

HOW TO LOG INTO HERO FOR THE FIRST TIME

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

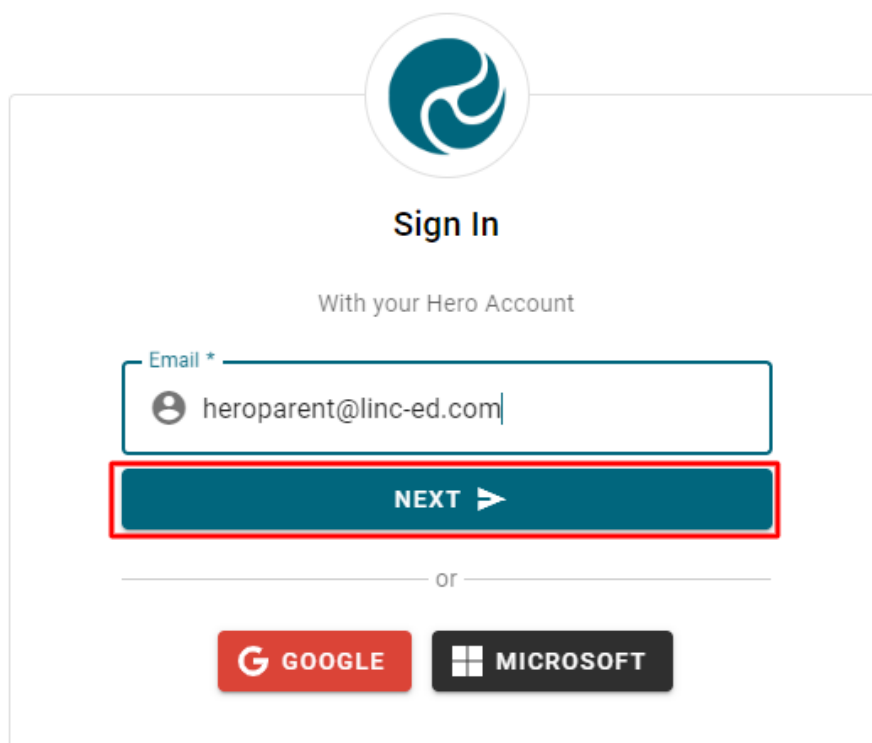
Note: use the keywords Hero LINC-ED when searching for the app.

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

You can log in to Hero with your email and password, or log in using your Google or Microsoft accounts.

LOG IN WITH YOUR USERNAME AND PASSWORD

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



The image shows the 'Sign In' screen of the Hero by LINC-ED app. At the top is the Hero logo, a teal circle with a white stylized 'H'. Below the logo is the text 'Sign In' and 'With your Hero Account'. There is an email input field with the label 'Email *' and the text 'heroparent@linc-ed.com'. Below the input field is a teal button with the text 'NEXT' and a right-pointing arrow. The button is highlighted with a red border. Below the button is a horizontal line with the text 'or' in the center. At the bottom are two buttons: a red button with the Google logo and the text 'GOOGLE', and a dark grey button with the Microsoft logo and the text 'MICROSOFT'.

2. Click **NEXT**.

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

3. Click **NEW USER**



Sign In

With your Hero Account

Email *



heroparent@linc-ed.com

Password *



.....

SUBMIT →

SIGN IN AS A DIFFERENT USER

NEW USER?

FORGOT PASSWORD?

or




GOOGLE



MICROSOFT

4. 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](#)

5. 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. If you do not see the email, please check your spam folder.

[RETURN TO SIGN IN](#)

6. 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.


7. Open the email and click **Reset your password**

Reset your password

To change your password click on the following link.

[Reset your password](#)

8. 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](#)

9. 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 *

NEXT ➤

or

 **GOOGLE**  **MICROSOFT**

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



Sign In

With your Hero Account

Email *



caleb+genevievewilson@linc-ed.com

Password *



.....

SUBMIT →

SIGN IN AS A DIFFERENT USER

NEW USER?

FORGOT PASSWORD?

or



GOOGLE




MICROSOFT

LOG IN USING YOUR MICROSOFT ACCOUNT

1. At the login screen, click **MICROSOFT**

Note: Entering an email address is not required.





Sign In

With your Hero Account


Email *

NEXT ➤


or

 **GOOGLE** 

2. You will now be taken to the Microsoft authentication process. You will be signed straight into Hero if possible. If not, you may be required to enter your Microsoft Password and authenticate your account or confirm which Microsoft account you would like to use to sign into Hero.




