Class Rosters Not Displaying in Hero

1) Please first confirm that the correct active term(s) is set and that the bell schedule is set/configured as needed for the missing roster(s) to appear. If this does not resolve the issue, follow the next steps.

2) Look up a student that should be appearing on that teacher's roster.

3) Select the "schedule" tab and then hover over the teacher's name to reveal the instructor code.

4) Login to the Set-Up Portal with your Hero credentials.

5) Show all the users in the account and select the correct teacher's name.

6) Type the instructor code into the field titled "Optional Teacher ID."

7) Click "save" at the lower right corner of the screen. Have the user then logout of Hero and back in to see if the rosters now show.