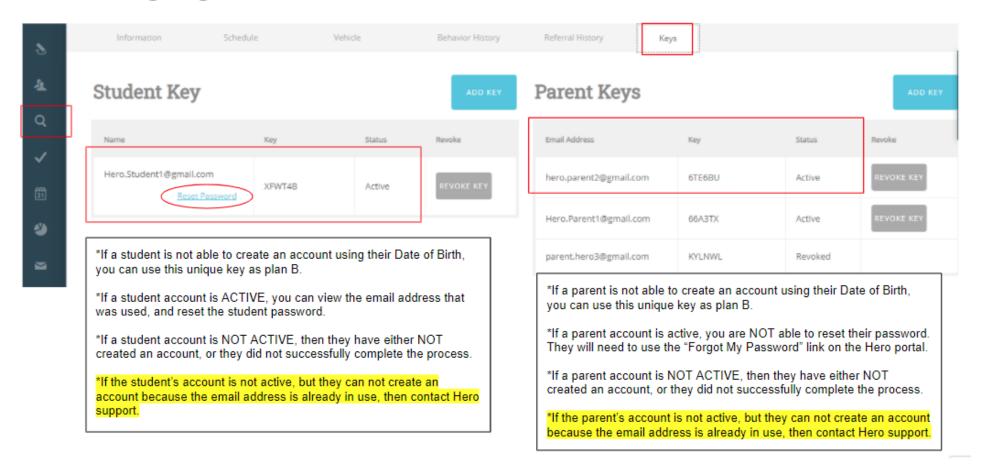


hero Troubleshooting Student Account

NEW STUDENT –	OLD STUDENT –	"STUCK" STUDENT –
Create an Account + Add Student	Log In with Existing Credentials	Submit a Support Ticket
New students will need to create a new student account.	Old students can log in with their existing credentials.	Students who cannot log back in after creating a new account and/or resetting their password, may be "STUCK."
Step 1: Students create an account with any email	Step 1: Type in your username (Email Address)	
address and password. We recommend that	Chan 2. Towns in community	Step 1: Confirm that the student's account is
students use their school email address and ID#, or other common password.	Step 2: Type in your password	ACTIVE (Student Lookup Feature > Keys)
Step 2: Students needs to +ADD STUDENT to link their student profile to their account. Students can		Step 2: If the account is ACTIVE, reset the password.
either use their ID# and the Hero secure key you		Step 3: If the account is NOT ACTIVE, try creating a
give them, or they can use their ID#, Last Name,		new account.
and DOB (as it appears in Hero!)		
Common Issues:	Common Issues:	Email Hero Support –
		herosupport@schoolmint.com
If a student mistypes their email address in Step 1,	Students will forget their username and password	
they have just created their account with a	over time.	Please submit a list of each of the student email
misspelled username.		addresses associated with the student accounts
If a student does not +ADD STUDENT, their	Any user can use the magnifying glass "Student Lookup" feature > Keys to view if the student's	that are "Stuck".
account is still inactive until they log back in and	account is active or not.	Our support team will delete these accounts so
+ADD STUDENT. If the student is not able to log	account is active of flot.	that the students can start over as a New Student
back in, the student is now "STUCK." It's possible	If the account is active, you can see the email	"Create an Account."
that they misspelled their email address when	address associated with the account, and you can	
creating their account, and you are not able to	reset the student password.	
reset their password because the account is not		
actually active yet.		

Managing Parent/Student Accounts



Hero Zendesk Resource: Manage Student/Parent Accounts