

Member Portal Help Guide

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What is MyBCTF?

MyBCTF is a secure area on the BCTF website for BCTF members only. We refer to it as the BCTF member portal.

Members can login to the portal and register for BCTF events, change their membership profile information, access content targeted to members, and participate in online discussion forums.

Logging in

Q. How do I login to MyBCTF for the first time?

If it is your first time visiting the BCTF portal, click on the link that says: *First time here? Sign Up Now!*. You will need your BCTF member ID **or** your district employee number and district name to complete the initial sign-up process. **If your employee number starts with a zero, please omit it when signing up.**

Once you have completed this process, **record your member ID and password.** Subsequent logins to the portal will require your BCTF member ID and your chosen password.

Q. What is my BCTF member ID and how do I find it?

Your member ID is a unique 6-digit number that the BCTF assigns in order to track your membership information. It is located on your BCTF Member Card.*

If you do not know your member ID, you can use your employee district number to sign up for MyBCTF. When you successfully sign in, the system displays your member number which you should record for future access.

* Effective November 2016, BCTF Member Cards are being distributed upon member request.

Q. What is my employee number?

Your employee number is assigned to you by your district. It can be found on the paystub you receive from your school district. **If your employee number starts with a zero, please omit it when signing up.**

Q. I have tried signing up with my member ID and/or my employee number, and I keep getting an error saying "We could not verify your information."

The system relies upon exact names to verify or authenticate that you are a BCTF member. You must enter your **legal first name** and last name. For example, if your legal first name is Gregory and you are entering the name Greg, the system will not recognize you. Therefore, if you have not entered your legal first name, please try again to see if this may be the problem.

Q. I have tried signing in using my BCTF member ID and/or my employee number, and I still can't seem to login to MyBCTF. How can I get help?

If you have tried logging in with what you believe to be correct information and are still having trouble, please e-mail portal@bctf.ca.

If you would like to speak to a BCTF staff person, please call 604-871-2119 or toll-free 1-800-663-9163 (local 2119) during the hours of 8:30 am - 5:00 pm. If you receive a voice mail message it is because we are helping other members and can't take your call immediately. Please leave a message and let us know the best time to reach you. We will reply to you as quickly as we can.

Q. What if I forget my password?

There is a "*Forgot your password*" link on the BCTF Member Portal login page. This link will take you to a page asking for your BCTF member ID and e-mail address. Fill in this information and an e-mail containing a password reset will be sent to your primary e-mail address on record.

Q. I forgot my member ID. How can I retrieve it?

There is a "*Forgot your member ID?*" link on the BCTF Member Portal login page. This link will take you to an online form that will prompt you to re-enter your profile information. If entered correctly, you will be logged into the portal.

Q. How can I reset or update my password?

Once you are logged in to MyBCTF, you can update your password by clicking on the "*Change password*" link found in the MyProfile section of the portal.

PSA membership renewals

Q. I am a member of the BCTF. How can I renew my PSA membership online?

If you have a teaching position in a school district (actively teaching or on leave), you can login to the BCTF member portal using your BCTF member ID. If you are signing up for the first time, please follow the instructions in our logging in section to obtain your BCTF member ID and create a password.

Q. I do not have a teaching position in the public system but I am a member of a PSA. I don't know my BCTF member ID which is required to sign up to the member portal to renew my PSA membership and subscription. How do I obtain my ID?

All PSA members have been assigned BCTF member IDs so that the PSAs can keep track of their members through the BCTF membership system. PSA members include BCTF members, retired teachers, students, subscribers, independent school teachers, and administrators.

To obtain your BCTF member ID, please contact the PSA Co-ordinator at toll free 1-800-663-9163 (local 1802) or direct 604-871-1802. We can't e-mail your member ID for security/privacy reasons.

General inquiries and FAQs

Q. I am getting an error message when I enter my member ID. How come?

It could be that you are entering your Teacher Regulation Branch certificate number instead of your BCTF member number.

Q. Will I still be able to find the same content on the main BCTF website that I could before?

Yes and No. With the exception of bargaining information for members, little of the public content on the BCTF website has been moved to the member portal.

Q. I keep getting an error message when I click on a link. What should I do?

Please e-mail any errors to portal@bctf.ca, and provide the URL for the link and/or for the page where the link is referenced. Please also provide the title of the link so that we can check it.

Q. I have recently changed my address. How do I update my contact information?

You can update your address, phone number, and e-mail address by selecting the Make Changes menu or going to My Profile and clicking on the "*Update Address*" button.

Q. How do I update my school information?

Please e-mail your school information to membership@bctf.ca to update your member record.

Q. The system does not show my teaching positions or the teaching position is wrong. How do I change it?

Please e-mail membership@bctf.ca for assistance.

Q. The system does not show my union role or the union role information is wrong. How do I change it?

Please e-mail portal@bctf.ca. Your message will be forwarded to the division responsible for maintaining the union role data in the membership system.


Q. What does the *Events* link in the menu bar refer to? I thought it was to upcoming BCTF events.

The *Events* link connects to the section in the portal where members can register online for BCTF events.

Q. I clicked on a page in the portal and went to the public site. How do I get back to the member portal?

Click on the *BCTF Member Portal* button in the left column or use the back button in your browser to go back to the portal.

Q. I'm receiving a mixed content warning message in the portal. What does it mean?

The member portal contains both secure and unsecure (mixed) content. If you are using Internet Explorer (IE) a warning message may display every time you navigate to a page with mixed content. Here are [instructions](#)  to disable the warning message.

Other questions?

Please e-mail portal@bctf.ca or call 604.871.2119 or toll free 1-800-663-9163 (local 2119) for assistance. We look forward to helping you.