

Hero Parent Communications App

To set your password and log into Hero for the first time:

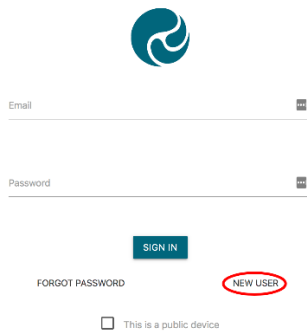
1. Download the **Hero by LINC-ED** app from the app store

Note: use the keywords Hero LINC-ED when searching for the app



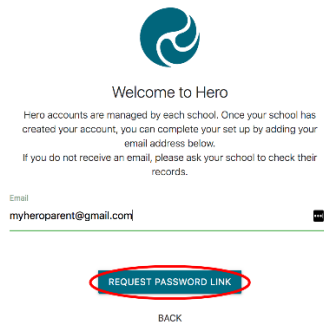
Alternatively, open your browser and enter **go.linc-ed.com**

2. Click **NEW USER**



The image shows the Hero login page. At the top is the Hero logo. Below it are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'SIGN IN' button. To the left of the 'SIGN IN' button is a 'FORGOT PASSWORD' link. To the right of the 'SIGN IN' button is a 'NEW USER' link, which is circled in red. Below these links is a checkbox labeled 'This is a public device'.

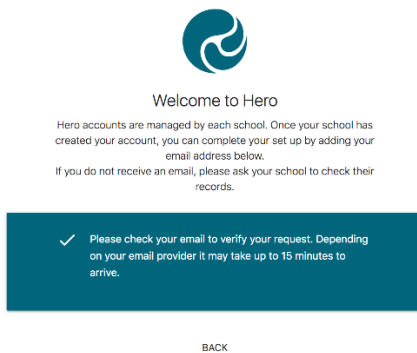
3. Enter the email address you have provided the school and click **REQUEST PASSWORD LINK**



The image shows the 'Welcome to Hero' page. At the top is the Hero logo. Below it is the text 'Welcome to Hero'. Underneath is a paragraph: '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 text is an 'Email' input field containing 'myheroparent@gmail.com'. Below the input field is a 'REQUEST PASSWORD LINK' button, which is circled in red. At the bottom is a 'BACK' button.

