



Troubleshooting Student Account

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

Managing Parent/Student Accounts

The screenshot displays the 'Keys' section of the Hero portal. It is divided into two main areas: 'Student Key' and 'Parent Keys'. The 'Student Key' section contains a table with one entry for 'Hero.Student1@gmail.com' with key 'XPWT4B' and status 'Active'. A 'Reset Password' link is visible below the email address. The 'Parent Keys' section contains a table with three entries: 'hero.parent2@gmail.com' (key '6TE6BU', status 'Active'), 'Hero.Parent1@gmail.com' (key '66A3TX', status 'Active'), and 'parent.hero3@gmail.com' (key 'KYLNWL', status 'Revoked').

Name	Key	Status	Revoke
Hero.Student1@gmail.com	XPWT4B	Active	REVOKE KEY

Email Address	Key	Status	Revoke
hero.parent2@gmail.com	6TE6BU	Active	REVOKE KEY
Hero.Parent1@gmail.com	66A3TX	Active	REVOKE KEY
parent.hero3@gmail.com	KYLNWL	Revoked	

Student Key Instructions:

- *If a student is not able to create an account using their Date of Birth, you can use this unique key as plan B.
- *If a student account is ACTIVE, you can view the email address that was used, and reset the student password.
- *If a student account is NOT ACTIVE, then they have either NOT created an account, or they did not successfully complete the process.
- *If the student's account is not active, but they can not create an account because the email address is already in use, then contact Hero support.

Parent Keys Instructions:

- *If a parent is not able to create an account using their Date of Birth, you can use this unique key as plan B.
- *If a parent account is active, you are NOT able to reset their password. They will need to use the "Forgot My Password" link on the Hero portal.
- *If a parent account is NOT ACTIVE, then they have either NOT created an account, or they did not successfully complete the process.
- *If the parent's account is not active, but they can not create an account because the email address is already in use, then contact Hero support.

Hero Zendesk Resource: [Manage Student/Parent Accounts](#)