

Dear Parents and Caregivers

We are delighted to share our communication and reporting system, **Hero** with you. Hero allows schools to build an online environment that reflects our unique context. It enables teachers, students, and families to view and share content anytime, anywhere on any device. The software is secure, easy to use and brings together all school-related information in one place.

We are excited about the features that Hero has to offer families. These include the ability for parents and caregivers to:

- respond to school notices such as surveys and trip permission requests
- view school term dates
- view a school calendar of events
- notify the school if your child is absent or late
- navigate to other school-related webpages
- customise your account by adding a profile image
- select how you wish to receive notifications
- read school notices sent to the class or groups your child is part of
- *Later in the year:*
 - read and comment on posts relating to your child's learning
 - view information on your child's progress and goals

For information about how to log in and view your child's learning, go to the [Hero for Families website page](#).

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



Hero by LINC-ED

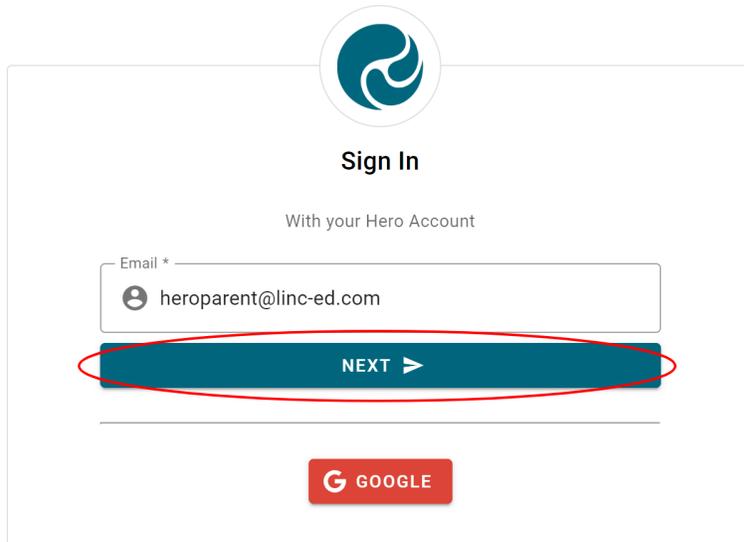
Making Education Heroic

★★★★★ 1



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

2. Enter your email address. This must be the email address you supplied to the school.

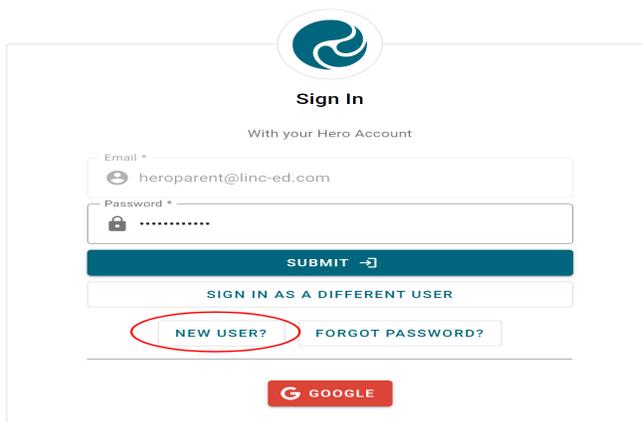


The screenshot shows a "Sign In" form with the Hero logo at the top. Below the logo is the text "Sign In" and "With your Hero Account". There is an "Email *" input field containing "heroparent@linc-ed.com". A teal "NEXT >" button is highlighted with a red oval. Below the form is a red "GOOGLE" button.

3. Click NEXT

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

4. Click NEW USER



The screenshot shows the "Sign In" form with the email field filled with "heroparent@linc-ed.com" and the password field filled with dots. A teal "SUBMIT" button is visible. Below the form is a link "SIGN IN AS A DIFFERENT USER". A red oval highlights the "NEW USER?" link. Below the form is a red "GOOGLE" button.

5. Enter the email address you have provided the school and click SUBMIT



Reset password

Either a new user or forgot your password? Type in your email address in the form below to set or reset your password.

Email*

SUBMIT >

[RETURN TO SIGN IN](#)

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

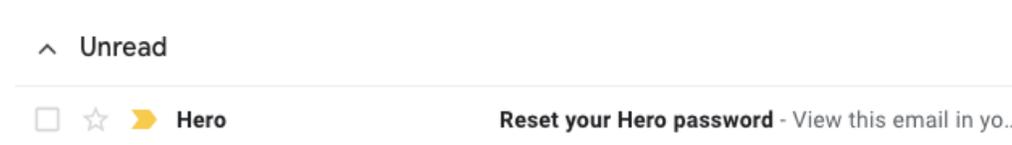


Email sent

We've sent you an email containing a link that will allow you to reset your password. Once you receive the email follow the instructions to change your password.

