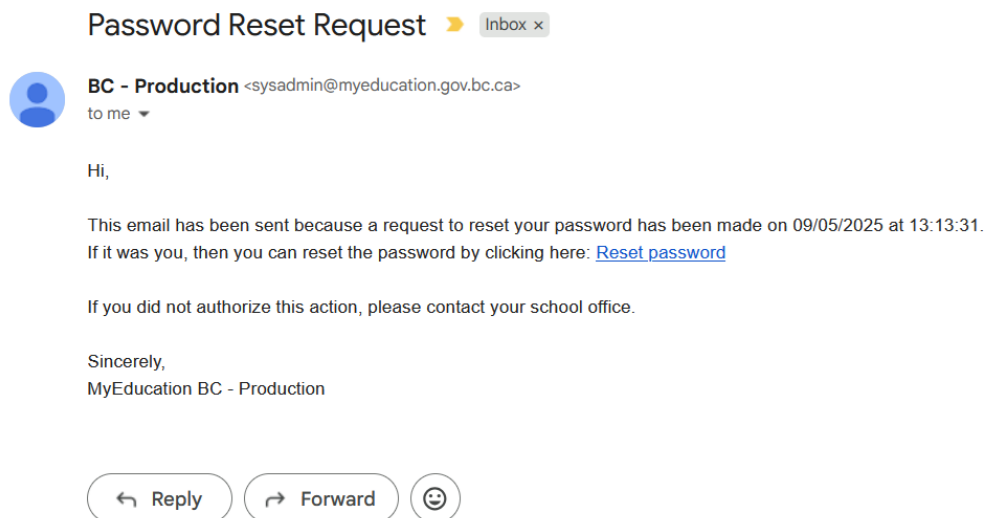
Step 4. Click on **Reset Password**

It will take you to a new screen.

Step 5. Type in your "new" password **twice.** And then click on **Reset Password**

English (Ca... ∨

BRITISH
COLUMBIA MyEducationBC

BC - Production

Password   Requirements

Type in your new password

Confirm Password

Type in your new password

Reset Password

Copyright © 2003-2025
Follett Software, LLC.
All rights reserved.

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

Step 6. When completed, it will take you back to the login screen where you can login with your login Id and your new password

If you receive an error message, contact your school office to reset your password.

RETRIEVING YOUR LOGIN ID FOR MYEDUCATION BC

If you selected Retrieve your Login ID in Step 2, type in your email address (as a student or staff – your school district 33 email, as a guardian - the email address you provided to the school) the click **Recover Login ID**. If you are unsure of the email address, contact the school.

An email will land in your inbox with your Login ID.