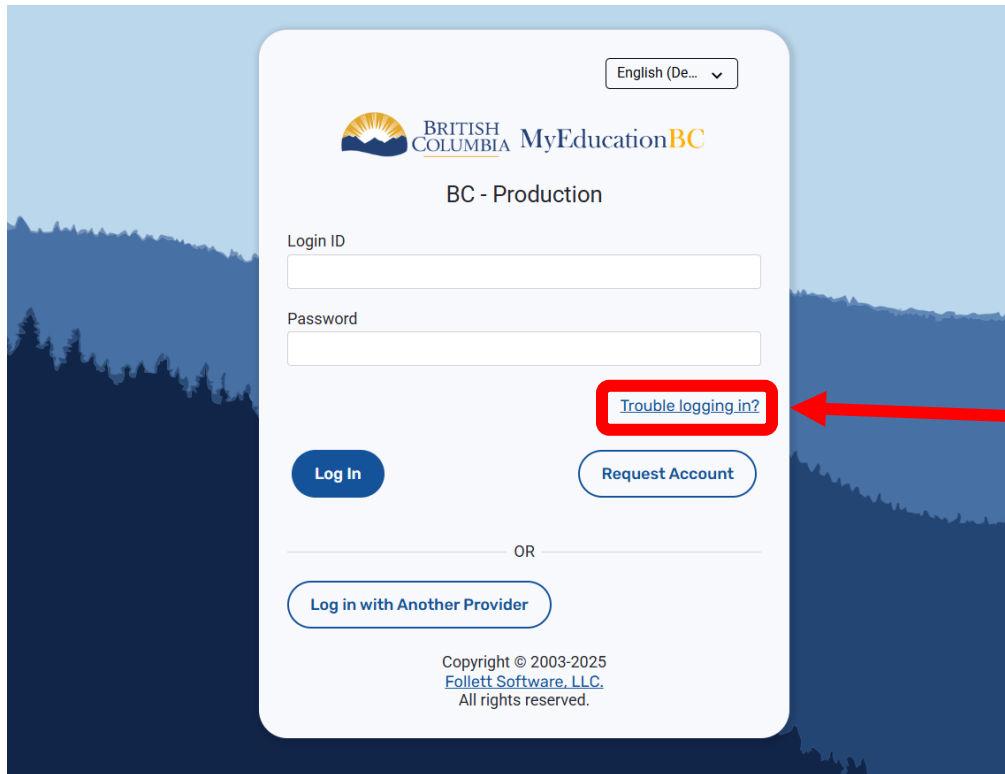


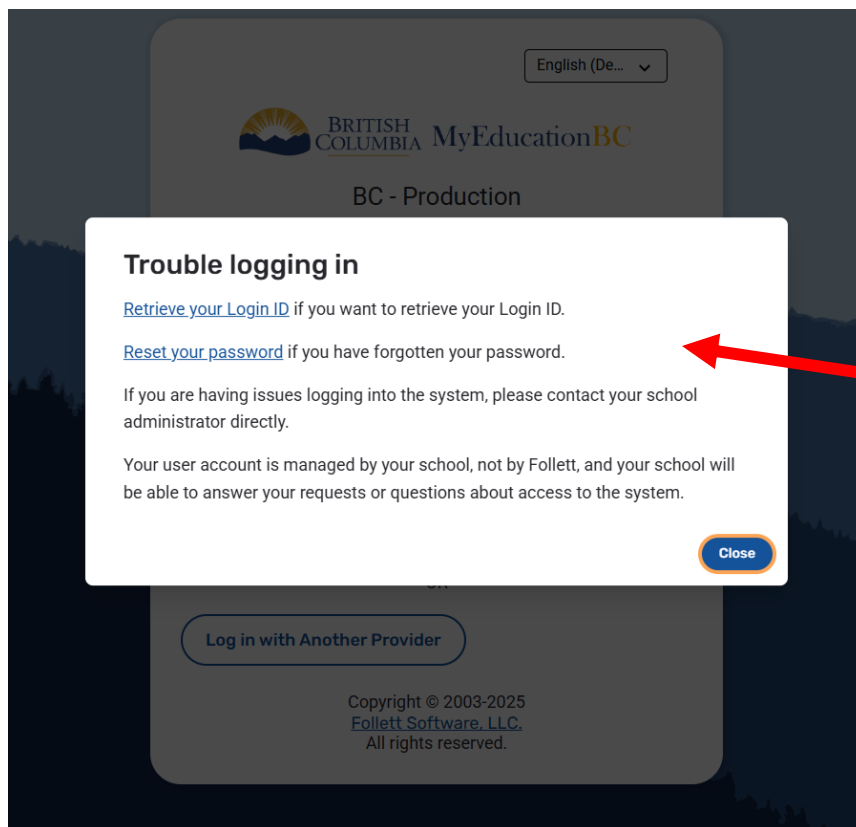
# TROUBLE LOGGING IN?

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.



The screenshot shows the MyEducationBC login interface. At the top right is a language dropdown menu set to "English (De...)". The logo for "BRITISH COLUMBIA MyEducationBC" is centered, with "BC - Production" below it. There are two input fields for "Login ID" and "Password". Below these fields are three buttons: "Log In", "Request Account", and "Trouble logging in?". The "Trouble logging in?" button is highlighted with a red rectangle, and a red arrow points from it to a text box on the right. Below the buttons is an "OR" separator and a "Log in with Another Provider" button. At the bottom, the copyright notice "Copyright © 2003-2025 Follett Software, LLC. All rights reserved." is displayed.

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



The screenshot shows the "Trouble logging in" modal dialog box overlaid on the login screen. The dialog has a title "Trouble logging in" and contains the following text: "[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.", and "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." A "Close" button is located at the bottom right of the dialog. A red arrow points from the "Reset your password" link to a text box on the right. The background login screen is dimmed.

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.