



**Resetting Student/Parent/Staff Passwords**

| Type of Account                | Who should reset the passwords   |
|--------------------------------|----------------------------------|
| Staff User Accounts            | School P/VP                      |
| Student User Accounts          | Teacher-Librarian & Office Staff |
| Contact (Parent) User Accounts | Office Staff                     |

In the *School View*,  
**School** Top Tab, **Setup** Side Tab

Click **Options**, then **Password Reset**

### Password Reset

Staff

Select Staff Users

Students

Select Student Users

Contacts

Select Contact Users

1. If you are resetting a staff members password, select yes
2. In the next pop up, select the staff members that you are resetting
3. If you are resetting a students password, select yes
4. In the next pop up, select the student accounts
5. If you are resetting a parent/guardian password select yes
6. In the next pop up, select the contact (parent/guardian) accounts

▶ Run
✕ Cancel

Once staff, students, and/or contacts are selected, confirm you have selected the correct person(s).

### Password Reset

1. Confirm your work

Staff

Select Staff Users

Students

Select Student Users

Contacts

Select Contact Users

Yes

@sd73.bc.ca

Yes

@student.sd73.bc.ca, @student.sd73.bc.ca,

Yes

@gmail.com @shaw.ca

▶ Run
✕ Cancel
2. Click Run

**Note:** If you have selected more than one group and want to start over, click **CANCEL** to start over. **DO NOT** change to from **YES** to **NO**, this process will reset the unintended users



**Resetting Student/Parent/Staff Passwords**

After clicking **Run**, you will get a report in a popup window that lists the user accounts that had a password reset.

Users (staff, students, and/or parent/guardians) will receive an email that is similar to this:

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*Dow, Jane,*

*This email has been sent because a request to reset your password has been made on Tue Sep 12 09:53:07 PDT 2017. Your temporary password is displayed below. You will be prompted to set a new password the next time you log in.*

*Username: jdoe@sd73.bc.ca*

*Password: scar163CHAP*

*If you did not authorize this action, please contact your school office.*

*Sincerely,*

*MyEducation BC System Administrator  
BC*

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**Supporting users that have had their password reset.**

Once a user's password has been set, the reset password will appear in the GENPW column

Students:

**Student** Top Tab, Find the Student, Use the field set= *SD73 User Accounts*

Staff

**Staff** Top Tab, Find the staff name, User the field set = *SD73 Default Fields*

Parents/Guardians

**Student** Top Tab, Find the student, click the **Details** Side Tab, Use the field set = *SD73 User Accounts*