Pick an account




User's Name

User's email@lincd.onmicrosoft.com

Signed in






Use another account

Note: Your Microsoft Account email must be the same email address that you have on your Hero account.

LOG IN USING YOUR GOOGLE ACCOUNT

1. At the login screen, click **GOOGLE**

Note: Entering an email address is not required.





Sign In

With your Hero Account


Email *

NEXT ➤

— or —

 **GOOGLE**  **MICROSOFT**

2. You will now be taken to the Google authentication process. You will be signed straight into Hero if possible. If not, you may be required to enter your Google Password and authenticate your account or confirm which Google account you would like to use to sign into Hero.



Sign in with Google

Sign in

to continue to linc-ed.com

Email or phone

[Forgot email?](#)

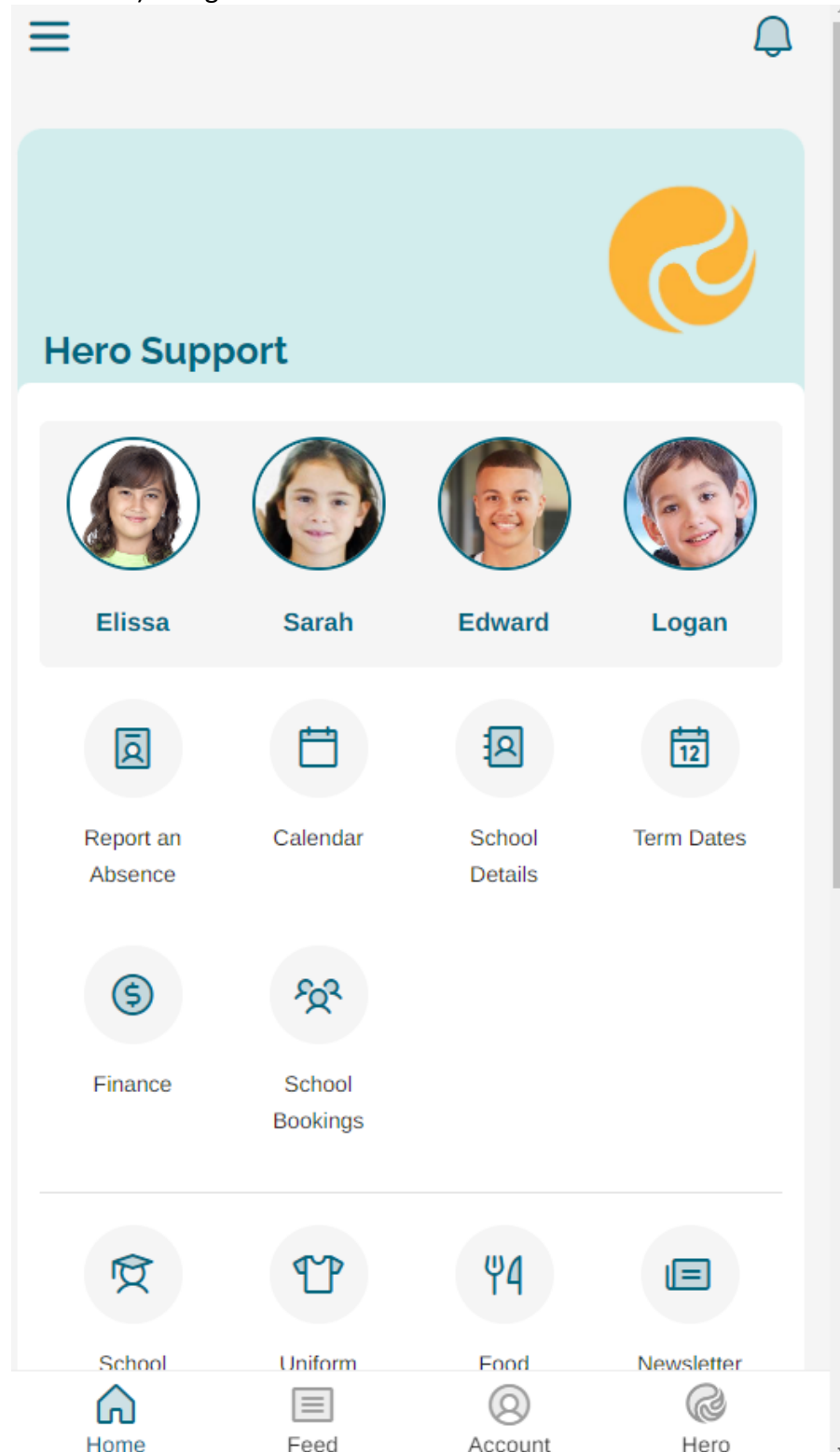
To continue, Google will share your name, email address, language preference, and profile picture with linc-ed.com. Before using this app, you can review [linc-ed.com's privacy policy](#) and terms of service.

