

Hero App Setup - Parents

1. Download the **Hero by LINC-ED** app from the App Store or Google Play. Note: use the keywords Hero LINC-ED when searching for the app.



2. Click **NEW USER**

The login screen features the Hero logo at the top. Below it are two input fields: 'Email' and 'Password'. At the bottom, there are three buttons: 'SIGN IN', 'FORGOT PASSWORD', and 'NEW USER'. The 'NEW USER' button is circled in red. A checkbox labeled 'This is a public device' is located below the buttons.

3. Enter the email address you provided the school when enrolling your child and click **REQUEST PASSWORD LINK**

The 'Welcome to Hero' screen displays the Hero logo and a message: 'Hero accounts are managed by each school. Once your school has created your account, you can complete your set up by adding your email address below. If you do not receive an email, please ask your school to check their records.' Below the message is an 'Email' input field containing 'myheroparent@gmail.com'. At the bottom, there is a 'REQUEST PASSWORD LINK' button circled in red and a 'BACK' link.

If your email address is not accepted, please contact the school office .

4. You will receive a message confirming a password email has been sent.

This screen shows the Hero logo and the text: 'Welcome to Hero. Hero accounts are managed by each school. Once your school has created your account, you can complete your set up by adding your email address below. If you do not receive an email, please ask your school to check their records.' Below this is a green box with a checkmark and the text: 'Please check your email to verify your request. Depending on your email provider it may take up to 15 minutes to arrive.' At the bottom is a 'BACK' link.

5. Open your email inbox and click on the Hero Password Reset email

If you do not receive a Hero Password Reset email, check your spam folder.

6. Click **RESET MY PASSWORD**

The email screenshot shows the Hero logo and the subject 'Password Reset Request' with a timestamp 'Jul 12 at 11:00am'. The body text reads: 'Hi. We have received a request to reset your password. To do this please click on the button below. If you did not request a password reset please ignore this email. Note: For security reasons, the link to reset your password can only be used once and is only valid for an hour.' At the bottom is a 'RESET MY PASSWORD' button circled in red.

7. Enter a secure password (8 or more characters), verify this password then click **SET PASSWORD**

The 'Reset Password' screen features the Hero logo and the text: 'Reset Password. Set your Hero Account password.' Below are two password input fields: 'New Password' and 'Verify New Password'. At the bottom, there is a 'SET PASSWORD' button circled in red and a 'BACK' link.

8. You will receive a confirmation message. Click **SIGN IN**

The success screen shows the Hero logo and the text: 'Reset Password. Success! Sign in below with your new password.' At the bottom, there is a 'SIGN IN' button circled in red and a 'BACK' link.

9. Enter your email address and your newly set password. If you are using a public device or do not want your password auto-saved, tick **This is a public device**

10. Click **SIGN IN**

The 'SIGN IN' screen features the Hero logo and the text: 'SIGN IN'. Below are two input fields: 'Email' (containing 'myheroparent@gmail.com') and 'Password'. At the bottom, there are three buttons: 'SIGN IN' (circled in red), 'FORGOT PASSWORD', and 'NEW USER'. A checkbox labeled 'This is a public device' is checked.

ONCE YOU HAVE SIGNED IN:

Community Notices

The first item you will see is Community notices. You will only see Notices that are relevant to your child/ren. i.e. Class, Team, Year, Group or Sporting Activity.

Menu

The Menu will allow you to access Student Profiles and Finance/Family statements.

Notifications

Take the time to look at your phone/device settings to see what app notifications you have available to you. i.e. App icon badges, Banner notifications & Lock Screen notifications.

NEED HELP?

Please contact the office or your child's teacher for assistance.