

# Family Portal



Haven't logged in for over 90 days?

Passwords are good for 90 days to protect your child's data.  
 You will be prompted to change your password.

you may need to log back in with your **new password** after resetting password.

Invalid Login **after** changing your password?

Forgot your password?

Click "I forgot my password" on the Log on screen.

The recovery process asks for your current Login ID, Email address, and your security question. They are **Case Sensitive**.

Invalid Login?

Both Login ID and Password are **Case Sensitive**.

Pop-ups are **Enabled**.

**Close your browser completely\*** and try again or **try with another browser**. (Chrome, Firefox, Microsoft Edge etc)

\* Closing browser completely on Mobile/Tablet, click [here](#).



**Login ID: sd35-xxxxxxx**  
 both logins and passwords are case sensitive.  
 Logins should be all lower case.



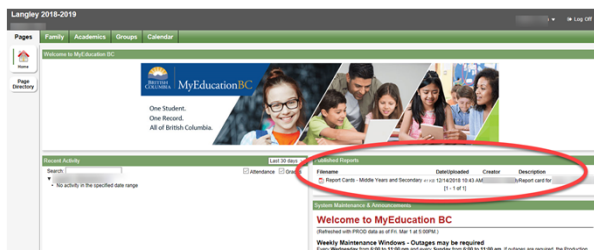
**One login ID**  
 should give parents access to all their children's information.



**Published Report Cards**  
 It is recommended that you save the PDF documents as the report card is only posted on the Family Portal for a limited time.



**How to use the Family Portal**  
 Please visit our website [here](#).



**Need Help?**  
 Please submit a request through our website <https://www.sd35.bc.ca/students-parents/myedbc-family-portal-help/myedbc-request-for-assistance-form/>

**For more information**  
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