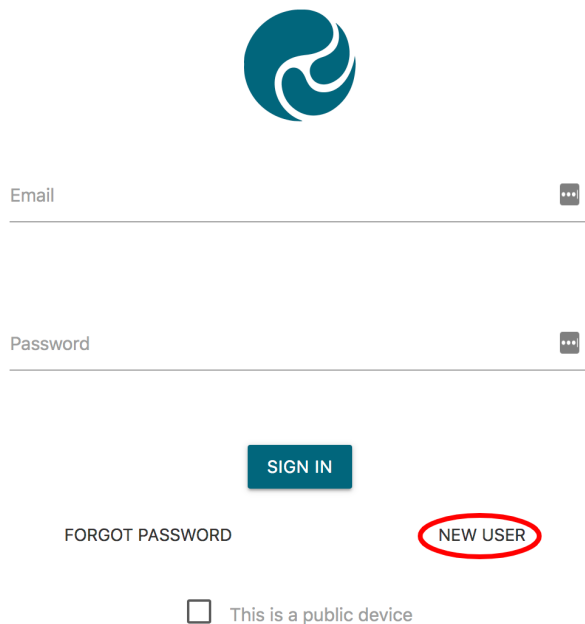


1. Download the **Hero by LINC-ED** app from the App Store or Google Play. Note: use the keywords Hero LINC-ED when searching for the app.

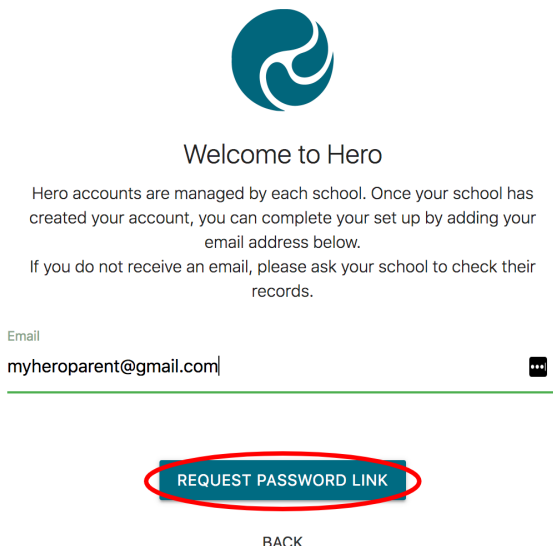


2. Click **NEW USER**



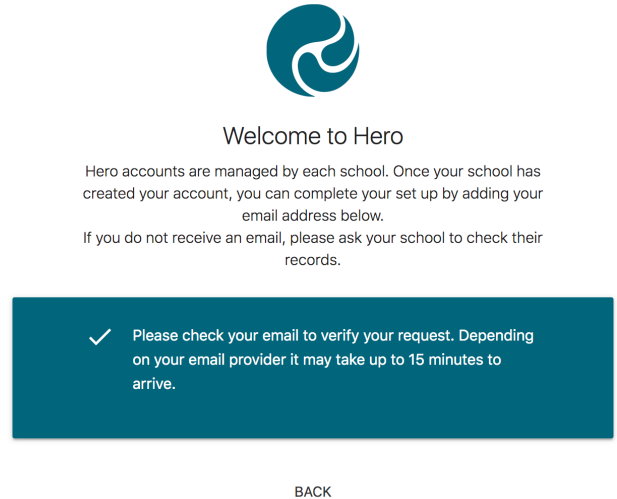
The screenshot shows the Hero app login screen. At the top is the Hero logo. Below it are two input fields: 'Email' and 'Password', each with a three-dot menu icon to its right. Below the fields is a blue 'SIGN IN' button. At the bottom, there are three links: 'FORGOT PASSWORD', 'NEW USER' (circled in 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 screenshot shows the Hero app password reset request screen. At the top is the Hero logo. Below it is the text 'Welcome to Hero' followed by 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 is an 'Email' input field containing 'myheroparent@gmail.com' with a three-dot menu icon to its right. At the bottom is a blue button labeled 'REQUEST PASSWORD LINK' (circled in red) and a 'BACK' link.

