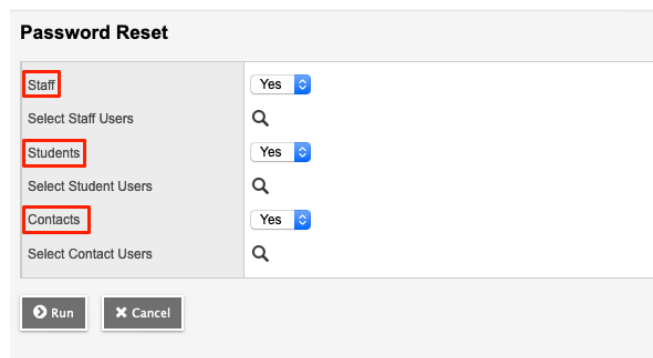


## Resetting Parent (and Staff) Passwords

Although MyEdBC accounts have an automatic password reset feature, for schools using the Family Portals there will inevitably be a certain amount of password management.

Luckily, resetting passwords is something that can be done quickly and easily from the office. Use the following as a guide.

1. Log into your MyEdBC account.
2. Go to the School top tab>Setup side tab (i.e. the default side tab)
3. Under the Options menu choose **Password Reset**
4. On the next screen choose the user group for whom you want to reset the password(s)



The screenshot shows a 'Password Reset' dialog box. On the left, there are three sections: 'Staff' with 'Select Staff Users', 'Students' with 'Select Student Users', and 'Contacts' with 'Select Contact Users'. Each section has a red box around its name. To the right of each section is a search icon (magnifying glass) and a 'Yes' dropdown menu. At the bottom of the dialog are two buttons: 'Run' and 'Cancel'.

5. Once the user group has been chosen, use the magnifying glass icon to bring up a list of users within that group who are associated with your school.
6. Once the user(s) have been chosen click **OK**, and then click **Run**. A new password will then be emailed to all users who were checked.

If portal users have difficulties *beyond* password resets, take down information about the nature of the problem ensure that you have the correct email for the user, and then pass the information, along with the user's email address, to TIS. They will take care of it from there.