

Logging into Hero - Information for Caregivers

For information about how to log in and view your child's School Account, go to the [Hero for Parents website page \(https://hero.linc-ed.com/parents/\)](https://hero.linc-ed.com/parents/)

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

1. **Either:** Download the **Hero by LINC-ED** app from the app store

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

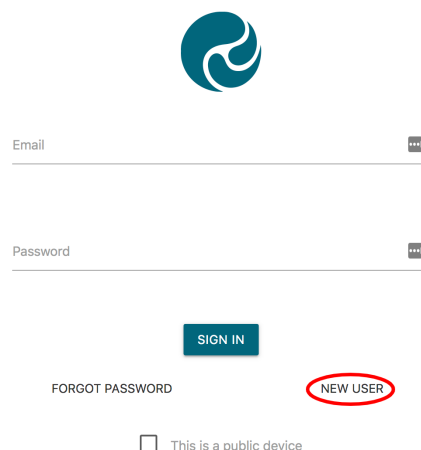
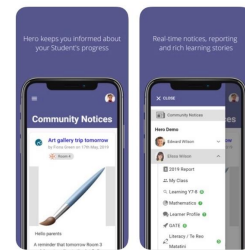
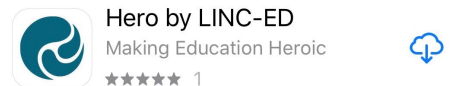
Alternatively, open your browser and enter go.linc-ed.com

2. Click NEW USER

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

If your email address is not accepted, please contact school at office@beckenham.school.nz

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



The Hero login form features the LINC-ED logo at the top. Below it are two input fields: 'Email' and 'Password', each with a visibility toggle. A blue 'SIGN IN' button is positioned below the password field. To the left of the button is a link for 'FORGOT PASSWORD', and to the right is a link for 'NEW USER', which is circled in red. At the bottom, there is a checkbox labeled 'This is a public device'.



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.

If you do not receive an email, please ask your school to check their records.

✓ Please check your email to verify your request. Depending on your email provider it may take up to 15 minutes to arrive.

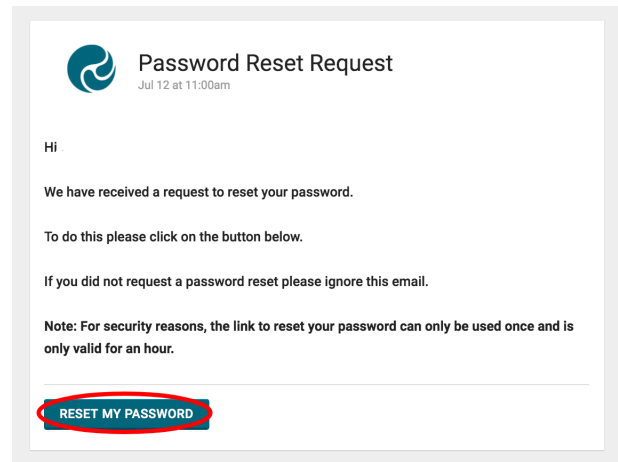
5. Open your email inbox and click on the Hero Password Reset email

☐ ☆ LINC-ED

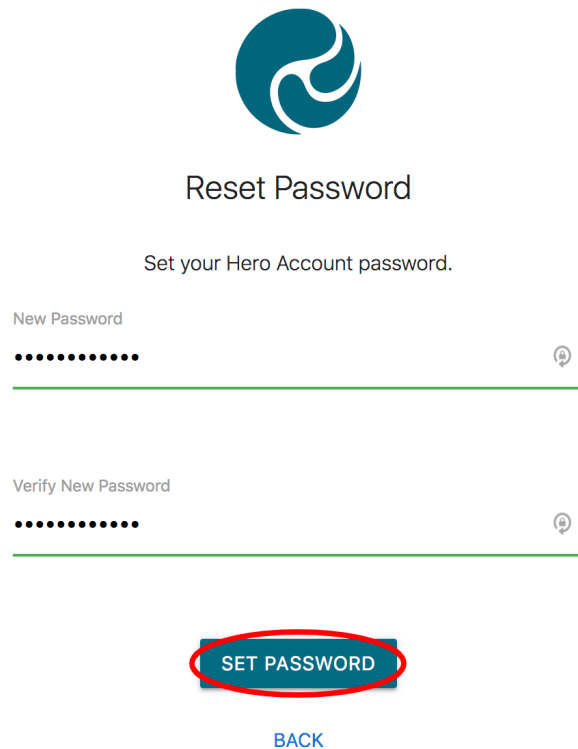
Hero Password Reset Request - Password Reset Request .

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

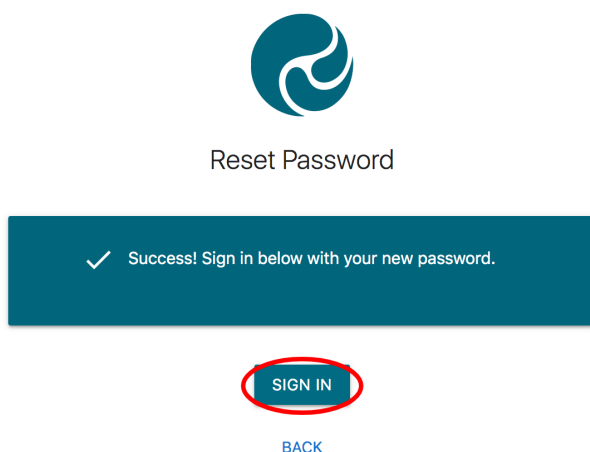
6. Open the email and click RESET MY PASSWORD




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



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".