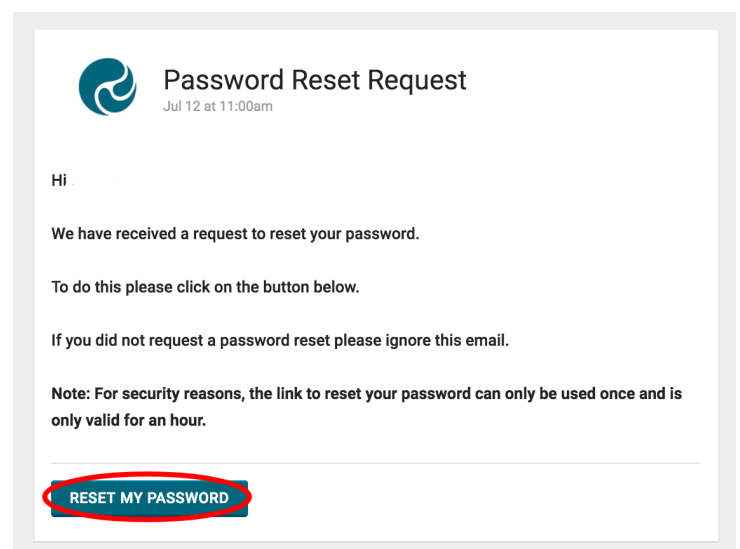
4. You will receive a message confirming a password email has been sent.



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

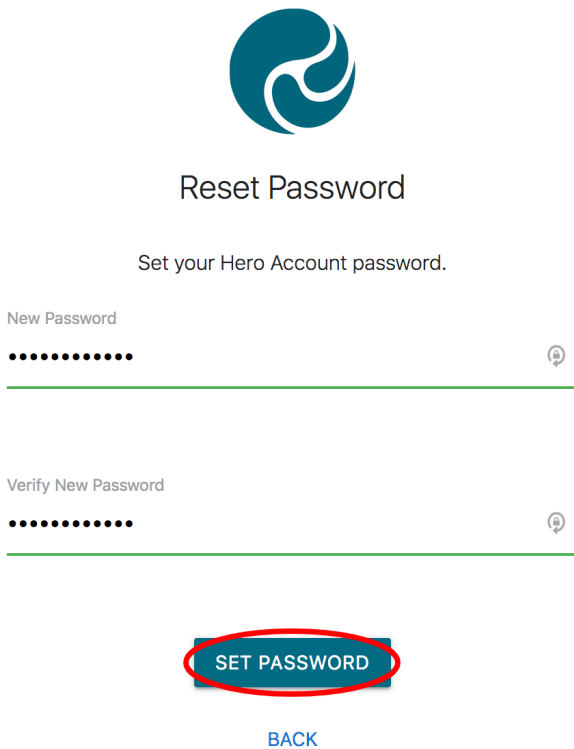
If you do not receive a Hero Password Reset email, check your spam folder.

6. Click **RESET MY PASSWORD**

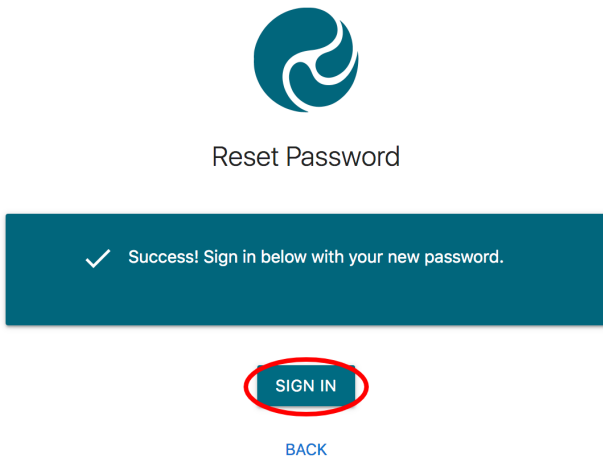


If your email address is not accepted, please contact the school office .

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

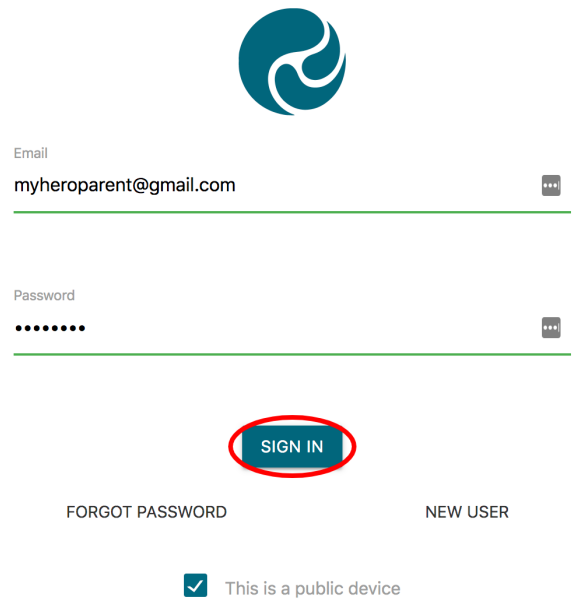


8. You will receive a confirmation message. Click **SIGN IN**



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**

10. Click **SIGN IN**



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, Bus Run 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.

We also have a dedicated Hero page on our website that contains a lot of useful information:

www.methven.school.nz/parent-zone/hero/