How to add a new school user to Hero:

Go to https://setup.heropowered.com
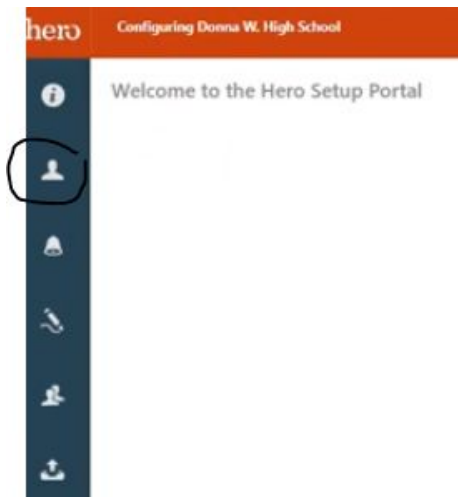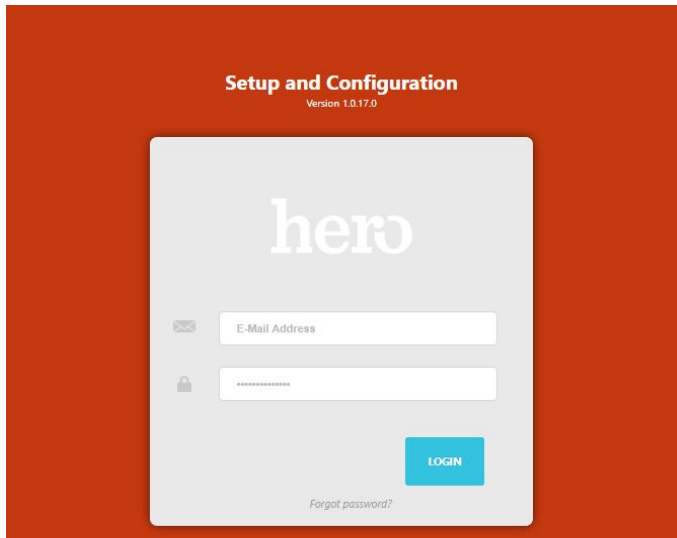
Click on the User Icon (2nd on the left menu bar)

Once inside the USER tab, click on the BLUE square with the black plus inside. *You will never see your user list unless you click SHOW ALL.

Users Roles

SHOW ALL

Start by typing the name, description, or any part to narrow down this list   ☐ Show Inactive Users

Users > **Creating a new User**

Step 1: User Information

First Name

Jean

Last Name   I

Valjean

Telephone Number

Step 1: Add user FIRST and LAST Name

✓ Assign this user a role of

Clerk   ▲

Clerk

All Rights

Hero Teachers

Hero Visitor Clerk

Visitor Only

ep 3: Lo   Donna Teachers

* Login ID (e   r address)

Step 2: Assign user permissions

Choose the appropriate role for your user. For teachers at your school, use the teacher bucket is created by us, just choose it for your new users.

TIP: If you feel the need to give special permissions to a specific user do NOT use the CUSTOM PERMISSIONS radial button... it is better to create a new role for users. Buckets created by your school are under the VISITOR ONLY role. Clerk, All Rights, Hero Teachers, Hero Visitor Clerk and Visitors Only are software default set roles, and school users cannot change them.

Step 3: Add credentials
(USERNAME, PASSWORD, and OPTIONAL TEACHER ID)

The username is a valid school email address. The password is set by you (teachers can change this upon login). The optional teacher ID field is required for a user to see their classroom roster. If this user has a student schedules attached to them, they will be unable to see their roster until you add this number.

Tip: Optional External user codes are only for schools who have arranged with Hero to pursue single sign on. Contact Hero support to learn more about this feature.
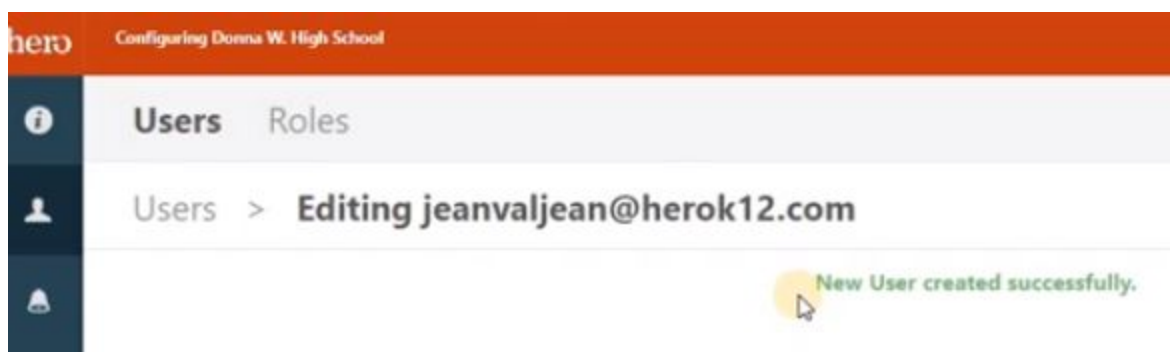
Once you click SAVE, you will see a GREEN confirmation message at the top indicating you are successful. The new teacher is now ready to use Hero!

What if I get this error message?
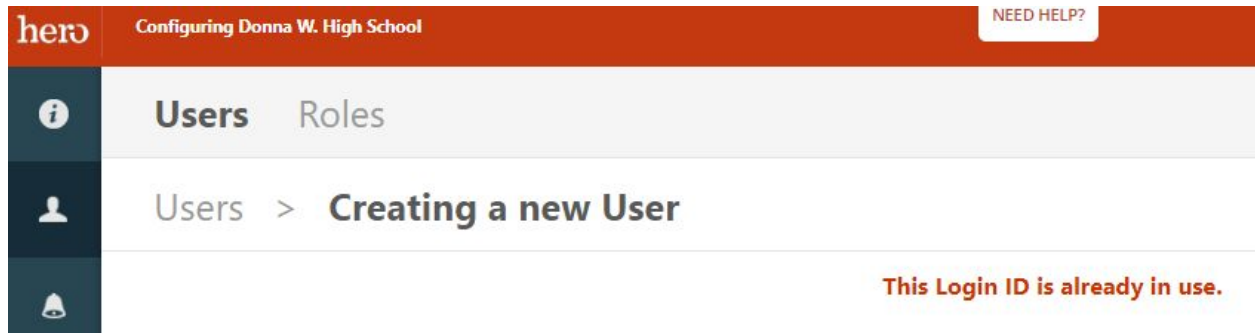
A teacher gets ONE Hero account per district. If a teacher has transferred from another Hero school, you may receive a red error message telling you the teacher already exists in Hero. That's an easy fix for us, just give us a call!

For additional assistance, please contact our Hero Support Team
Email: support@herok12.com
Chat: Live Chat
Phone: (800)396-1615