

# HERO APP All Parents need to have:

## How to sign in to your Hero account

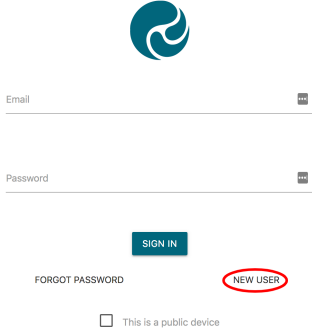
To set your password and log into Hero for the first time:

### 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 login screen features the Hero logo at the top. Below it are two input fields: 'Email' and 'Password'. A 'SIGN IN' button is positioned below the password field. To the left of the 'SIGN IN' button are links for 'FORGOT PASSWORD' and 'NEW USER' (circled in red). At the bottom, there is a checkbox labeled 'This is a public device'.

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

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

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

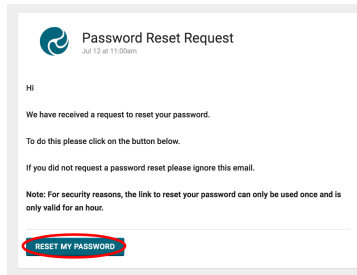
### 5. Open your email inbox and click on the Hero Password Reset email

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

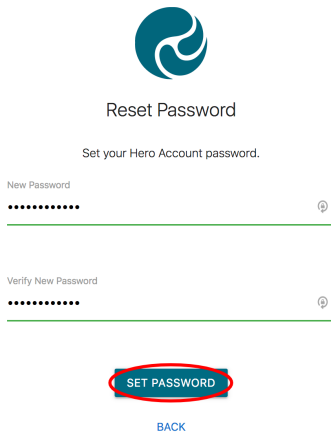
☆ LINC-ED

Hero Password Reset Request - Password Reset Request.

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

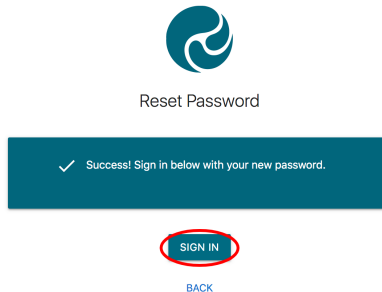


### 7. Enter a secure password (8 or more characters), verify this password then click SET PASSWORD

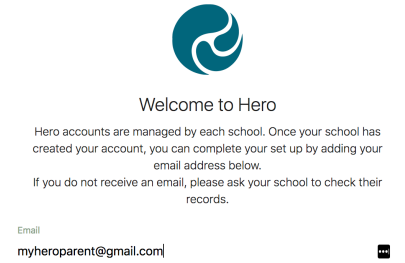
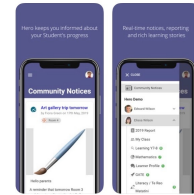
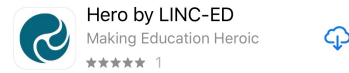


The 'Reset Password' screen has the Hero logo and the text 'Reset Password' and 'Set your Hero Account password.'. It features two input fields: 'New Password' and 'Verify New Password'. Below the 'Verify New Password' field is a 'SET PASSWORD' button (circled in red) and a 'BACK' link.

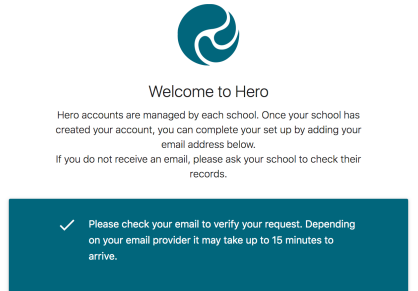
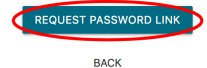
### 8. You will receive a confirmation message. Click SIGN IN



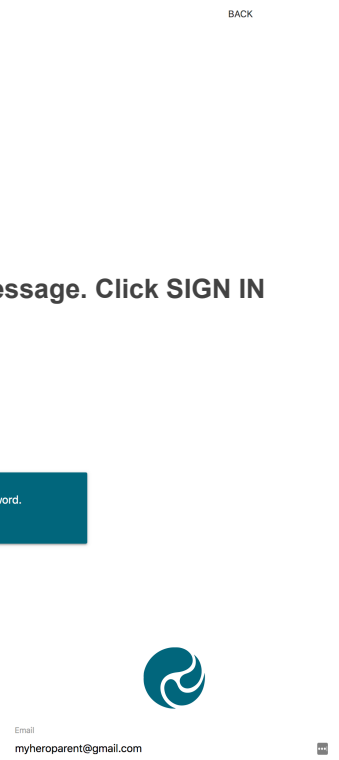
### 9. Enter your email address and your newly set password. If you are using a public device or do not want your password auto-saved, tick This is a public device



The 'Welcome to Hero' screen features 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.', and 'If you do not receive an email, please ask your school to check their records.'. Below this is an email input field containing 'myheroparent@gmail.com'.



The 'Welcome to Hero' screen is shown again, but with a success message: 'Please check your email to verify your request. Depending on your email provider it may take up to 15 minutes to arrive.' Below the message is a 'BACK' link.



The sign-in screen features 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.', and 'If you do not receive an email, please ask your school to check their records.'. Below this is an email input field containing 'myheroparent@gmail.com' and a password input field. At the bottom, there are links for 'FORGOT PASSWORD', 'NEW USER', and a 'SIGN IN' button (circled in red).

