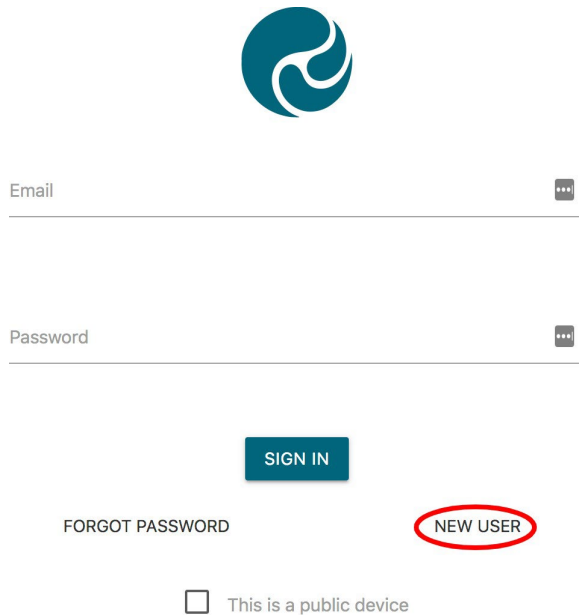


Hero App Setup - Parents

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.

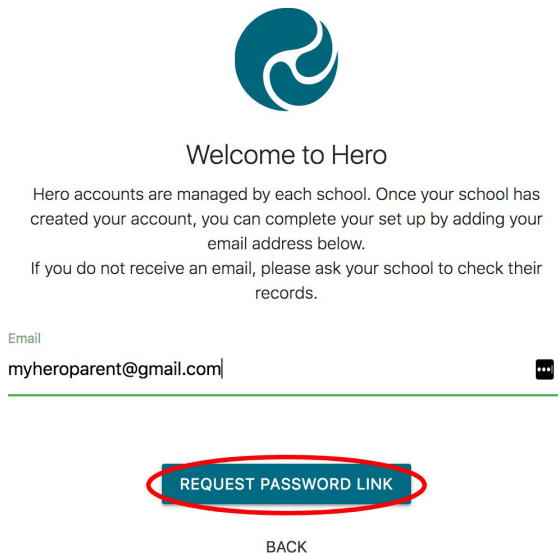


2. Click **NEW USER**



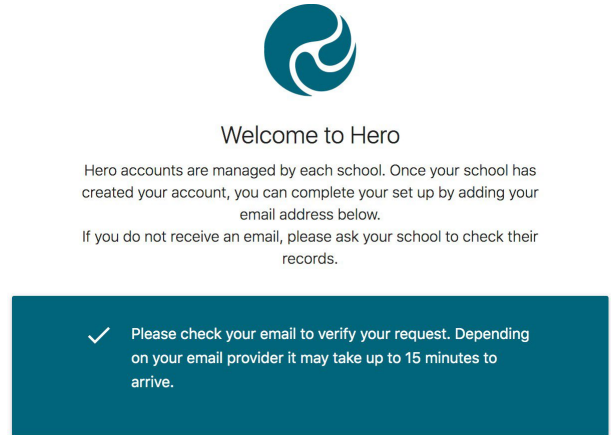
The login screen features the Hero logo at the top. Below it are two input fields: 'Email' and 'Password', each with a three-dot menu icon to its right. A teal 'SIGN IN' button is centered below the fields. At the bottom, there are three links: 'FORGOT PASSWORD', 'NEW USER' (circled in red), and a checkbox labeled 'This is a public device'.

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



The screen displays the Hero logo and the text 'Welcome to Hero'. Below this 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.' An email input field contains 'myheroparent@gmail.com' with a three-dot menu icon to its right. At the bottom, a teal button labeled 'REQUEST PASSWORD LINK' is circled in red, with a 'BACK' link below it.

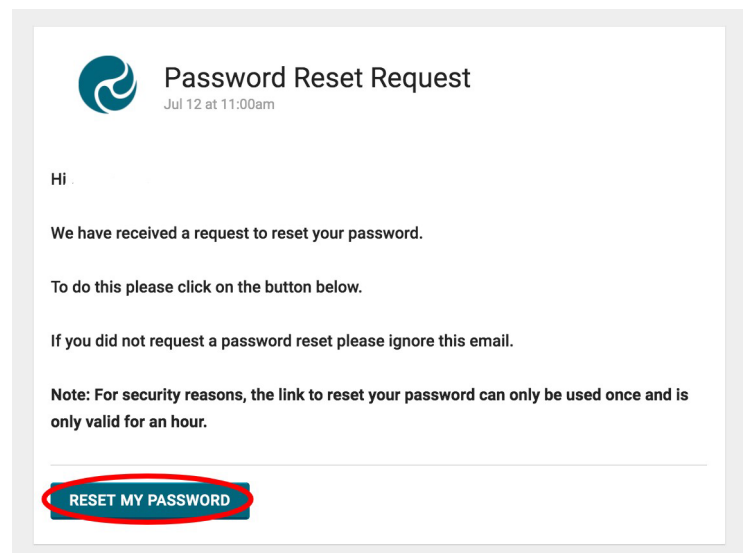
4. You will receive a message confirming a password email has been sent.



