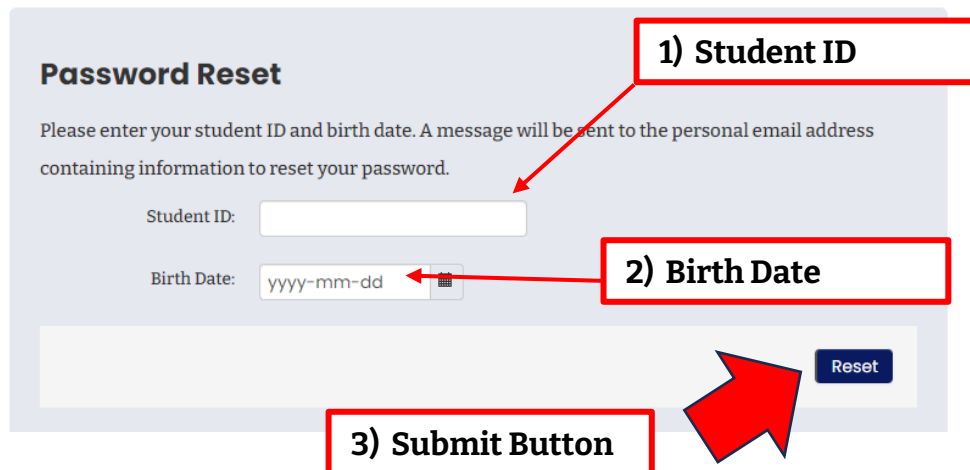


How to: Reset your MyBVC Password

1. On the login screen, click on the link that says **“forgot my password”**
 - a. You can also go directly to the password reset page at :
<https://account.mybvc.ca/PasswordReset.aspx>

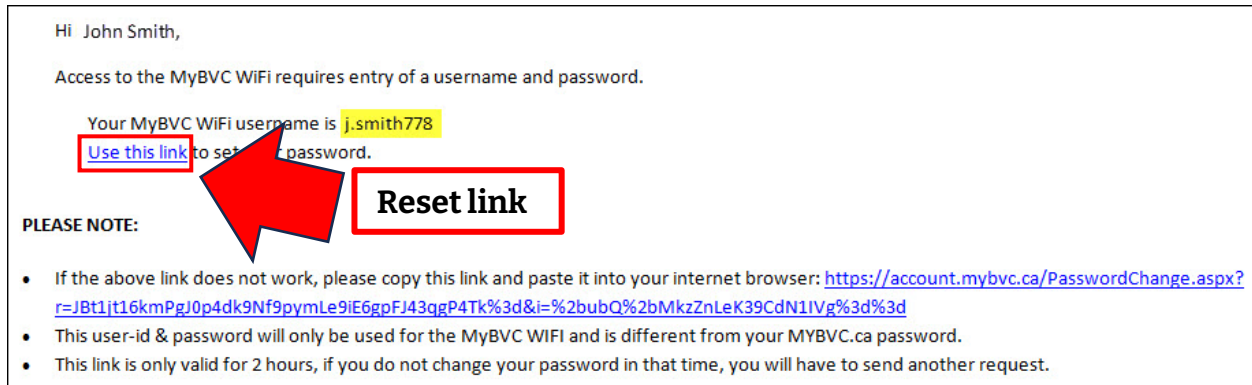


2. On the reset screen, enter your **Student ID** and **Birth Date**. Then click once on the **Reset Button**.

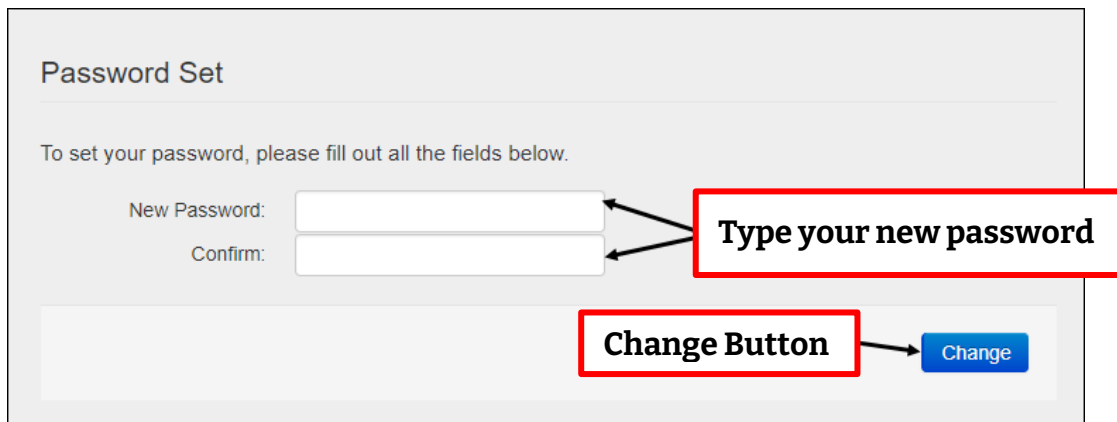


A screenshot of the 'Password Reset' form. The title is 'Password Reset'. Below the title is a paragraph: 'Please enter your student ID and birth date. A message will be sent to the personal email address containing information to reset your password.' There are two input fields: 'Student ID:' followed by a text input field, and 'Birth Date:' followed by a date input field with the placeholder 'yyyy-mm-dd'. A red box labeled '1) Student ID' has an arrow pointing to the Student ID input field. Another red box labeled '2) Birth Date' has an arrow pointing to the Birth Date input field. At the bottom right is a blue 'Reset' button. A red box labeled '3) Submit Button' has a large red arrow pointing to the 'Reset' button.

- An email with instructions will be sent to your PERSONAL email. This is the email account you used when you applied to attend BVC.



- Click on the link that says “**use this link to reset your password**”. Note: The link provided will only work for two hours after the email was sent.



- On the Password Reset page, **pick a new password** and then click once on the **Change Button** to create your new password.

Passwords must follow these rules:

- The password cannot contain your name, Student ID number or birth date.
- The password must be eight characters or more.
- The password must use at LEAST three things in this list:
 - Lowercase letter
 - Uppercase letter
 - Number
 - Symbol (eg. !@* &)

If the self-password reset does not work, call the BVC Help Desk at 403-410-1611 to have your password reset. Help Desk staff will ask questions to verify your identity.