[Create account](#) **Next**

Note: Your Google Account email must be the same email address that you have on your Hero account.

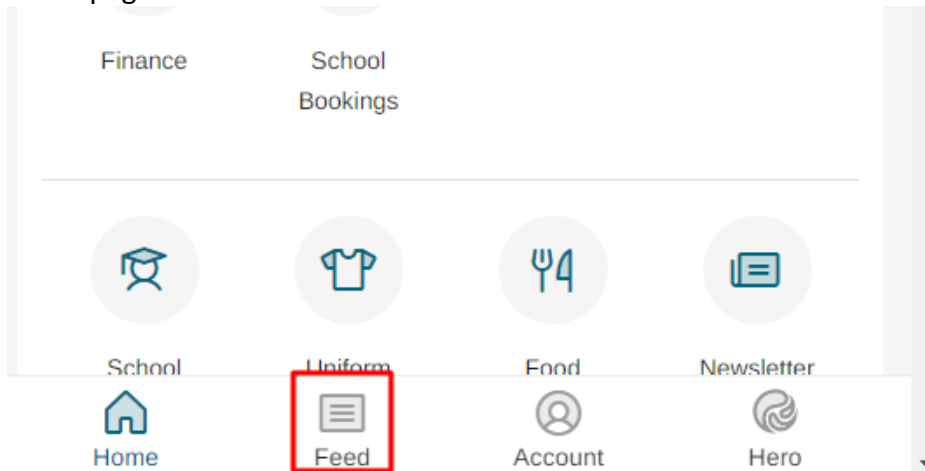
ONCE YOU HAVE SIGNED IN

You will be taken to the home page. If the school has enabled these, you will see options for reporting an absence, viewing and paying accounts and school bookings (e.g. parent/teacher interviews) along with links to the school calendar and external school-related sites.





VIEWING NOTICES SENT TO CAREGIVERS



1. To view notices sent by your child's school, click the **Feed** button at the bottom of the home page.



This will take you to the Community Feed.

2. If the text is long, you may need to click **read more** to view the whole message.


Community Feed


Search



Hero Support

18th April 2024, 00:00

Final Report comment for 2024

by Simon Brown


Students Currently Enrolled



Hello parents,

Today you will receive your final reporting comments this year. This will include an update of your child's goals in Maths, Reading and Writing. In addition, teachers will share a summary of the progress and achievement your child has made in other curriculum areas through the lens of our

[...Read more](#)

 Like

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

Hello parents,

Today you will receive your final reporting comments this year. This will include an update of your child's goals in Maths, Reading and Writing. In addition, teachers will share a summary of the progress and achievement your child has made in other curriculum areas through the lens of our

[...Read more](#)



Like

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

Hello parents,

Today you will receive your final reporting comments this year. This will include an update of your child's goals in Maths, Reading and Writing. In addition, teachers will share a summary of the progress and achievement your child has made in other curriculum areas through the lens of our

[...Read more](#)