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

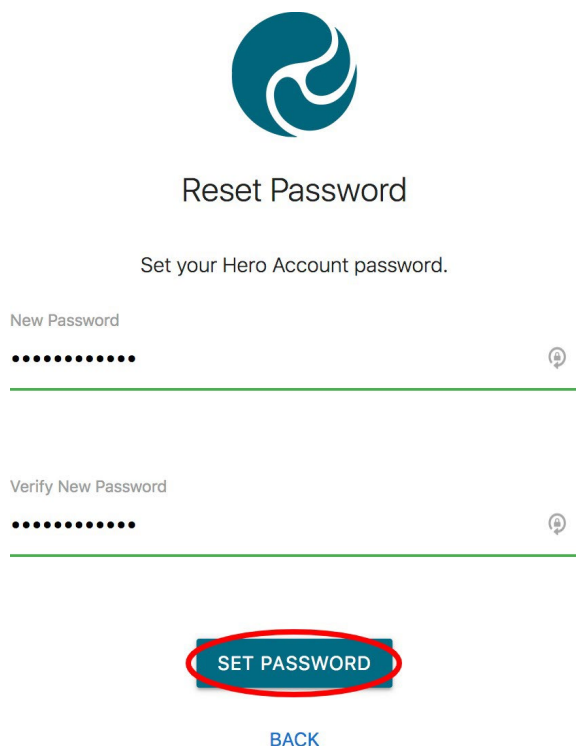
If you do not receive a Hero Password Reset email, check your spam folder.

6. Click **RESET MY PASSWORD**



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

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



Reset Password

Set your Hero Account password.

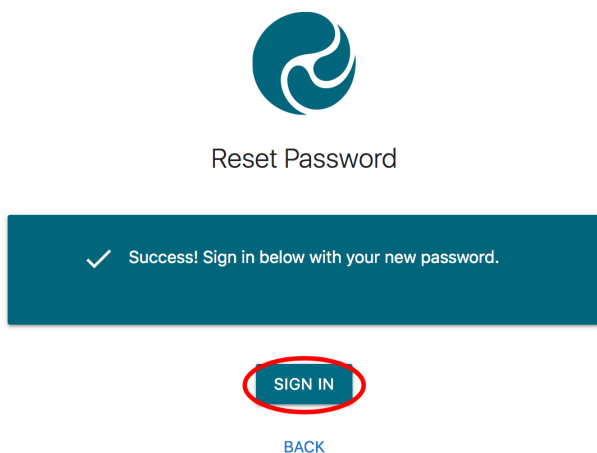
New Password

Verify New Password

SET PASSWORD

BACK

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



Reset Password

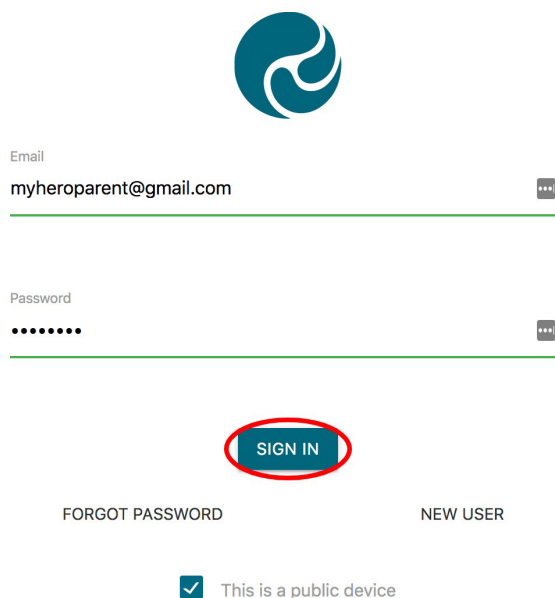
✓ Success! Sign in below with your new password.

SIGN IN

BACK

- 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**

- Click **SIGN IN**



Email
myheroparent@gmail.com

Password

SIGN IN

FORGOT PASSWORD NEW USER

This is a public device

ONCE YOU HAVE SIGNED IN:

Home

You will see a Home SCREEN like this. →

From here you can navigate to different pages on the app.

Feed

This is where school and class notices will be posted. **Please ensure you check this regularly.**

You will only see notices that are relevant to you and your child/ren.

All notices remain on your feed so you can scroll down or search to view past notices.

Report an Absence

ALL absences will now need to be reported via Hero. It is as simple as clicking on Report an Absence and typing in the reason for absence, then clicking send!

Calendar

Stay up to date with school events listed in this calendar.

Account

By default, Hero will send push notifications to all your devices. You can change your notification preferences in the Account tab. Please also take the time to look at your phone/device settings to see what app notifications you have available to you.