[RETURN TO SIGN IN](#)

7. 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.

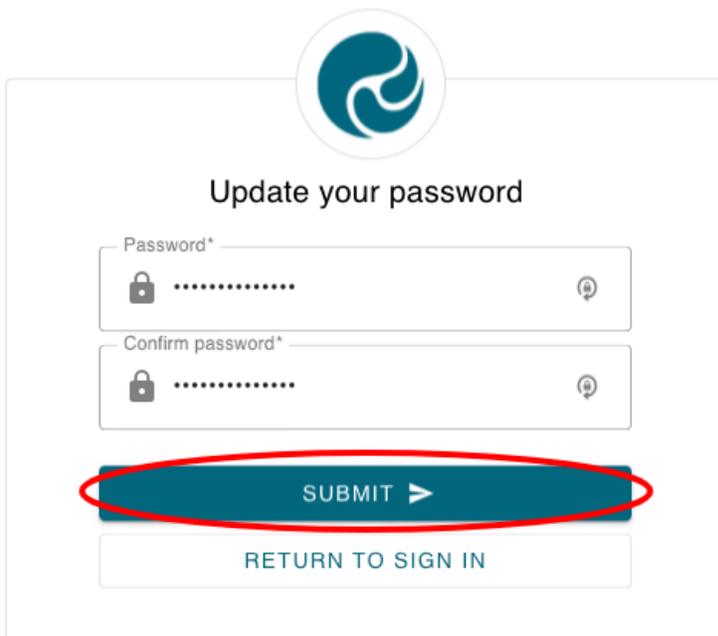
8. Open the email and click Reset your password

Reset your password

To change your password click on the following link.

[Reset your password](#)

9. Enter a secure password (8 or more characters), verify this password then click SUBMIT.
This will log you into Hero.



Update your password

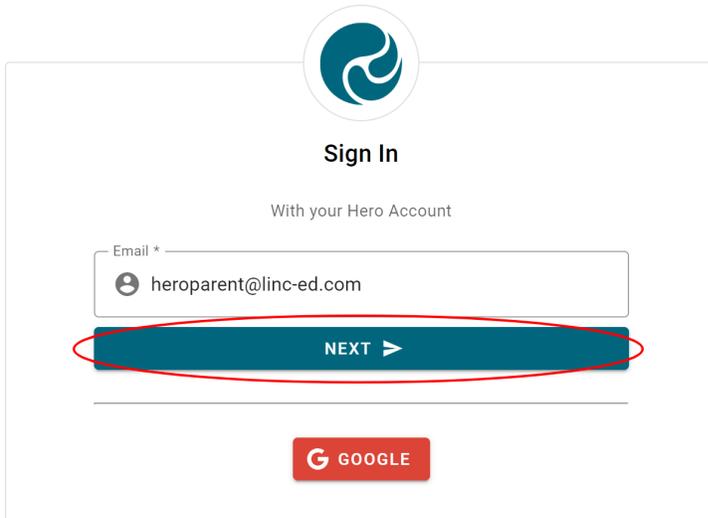
Password*

Confirm password*

SUBMIT >

[RETURN TO SIGN IN](#)