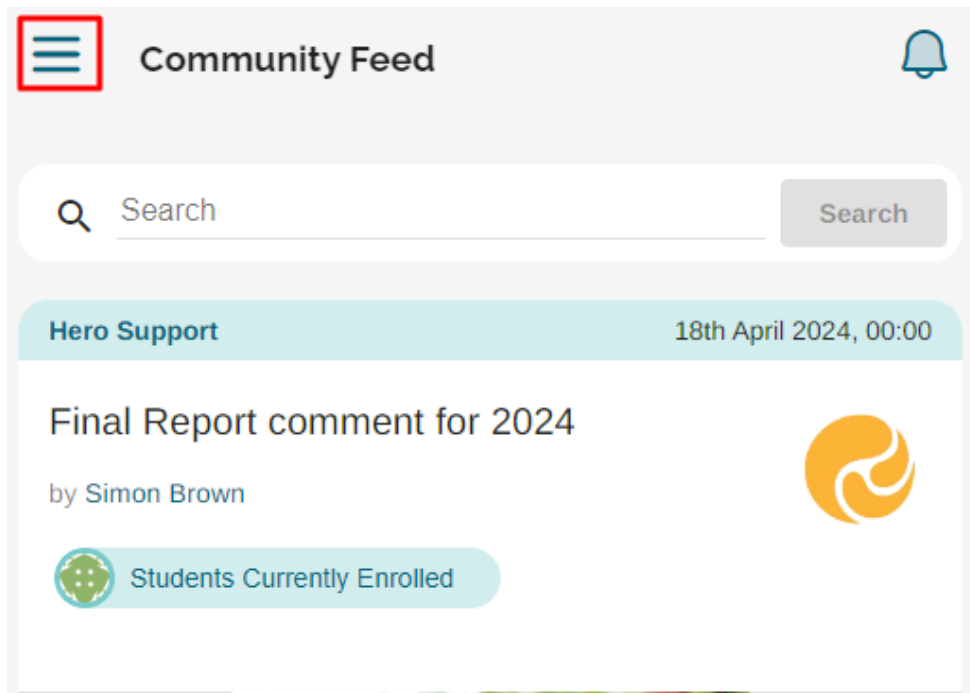
Like



2 comments

VIEWING ADDITIONAL INFORMATION

To view additional information, click on the **three lines** at the top left-hand side of your screen. Here you will see the Hero school or schools your child/ren attend.



VIEWING THE MEDICATIONS LOG

1. Here you can view the **Medication Log** which gives details of any medication which has been administered to your child/ren by the school.

Genevieve Wilson



caleb+genevievewilson@linc-ed.com

Logout



Medication Log

Hero Support



Elissa Wilson



VIEWING A STUDENT'S LEARNING PROFILE

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

Genevieve Wilson



caleb+genevievewilson@linc-ed.com

Logout



Medication Log

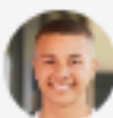
Hero Support



Elissa Wilson



Sarah Gold (Former)

