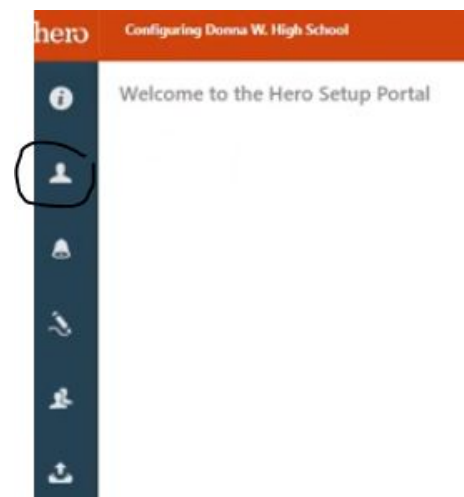
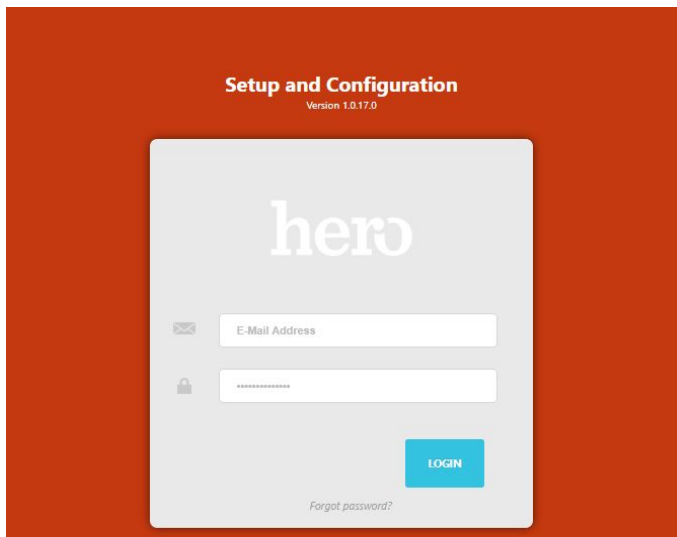


A Guide to understanding Custom Roles in Hero

Hero has built in roles for different types of school users, but sometimes, we find that site based personnel wear many hats. So they need custom roles. Hero can do that for you. Use this guide below to better understand custom roles.

**Note: It is MUCH preferred that you create a custom role for a user rather than change user permissions on a case by case basis.*

1. Go to <https://setup.heropowered.com>



2. Click on the User Icon (2nd on the left menu bar)

3. Click on ROLES and then the blue plus to Create a new role



Tip: Every role above your school teacher bucket are generic hero roles for common use cases on a school campus. See the table below for more details.

Hero Role	Common Users	Customization
CLERK	Clerical, Security, Compliance and Accountability monitors	<i>Cannot be modified</i>
ALL RIGHTS	Hero Champions, Administrators	<i>Cannot be modified</i>
Hero Teachers	Teacher like support personnel	<i>Cannot be modified</i>
Hero Visitor Clerk	A more limited version of the clerk role	<i>Cannot be modified</i>
Visitor Only	Most limited role	<i>Cannot be modified</i>
YOUR SCHOOL NAME _ Teachers	Teachers and Instructional Support	Customized by you and modified at any time

4. Name the role and assign it permissions.

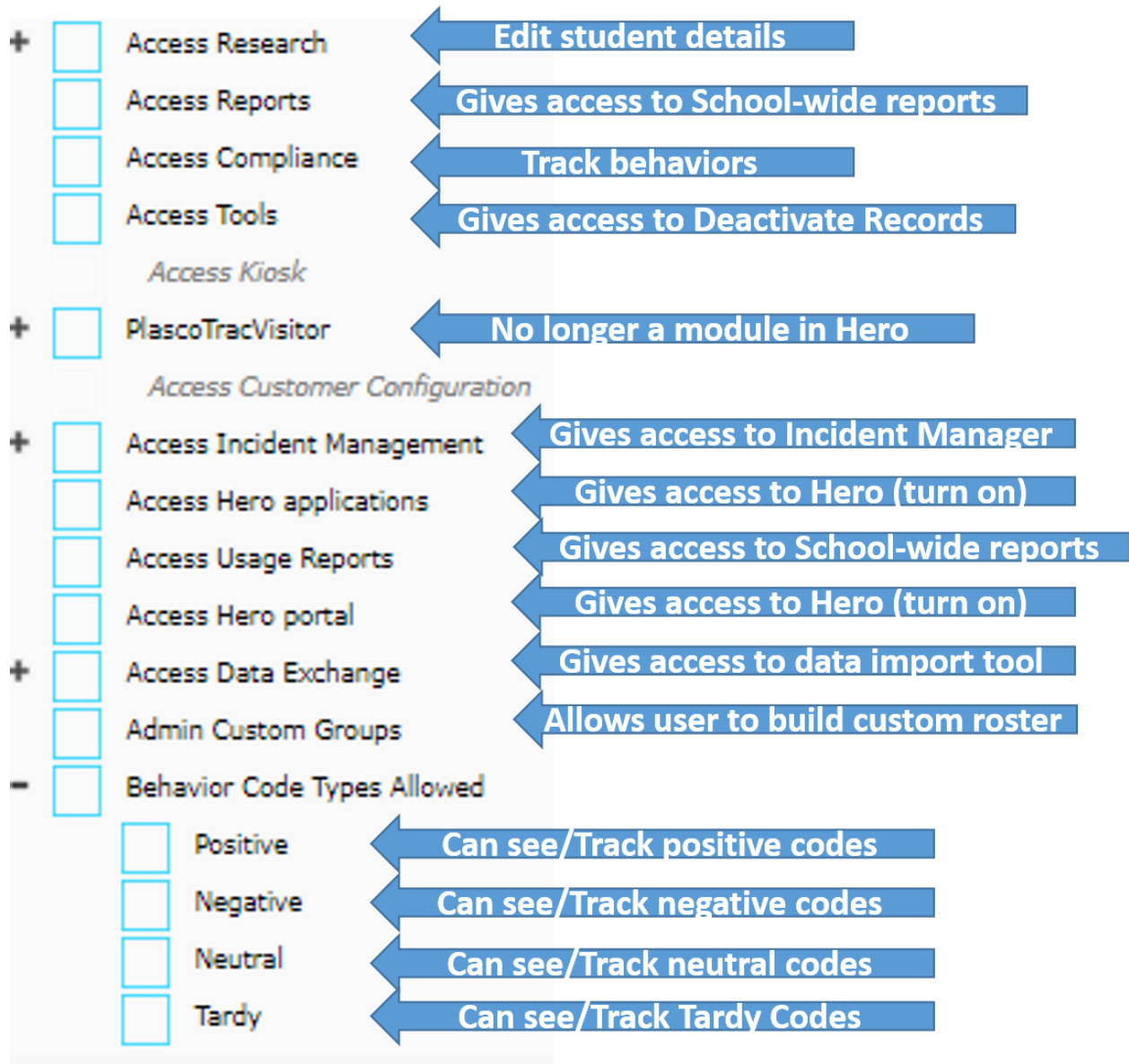
Name

NEW SAMPLE ROLE

Permissions

Select All Clear All

- Access Student Entry
- + Modify Students ← Edit student details
- Modify Trac Code Records ← Delete or edit Entries
- Track Events ← Track behaviors
- + Access Configuration ← Gives access to Setup portal



5. Click **SAVE** and the new role is created.

For additional assistance, please contact our Hero Support Team

Email: support@herok12.com

Chat: [Live Chat](#)

Phone: (800)396-1615