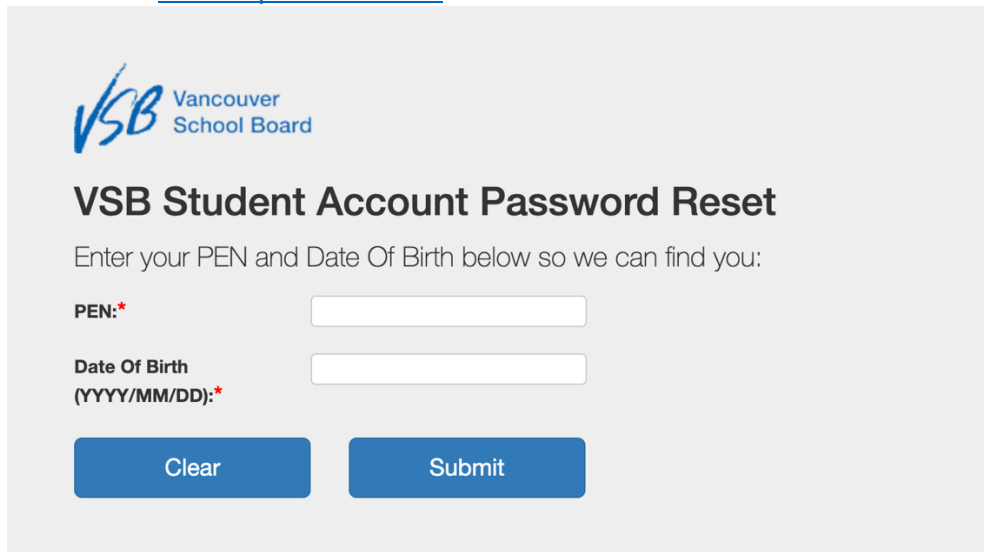


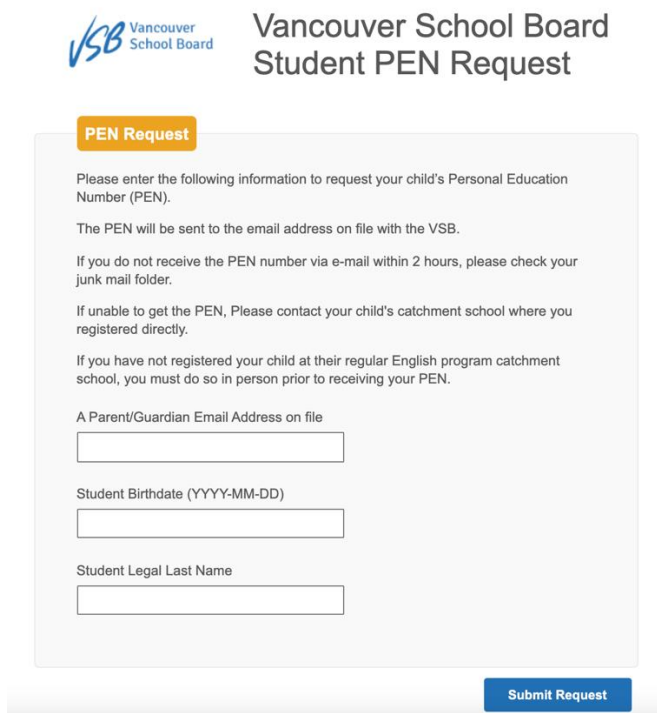
## Instructions for Students to Reset Passwords

1. Please visit [studentpass.vsb.bc.ca](http://studentpass.vsb.bc.ca)



The screenshot shows the VSB Student Account Password Reset page. At the top left is the VSB Vancouver School Board logo. The main heading is "VSB Student Account Password Reset". Below the heading, it says "Enter your PEN and Date Of Birth below so we can find you:". There are two input fields: "PEN:\*" and "Date Of Birth (YYYY/MM/DD):\*". Below the input fields are two buttons: "Clear" and "Submit".

2. Input student PEN (Personal Education Number) and Date of Birth
3. If you do not know the Student PEN number, please contact the office staff or visit the [VSB Student PEN Request](#) site. You will need to know the parent email address on file, student birthdate and legal last name.



The screenshot shows the Vancouver School Board Student PEN Request page. At the top left is the VSB Vancouver School Board logo. The main heading is "Vancouver School Board Student PEN Request". Below the heading is a "PEN Request" button. The page contains the following text: "Please enter the following information to request your child's Personal Education Number (PEN).", "The PEN will be sent to the email address on file with the VSB.", "If you do not receive the PEN number via e-mail within 2 hours, please check your junk mail folder.", "If unable to get the PEN, Please contact your child's catchment school where you registered directly.", "If you have not registered your child at their regular English program catchment school, you must do so in person prior to receiving your PEN." Below the text are three input fields: "A Parent/Guardian Email Address on file", "Student Birthdate (YYYY-MM-DD)", and "Student Legal Last Name". At the bottom right is a "Submit Request" button.