

How to access parent/student information in Charms

- Log on to www.charmsoffice.com, and click “ENTER / LOG IN” in the upper right corner.
 - Locate the “PARENT/STUDENT/MEMBERS LOGIN” section of the web page.
 - Login to your student’s program account using the following School Code:
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Entering the school code and selecting “Enter Parent Area” will bring up the main “Public” page. This will allow you to look at the “public” calendar for your organization, event list, and handouts and other “publicly shared” files, as well as a few other options.

You will access your student’s information by entering your password under “Student Area Password.” Please enter the password you created at the time you received your “Reset Password Link” email.

· Whenever you enter using your School Code and password, another more detailed screen appears with various button options for you to access areas in the Charms account. What appears here is partially up to the Account Administrator or Head Director.

· Two areas in which you can help the director/administrator maintain his/her records:

- Update Personal Information –

If the director has allowed it, you may help make changes to you and your child’s student information page (such as updating phone numbers / cell carriers and email addresses if they change) to help them communicate with you more effectively.

You may also be able to indicate which parent volunteer/resource groups you would like to participate in, if this feature is activated. Click Update Info to save changes.

- If your program has set up online credit card payments, you can make credit card payments for fees, trips, and deposits to your student’s account.

Click Finances -- if credit card payment is activated, you will see blue buttons in the four main areas of the financial statement indicating your ability to make online payments.

· You may also see links to enter Practice Logs, view Grades, and use the Recording Studio if the teacher has enabled these options.

- The Calendar may list events, rehearsals, and volunteer/RSVP opportunities.
 - Most importantly, the parent page assists both you and the teacher to communicate with each other. Stay up to date on what's going on with your student!
 - You can also access the student portal on your mobile phone's browser as Charms is mobile compatible. It's the way to stay in touch on the go!
- Your director may have other information they wish to share with you – read on, below, if applicable!

Resetting Your Password

Please note, you and your student will share the same password to log into the student portal.

If you are trying to log into your student's Charms account and enter an incorrect password, you will receive the following message:

"We're sorry but the Student Password or ID number you entered were incorrect.

If you would like Charms to reset the student's password, please enter the student's name as well as their email address or cell phone (or both). If we find a match, we will send an email/text message to the student's email address/cell phone on file, with a link to change their password."

You will be prompted to enter the first/last name, email address, or cell phone number of the student to receive a password reset link that is active for 24 hours.

If the student information entered does not match the student information in Charms, you will receive the following message:

• WE WERE NOT ABLE TO MATCH YOUR NAME WITH AN EMAIL OR CELL PHONE. PLEASE CONTACT YOUR TEACHER WHO CAN RESET YOUR PASSWORD.

You can reach out to the head director to confirm the student information on file.