10. The next time you sign into Hero enter your email address, click NEXT, then enter your chosen password. Click SUBMIT

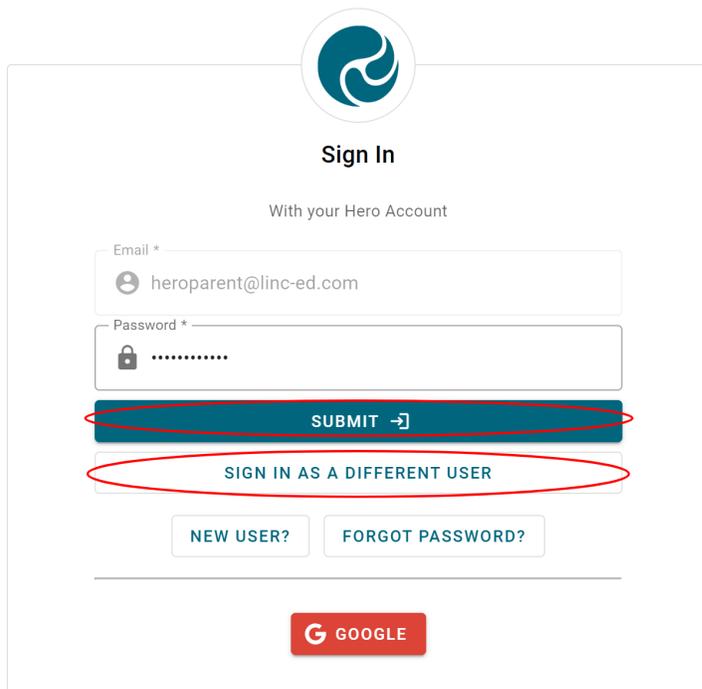



Sign In
With your Hero Account

Email *
heroparent@linc-ed.com

NEXT ➤






Sign In
With your Hero Account

Email *
heroparent@linc-ed.com

Password *
.....

SUBMIT →

[SIGN IN AS A DIFFERENT USER](#)

[NEW USER?](#) [FORGOT PASSWORD?](#)

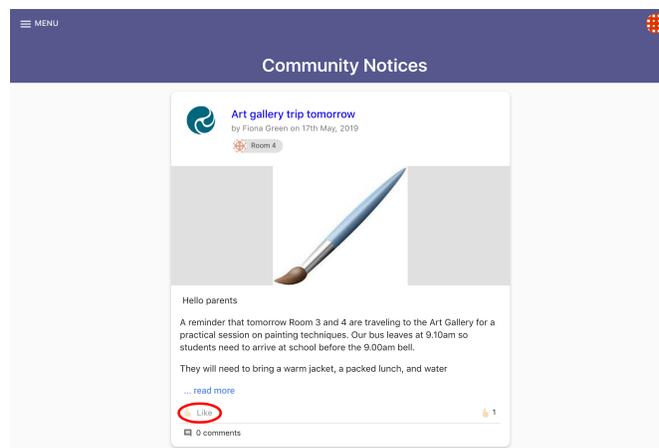
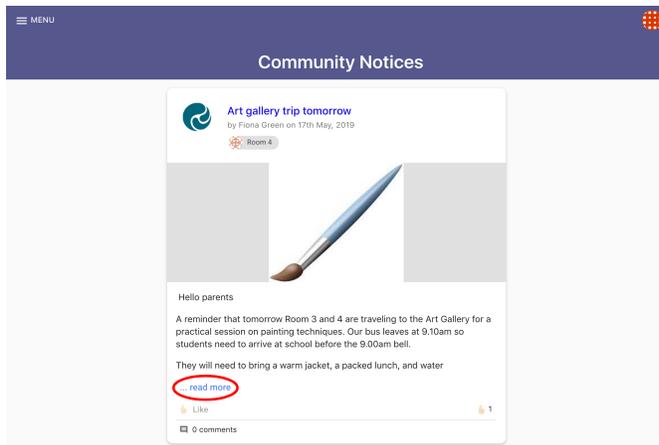


11. If you have entered an incorrect email address and need to return to the previous screen, click SIGN IN AS A DIFFERENT USER.

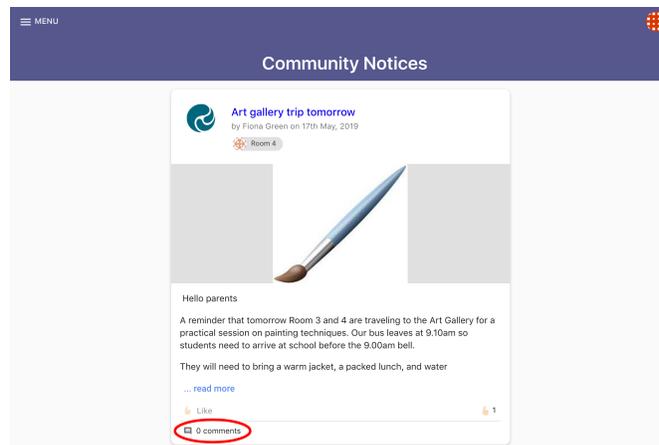
ONCE YOU HAVE SIGNED IN:

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

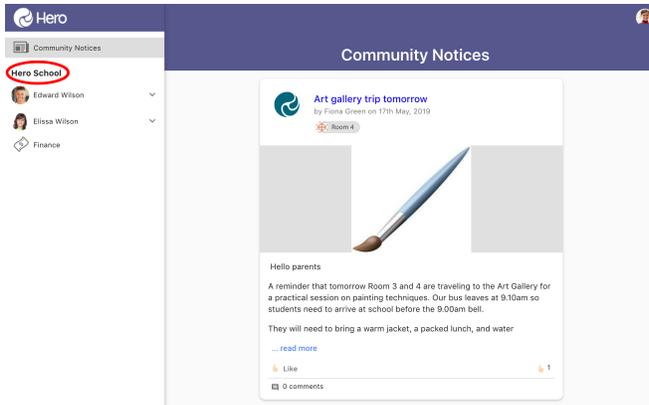
2. From here you can Like a post



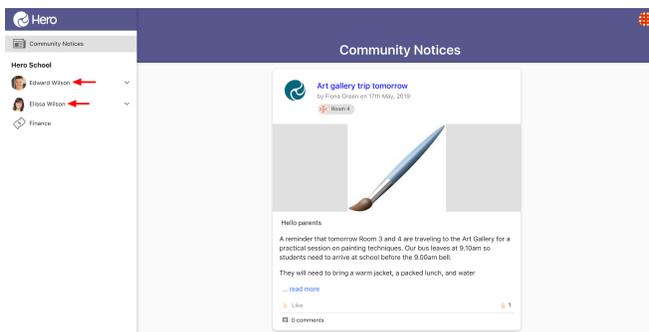
3. If your school has enabled the function, you can post a Comment back to the post author



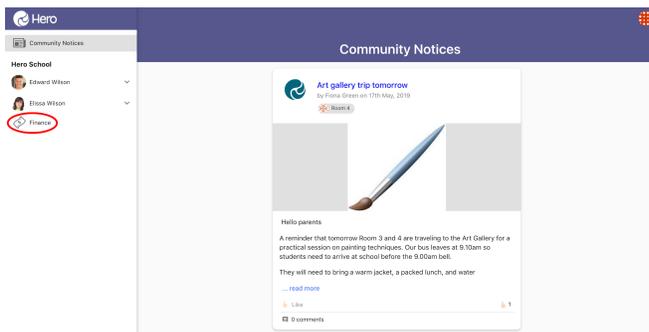
4. To view additional information, click Menu. Here you will see the Hero School or Schools your child/ren attend.



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

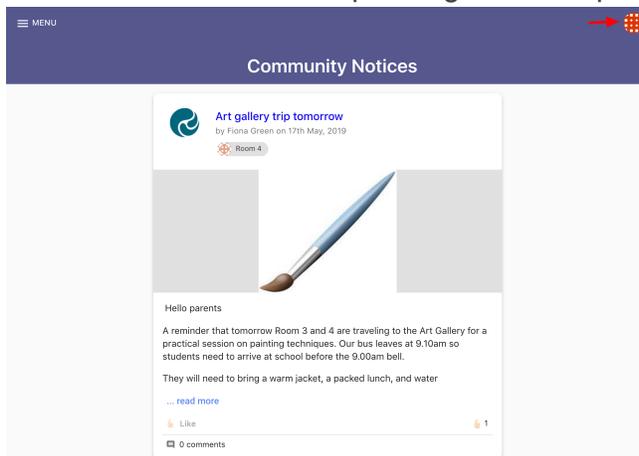


6. If your child's school has enabled the feature, you can view financial contributions requested by the school and pay these online if you choose

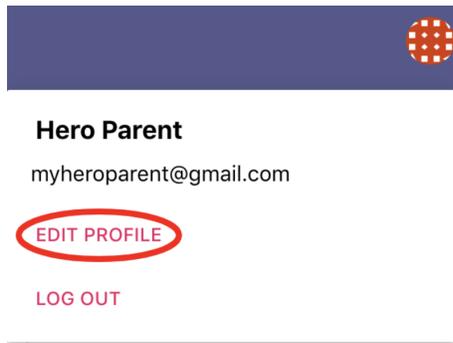


To edit your user profile:

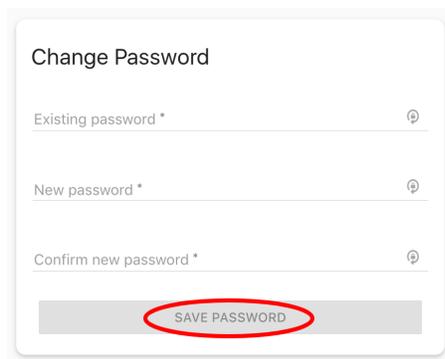
1. Click on the kaleidoscope image at the top right-hand side of your screen



2. Select EDIT PROFILE



3. Here you can change your password



A "Change Password" form with three input fields: "Existing password *", "New password *", and "Confirm new password *". Each field has a password icon on the right. A "SAVE PASSWORD" button is located at the bottom, circled in red.

4. You can also add or change a profile image

