Kia ora

The purpose of this notice is to support all whanau with getting connected to HERO.   It is vital that all parents and caregivers are connected and have access to this in order to keep up to date with notices.

  At this stage as we learn how to navigate HERO we are not making learning posts available to parent. We are hoping this will happen later in the year.

To receive Hero notification from our community feed, you will need to do the following.

Steps with linking to HERO:

1.   Open either Google Play or App store to download the HERO app.

Android phone: Google Play

Apple phone: App Store

2.   Download **HERO - linc-ed**

3.   Select **NEW USER** and insert the email that you have registered with the school.

        Your registered email is: _____

4.   HERO will send you an email with a link to follow.

        This will take you to a secure page to set a password.

5.   Once you have set your password you should be good to go!!!

6.   If you are having trouble with logging in please contact admin@nis.school;.nz

    Parents receive ONE form of notification when there is a community post.

    1. If parents log into the Hero mobile app they will receive an in-app notification.

2. If parents log into Hero via a web browser they will receive an email notification.
3. If a parent has logged in on a phone and a tablet, they will get in-app notifications to both devices. If they log out of one device (e.g. their phone) they will continue to receive in-app notifications on the other device (e.g. their tablet). If the parent logs out of both mobile devices they will receive an email notification.
4. If a parent has logged into the Hero mobile app previously but is currently logged out on all of their devices they will receive an email notification.
5. In all cases, the notification will direct the parent to log into Hero to view the full post.

Hero truncates email notifications to show the first 800 characters of the post within the body of the email notification. By logging into Hero, parents can view the full message, embedded documents, media, or links to download attachments. The notification does not include embedded documents, media or attachments.

Regards

Wendy Gray
Principal
Napier Intermediate