

# 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.

Term	Period	Course	Instructor	Room
Full Year	1	Biology	Teacher Demo3	Sci Lab 1
Full Year	2	Chorus	Teacher Demo5	A2000
Full Year	3	Robotics	Jay Judd	A1110
Full Year	4	Journalism Ethics II	Jayvaun Price	A1109
Full Year	5	English Lit	Daniel Teacher (Code: 180)	E3101
Full Year	6	Robotics II	Daniel Teacher	E3101

- 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.

Login ID	Last Name	First Name	School	Role	Active	Last Login
dhaithcox@herok12.com	Haitcox	Daniel	Daniel H. High School	All Rights	Yes	09/19/2019 01:37:31 PM EST
dhteacher@herok12.com	Teacher	Daniel	Daniel H. High School	Hero Teachers_IM	Yes	09/19/2019 01:33:10 PM EST

- 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.

Assign this user a role of Hero Teachers\_IM or  Assign Custom Permissions

Step 3: Login Information

\* Login ID (E-Mail address)  
dhteacher@herok12.com

Password  
[Empty field]

Confirm Password  
[Empty field]

Active

Optional Teacher ID  
Does your school use any type of unique identifier for teachers? If so, enter it below. This is not required.  
180

Optional External User Code  
If your school uses Single Sign-On, enter the External User Code below.  
[Empty field]

SAVE SAVE AS NEW REFRESH