

Ministry of Education and Child Care Resource

BC Services Card Authentication FAQs

Purpose

This resource is a list of frequently asked questions (FAQs) and responses.

Context: MyEducation BC has partnered with Service BC to enable a single method of signing on to MyEducation BC. Users now have two options for logging in to MyEducation BC:

1. Username and password
2. BC Services Card

Please note: The username and password option remains available to all users. Parents and students with a MyEducation BC account and BC Services Card now have a second login option, which is to log in using their BC Services Card. If you choose to connect your MyEducation BC account to your BC Services Card, you will no longer be able to log in to MyEducation BC using your username and password.

Frequently Asked Questions

1. Can anyone log in to MyEducation BC?

No, only students, parents, and school/district staff who have a MyEducation BC account can log in to MyEducation BC.

2. What if I don't have a MyEducation BC account?

If you do not have a MyEducation BC account, you cannot log in to MyEducation BC. Contact your school/district for support.

3. What if I don't have a BC Services Card?

If you do not have a BC Services Card, you must log in to MyEducation BC with your username and password.

4. Why should I connect my MyEducation BC account to my BC Services Card?

Connecting your MyEducation BC account to your BC Services Card replaces the username and password login method. It resolves any username and password reset issues you may experience.

5. Does connecting my MyEducation BC account to my BC Services Card link my personal information stored in MyEducation BC and on my BC Services Card?

No, connecting your MyEducation BC account to your BC Services Card does not link the sensitive information contained in MyEducation BC or on your BC Services Card to one another. Connecting your MyEducation BC account to your BC Services Card allows your BC Services Card to share the login attributes with MyEducation BC, enabling an authenticated, single method of signing on to MyEducation BC. No other information is exchanged between MyEducation BC and the BC Services Card, nor can users navigate between these two services interchangeably. Personal information stored in MyEducation BC remains only accessible through MyEducation

BC, and personal information stored on the BC Services Card remains only accessible through the BC Services Card.

6. How do I setup my BC Services Card?

For information on how to setup your BC Services Card, see [this resource](#). For further support, contact the BC Services Card Tier 1 Help Desk at 1-888-356-2741.

7. What if I don't have a mobile device that supports the BC Services Card app?

You need a mobile device that supports the BC Services Card app to connect your MyEducation BC account to your BC Services Card. For information on how to setup your BC Services Card, see [this resource](#). For further support, contact Service BC toll-free at 1-800-663-7867.

8. Can I setup the BC Services Card app on my computer?

No, you must setup the BC Services Card app on your mobile device. For information on how to setup your BC Services Card, see [this resource](#). For further support, contact the BC Services Card Tier 1 Help Desk at 1-888-356-2741.

9. Can I log in to MyEducation BC with my BC Services Card on my computer?

Yes, once you have set up the BC Services Card app on your mobile device and connected your MyEducation BC account to your BC Services Card, you can log in to MyEducation BC from your computer with your BC Services Card.

10. Can I log in with my username and password after I've connected my MyEducation BC account to my BC Services Card?

No, once you have connected your MyEducation BC account to your BC Services Card, you will no longer be able to log in to MyEducation BC with your username and password. If you try logging in to your MyEducation BC account with your username and password after connecting it to your BC Services Card, you will receive an error message and be directed to log in with your BC Services Card. Follow the prompts to log in using your BC Services Card.

11. What if I forgot my MyEducation BC username and password?

Contact your school/district for support with your MyEducation BC username and password.

12. What if I've requested a MyEducation BC account through the online registration process?

If you receive a MyEducation BC account through the online registration process and haven't logged in to MyEducation BC before, you will need to log in with your username and password at least once to activate your MyEducation BC account and reset your username and password. Once that is complete, you can connect your newly setup MyEducation BC account to your BC Services Card.

13. Will I lose the connection between my MyEducation BC account and my BC Services Card if my MyEducation BC account has been disabled?

No, once you have connected your MyEducation BC account to your BC Services Card, the connection remains in place even if your account is disabled. If your MyEducation BC account has been disabled, you will not be able to log in to MyEducation BC; however, upon your account being re-enabled, you can continue logging in with your BC Services Card.

14. What if my school/district doesn't use the MyEducation BC family portal?

If you are a parent and your school/district does not use the MyEducation BC family portal, you do not have a MyEducation BC account and cannot access MyEducation BC.

15. Can I connect my BC Services Card to more than one MyEducation BC account?

No, you can only connect your BC Services Card to one MyEducation BC account. Please ensure you are connecting your BC Services Card to your personal MyEducation BC account.

16. What if I have more than one MyEducation BC account?

You can only connect your BC Services Card to one MyEducation BC account. If you have more than one MyEducation BC account, you may connect one of your MyEducation BC accounts to your BC Services Card, and you will use your username and password to log in to your other MyEducation BC accounts. Contact your school/district for support with your MyEducation BC account(s).

17. Can I connect my BC Services Card to my child's MyEducation BC account?

No, parents must only connect their BC Services Card to their own MyEducation BC account. If a parent does not have a MyEducation BC account, they must not connect their BC Services Card to MyEducation BC.

Please note: MyEducation BC account functionality remains intact, regardless of login method.

18. How do I disconnect my BC Services Card from my MyEducation BC account?

Once you have connected your MyEducation BC account to your BC Services Card, they are intended to remain connected. If you have connected a MyEducation BC account and BC Services Card together in error, contact your school/district for support disconnecting them.

19. What if I connect my BC Services Card to someone else's MyEducation BC account?

If you have connected a MyEducation BC account and BC Services Card together in error, contact your school/district for support disconnecting them.

20. Can school/district staff log in to MyEducation BC with their BC Services Card?

No, school/district staff cannot connect their BC Services Card to their MyEducation BC account.

21. What if my MyEducation BC account has dual parent and staff roles?

Parents whose MyEducation BC accounts have both parent and staff roles are not able to connect to MyEducation BC using their BC Services Card. Staff accounts, and parent accounts with dual parent and staff roles, are not yet able to support a single method of signing on to MyEducation BC with the BC Services Card.