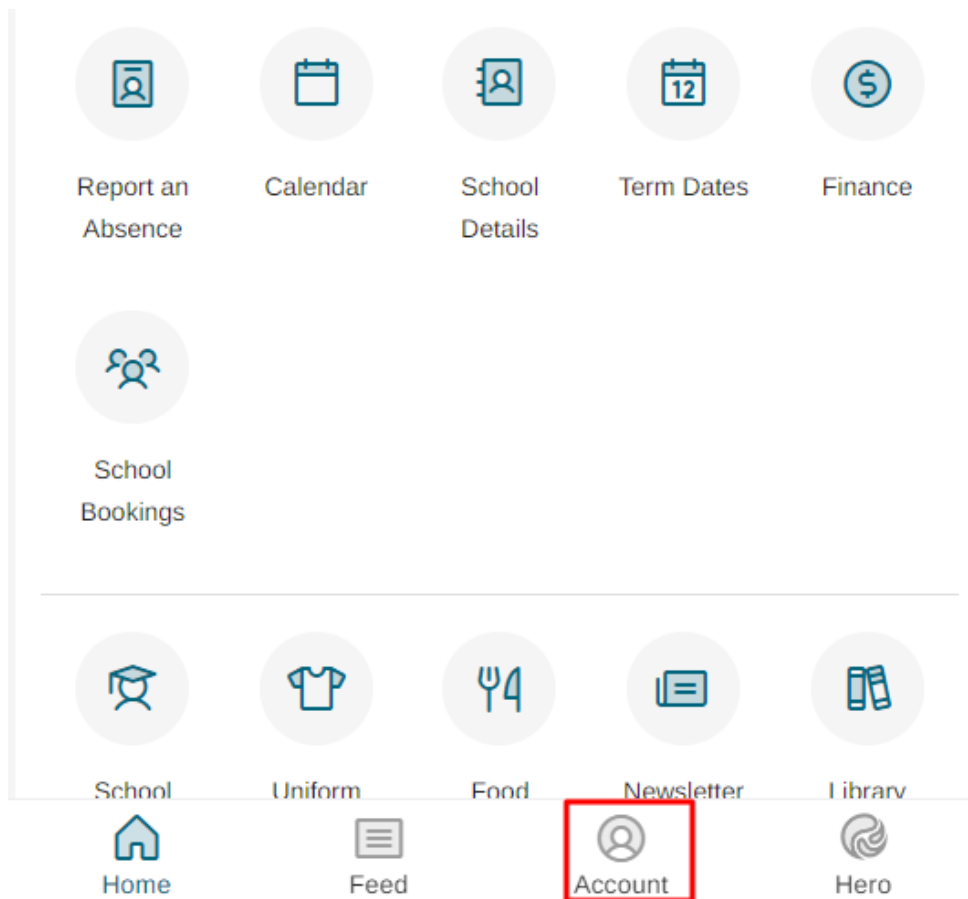


Edward Wilson
(Former)



EDITING YOUR USER PROFILE

1. Click on the Account at the bottom of your screen



2. Here you can change your password.

Change Password

Existing password *

.....

New password *

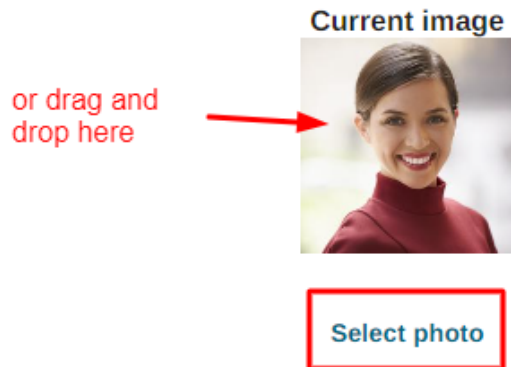
Confirm new password *

Save Password

3. You can also add or change a profile image. Click **Select Photo** or drag and drop a JPG or PNG image.

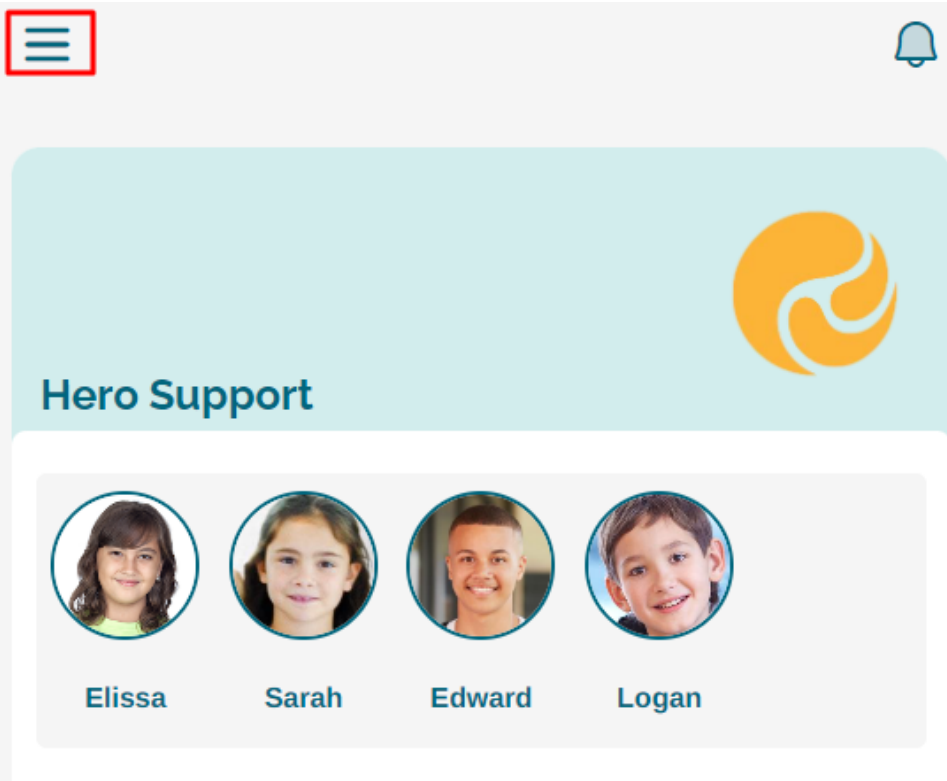
Change profile image

Setting a profile image helps your school get to know you better.



LOGGING OUT OF HERO

1. Click on the three lines at the top left-hand side of your screen.



2. Click **LOGOUT**

Genevieve Wilson



caleb+genevievewilson@linc-ed.com

Logout



Medication Log

Hero Support