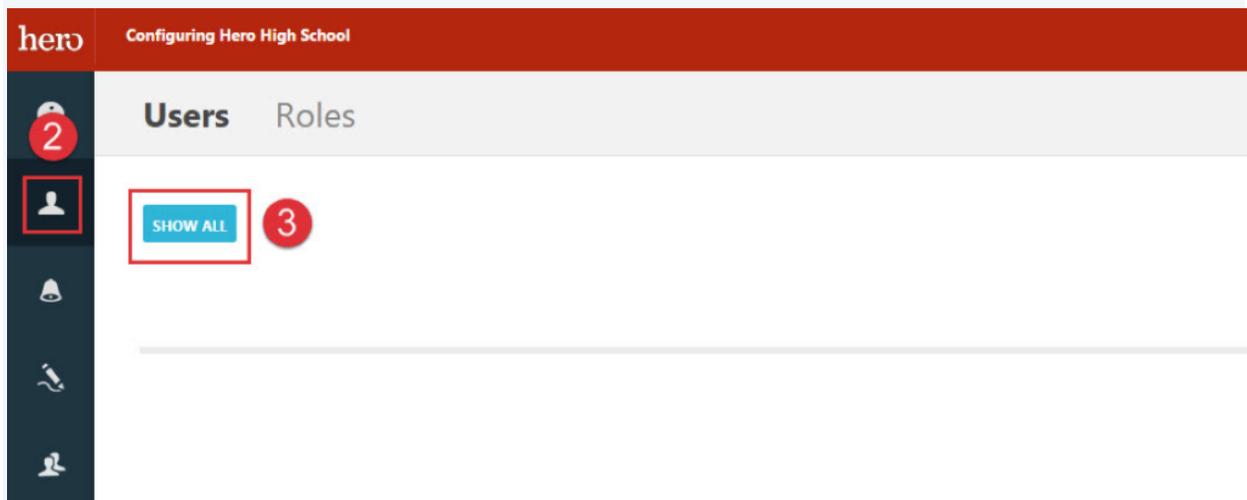


Hero allows teacher users to reset their own passwords. It is recommended that they follow those steps [HERE](#), but if you must, here is how an ALL RIGHTS user resets a teacher password in the Hero Setup Portal.

1. To begin, **log in** to the Hero Administration site: <http://setup.heropowered.com>
2. From the Admin site, **click on the “User” icon**.
3. Click on the blue **“SHOW ALL”** button to view all of the users at your school.



4. **Select User to edit** by clicking on their email hyperlink, which will allow you to access the user properties.

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Users' and 'Roles'. Below the tabs is a 'SHOW ALL' button and a search bar with the placeholder text 'Start by typing the name, description, or any part to narrow down this list'. To the right of the search bar is a checkbox labeled 'Show Inactive Users'. Below the search bar is a table with the following columns: 'Login ID', 'Last Name', 'First Name', and 'School'. The table contains three rows of data. The second row is highlighted with a red box around the 'Login ID' cell, which contains the email address 'testuser@aol.com'. A red circle with the number '4' is placed next to the 'testuser@aol.com' cell, indicating the step to click on the email hyperlink.

Login ID	Last Name	First Name	School
[REDACTED]	[REDACTED]	[REDACTED]	Hero High School
testuser@aol.com	User	Test	Hero High School
[REDACTED]	[REDACTED]	[REDACTED]	Hero High School

5. **SCROLL TO STEP 3** The Login Information. Type the new password.

6. **Click "Save"** to successfully reset the user password to allow them access to Hero.

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