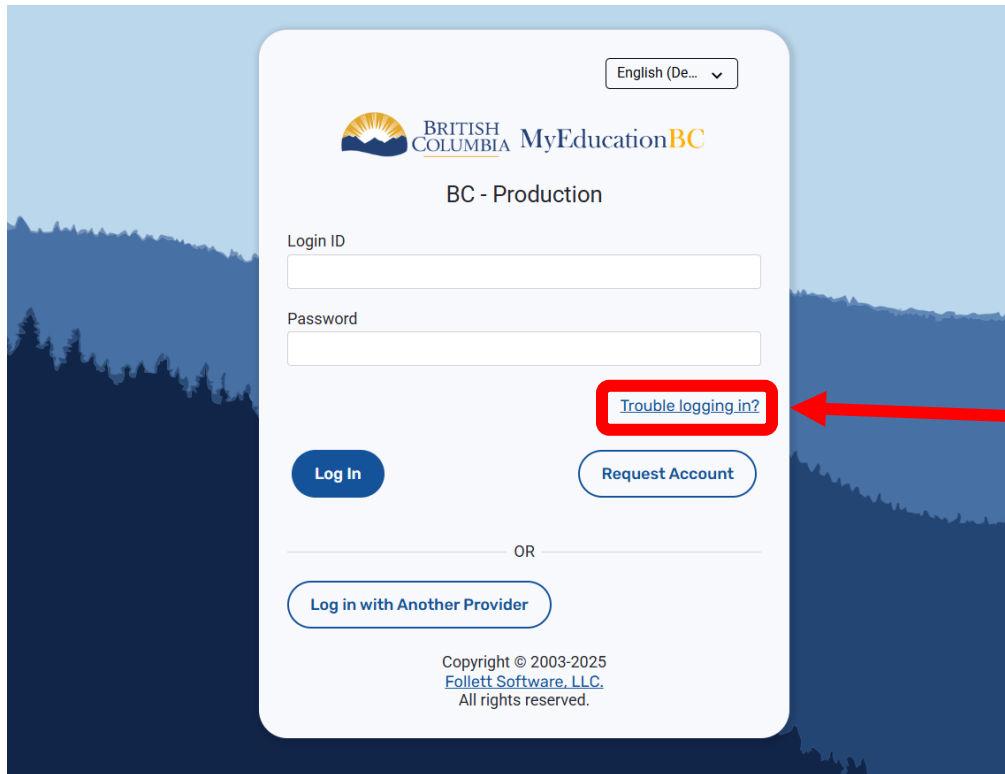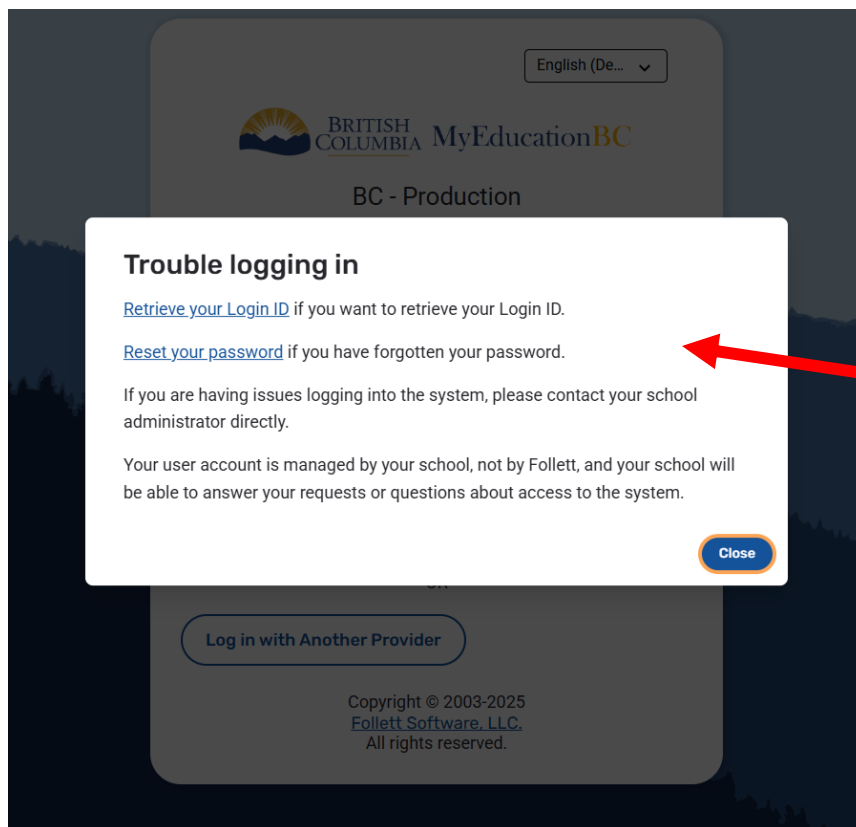# TROUBLE LOGGING IN?

Users can reset their expired passwords or retrieve their existing Login ID's from the log in screen by using the "Trouble logging in?" option.

Select "Trouble Logging In" if you do not know your Login ID or password.

Select Retrieve your Login ID or Reset your password.

RETRIEVE YOUR LOGIN ID

English (De... ⌄

BRITISH COLUMBIA MyEducationBC

BC - Production

Provide an email address

[←]

Recover Login ID   **Return to Login Page**

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For parents: the email you provide must be the same as the one in MyEd.

For students: you must use your sd33online.ca email address.

RESET YOUR PASSWORD

English (De... ⌄

BRITISH COLUMBIA MyEducationBC

BC - Production

Provide your Login ID

[←]

Recover Password   **Return to Login Page**

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For parents: Enter the number 33 followed by your name (not your student's) as your Login ID (33parentfirstname_parentlastname) in all lower-case letters.

For students: Enter your student number.

Your password will be sent to the email address we have on file.