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

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

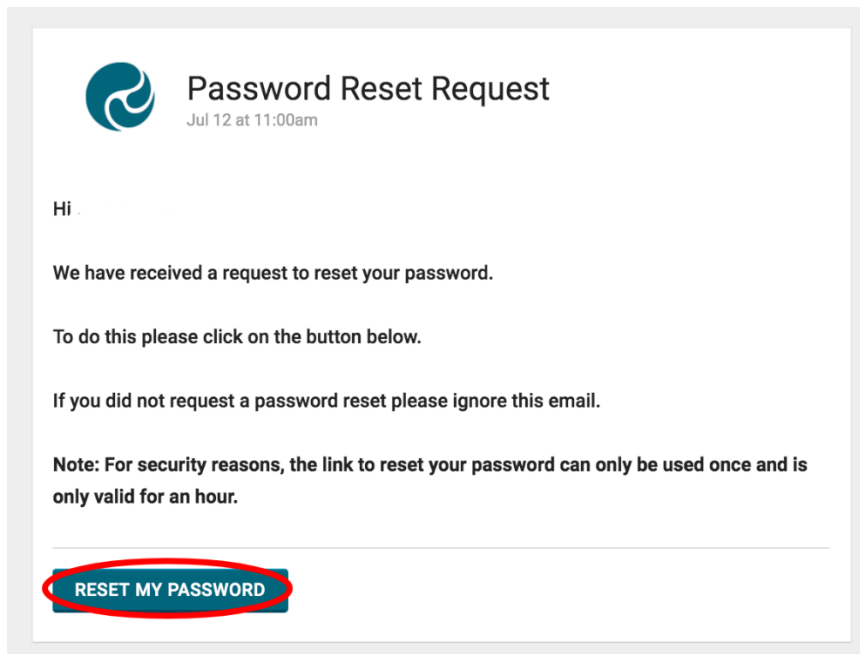


5. Open your email inbox and click on the Hero Password Reset email

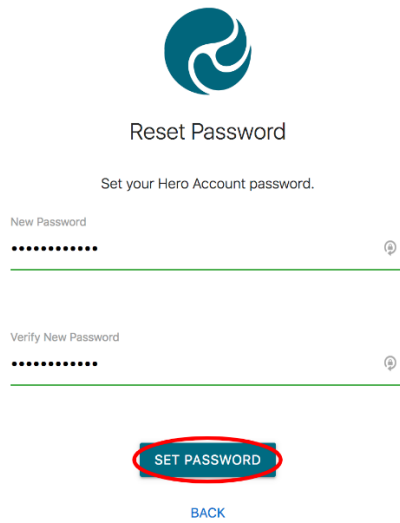


If you do not receive a Hero Password Reset email, check your spam folder.

6. Open the email and click **RESET MY PASSWORD**

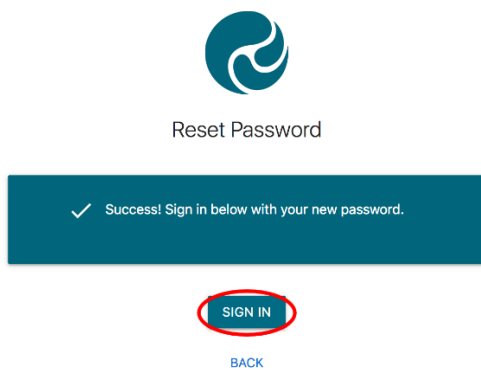


7. Enter a secure password (8 or more characters), verify this password then click **SET PASSWORD**



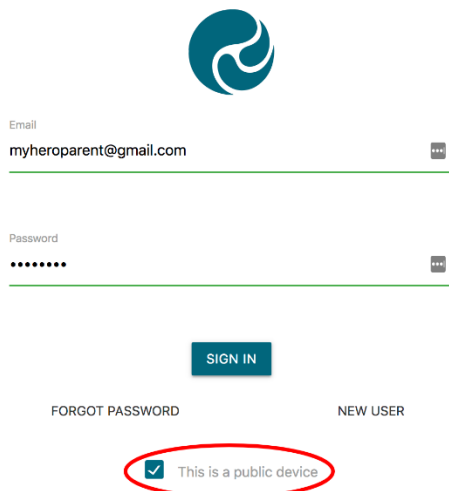
The screenshot shows the 'Reset Password' page. At the top is a teal circular logo. Below it, the text 'Reset Password' is centered. Underneath, it says 'Set your Hero Account password.' There are two password input fields: 'New Password' and 'Verify New Password', both with masked characters and a visibility icon. A teal button labeled 'SET PASSWORD' is circled in red. Below it is a blue 'BACK' link.

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



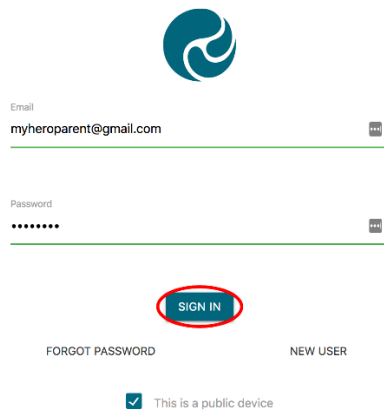
The screenshot shows the 'Reset Password' page with a success message. At the top is the teal circular logo. Below it, the text 'Reset Password' is centered. A teal banner with a white checkmark and the text 'Success! Sign in below with your new password.' is displayed. Below the banner is a teal button labeled 'SIGN IN' circled in red. Below it is a blue '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**



The screenshot shows the 'Sign In' page. At the top is the teal circular logo. Below it, the text 'Sign In' is centered. There are two input fields: 'Email' with the value 'myheroparent@gmail.com' and 'Password' with masked characters. Below the fields are two links: 'FORGOT PASSWORD' and 'NEW USER'. A teal button labeled 'SIGN IN' is centered. Below it is a checkbox labeled 'This is a public device' which is checked and circled in red.