Email
myheroparent@gmail.com


Password
.....

SIGN IN

FORGOT PASSWORD NEW USER

This is a public device

10. Click SIGN IN



Email
myheroparent@gmail.com

Password
.....

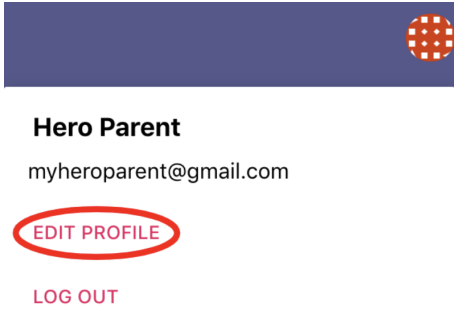
SIGN IN

FORGOT PASSWORD NEW USER

This is a public device

To edit your user profile:

1. Click on the kaleidoscope or profile image at the top right-hand side of your screen
2. Select EDIT PROFILE

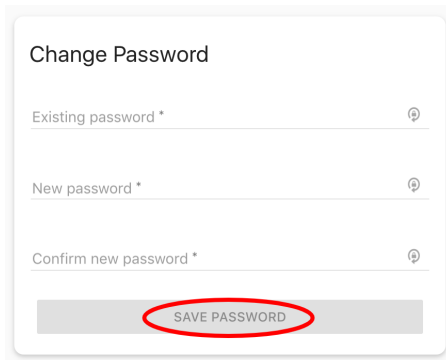


Hero Parent
myheroparent@gmail.com

EDIT PROFILE

LOG OUT

3. Here you can change your password



Change Password

Existing password *

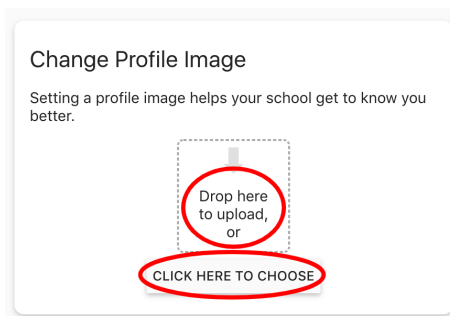
New password *

Confirm new password *

SAVE PASSWORD

The image shows a 'Change Password' form with three input fields: 'Existing password *', 'New password *', and 'Confirm new password *'. Each field has a small eye icon to the right. At the bottom of the form is a grey button labeled 'SAVE PASSWORD', which is circled in red.

4. You can also add or change a profile image



Change Profile Image

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

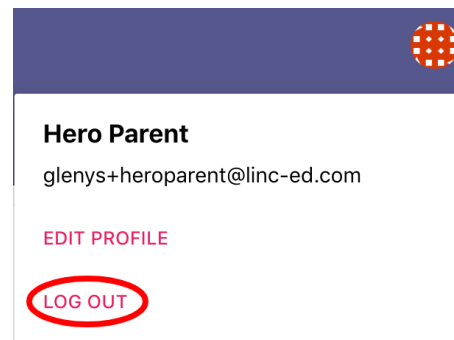
Drop here to upload, or

CLICK HERE TO CHOOSE

The image shows a 'Change Profile Image' form. It includes a dashed box for image upload with the text 'Drop here to upload, or' inside. Below the dashed box is a button labeled 'CLICK HERE TO CHOOSE', which is circled in red.

To log out:

1. Click on the kaleidoscope or profile image at the top right-hand side of your screen
2. Click **LOG OUT**



Hero Parent

glenys+heroparent@linc-ed.com

EDIT PROFILE

LOG OUT

The image shows a user profile card for 'Hero Parent' with the email 'glenys+heroparent@linc-ed.com'. It has two buttons: 'EDIT PROFILE' and 'LOG OUT'. The 'LOG OUT' button is circled in red. A kaleidoscope icon is visible in the top right corner of the card.

Looking at the FINANCE part of HERO

Initially we are only using the Finance part of HERO for caregivers. You can log in via either the app or an internet browser, depending on your preference.

When you log into Hero, they will be presented with the Caregiver Menu.

Select **Finance** to view your School Account



Community Notices

Hero



Elissa Wilson



Logan Wilson



Finance





On entry, it will default to UNPAID LINE ITEMS, but a you can also choose to view the full statement or the current year only.

Hero

Finance

Filter by:

FULL STATEMENT UNPAID LINE ITEMS 2019 ONLY

Learner	ID	Date ↑	Name	Description	Debit	Credit	Balance	Pay Online
 Logan Wilson	101	2019-09-25	Soccer	Term 4	40.00	30.00	10.00	<input type="checkbox"/>
 Elissa Wilson	111	2019-09-27	Camp	Year 7 and 8 Camp at Wainui	150.00	0.00	150.00	<input type="checkbox"/>
 Elissa Wilson			Payment in Advance			85.00	-85.00	
 Logan Wilson			Payment in Advance			20.00	-20.00	
					\$190.00	\$135.00	\$55.00	

You have a choice of paying online (which will incur an extra charge) or paying via internet banking using the information that will be provided on the screen, and is also here:

ASB Beckenham School Board of Trustees 12 3148 0131641 000 using the child's name as a reference.

We encourage people who want to set up an automatic payment each week, fortnight or month, to do that. Many people find this an easier way of managing their contributions.

If you have any questions, please contact Rachel Higginson, our finance officer, between 9:30am and 2:30pm Mon-Fri on 337 1404 or by emailing accounts@beckenham.school.nz

If you need a hand with setting up the app on your device, we will have people in the office who can help you.