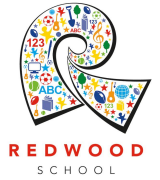# Introducing Hero to Redwood School Whānau

We are delighted to launch our new communication and reporting system, Hero. An online sharing platform with complementary smart app. This replaces our current SMS, eTap.

Hero allows schools to customise an online environment that enables teachers, students, and families to view and share content anytime, anywhere on any device. The software is secure, easy to use and brings together all school-related information in one place.

Over time, with Hero, you will have the ability to:

- view information on your child's progress and goals,

- read and respond to school notices sent to the class or groups your child is part of

- respond to school notices such as surveys and trip permission requests

- view account information, including donations and activity fees

- view school term dates

- view a school calendar of events

- notify the school if your child is absent or late

- navigate to other school-related webpages

- customise your account by adding a profile image

- select how you wish to receive notifications

Please note, we are staging the roll out of different Hero functions to allow for staff, students and whānau to get used to the system. Thank you for your patience as we work through this process.

Logging into Hero - Guide for Whānau

1. Scan the QR code below, or search for 'Hero" in the App or Google Play store and download, or visit https://go.linc-ed.com
2. Select "New user". Use the email address that you provided Redwood School when you enrolled your child/ren, use this address to request a password. Please note that each contact must have their own email address.
3. Enter your email address and click the "Request Password Link"
4. Check your email! If one doesn't arrive, ensure the school has your correct details on file - pop into the office if this occurs.
5. Follow the secure link to enter a new password.

If you need help please pop into the office, we can assist you.