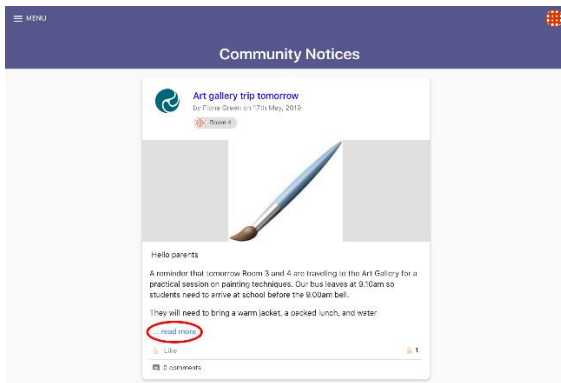
10. Click **SIGN IN**



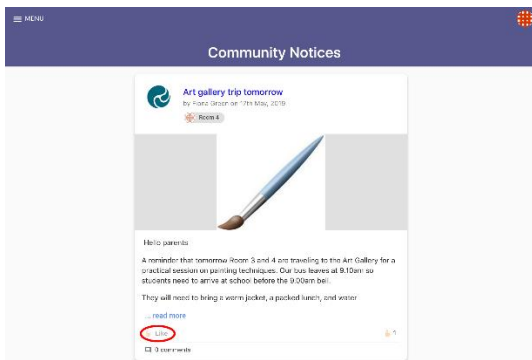
The screenshot shows a login interface. At the top is a circular logo with a stylized 'S' shape. Below it are two input fields: 'Email' containing 'myheroparent@gmail.com' and 'Password' with masked characters. A red circle highlights the 'SIGN IN' button. Below the button are links for 'FORGOT PASSWORD' and 'NEW USER'. At the bottom, there is a checked checkbox labeled 'This is a public device'.

ONCE YOU HAVE SIGNED IN:

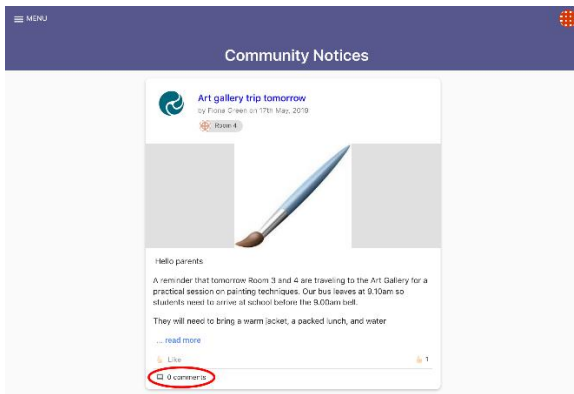
1. You will see Community notices sent by your child's school. If the text is long, you may need to click **read more** to view the whole message



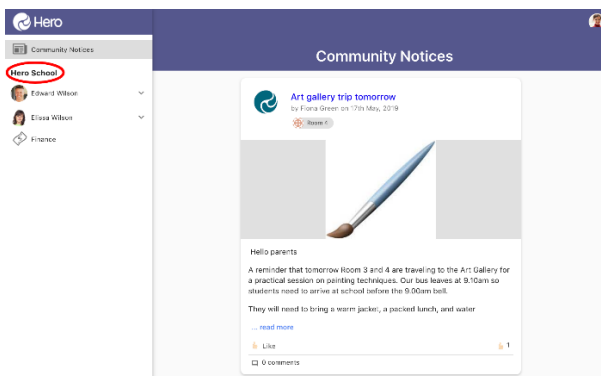
2. From here you can **Like a post**



3. If your school has enabled the function, you can post a **Comment** back to the post author



4. To view additional information, click **Menu**. Here you will see the Hero School or Schools your child/ren attend.



5. Below the name of the school, you can select the learning profile for each of your children

