



SOP (Standard Operating Procedure)

 my music staff

Overview

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Purpose

The purpose of this SOP is to streamline client interactions with the MyMusicStaff platform, reducing administrative workload and enhancing user experience.

By empowering users to take control of their account settings and scheduling needs, Monochrome Studios can ensure smoother operations, improved communication, and greater satisfaction among students and families.

Outcome

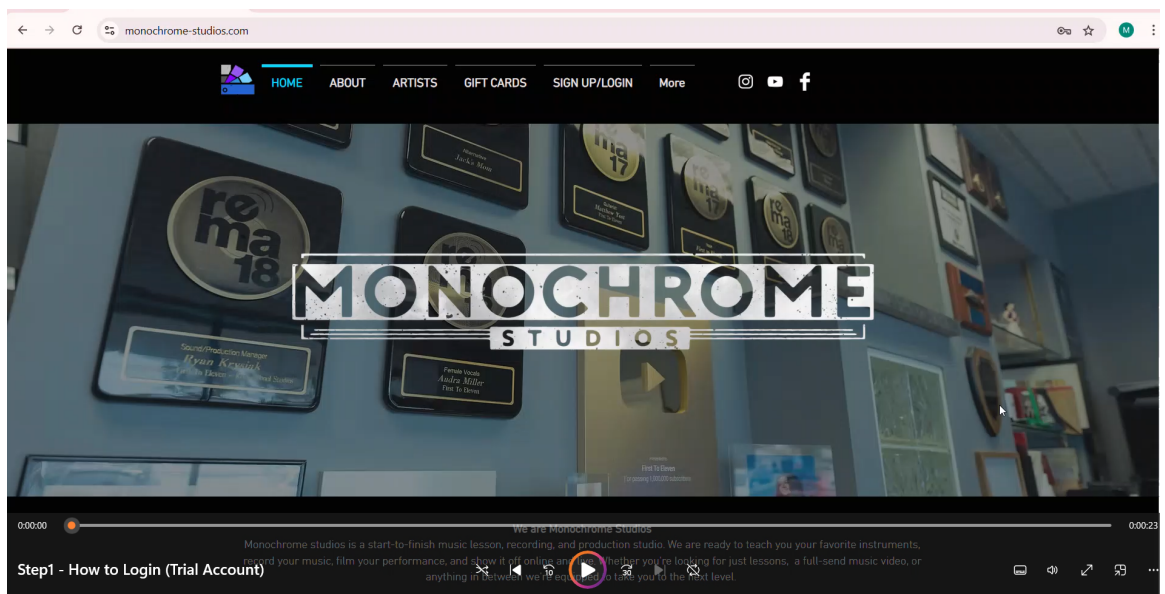
Upon following this SOP, you will be able to:

- Successfully log into MyMusicStaff account via monochrome-studios.com
- Add or update a payment method on file
- Enable or disable automatic payments
- Cancel or reschedule lessons using available makeup credits
- Update or add parent/guardian contact information
- Review and correct their personal contact details
- Turn on or off email and SMS lesson reminders

This will result in more accurate user data, timely payments, fewer scheduling conflicts, and an overall more efficient and satisfying experience for all parties involved.

Step #1 How to Login

- a. Go to <https://www.monochrome-studios.com/> or [click this](#) or **Go to the Monochrome Studios website**, open your internet browser and navigate to:
👉 <https://monochrome-studios.com>
- b. **Click the Login Button**
On the homepage, locate the **"Student/Parent Login"** button. This is typically found in the website's top menu. Click the button to be redirected to the secure *MyMusicStaff* login page.
- c. **Enter Your Login Credentials**
On the MyMusicStaff login page:
 - i. Enter your **email address** associated with your Monochrome Studios account.
 - ii. Type in your **password**.
 - iii. Click **"Log In."**
- d. **Trouble Logging In?**
 - i. If you've forgotten your password, click **"Forgot your password?"** on the login screen and follow the prompts to reset it.
 - ii. Make sure you're using the same email address you provided to Monochrome Studios during registration.
- e. **Access Your Dashboard**
Once logged in, you will be directed to your personal dashboard where you can manage your account, view lesson schedules, make payments, and update your information.



Step #2 How to add a card/payment method

- During your sign-up on <https://www.monochrome-studios.com/>
 - a. **Fill Out the Registration Form**

Enter your personal details, including:

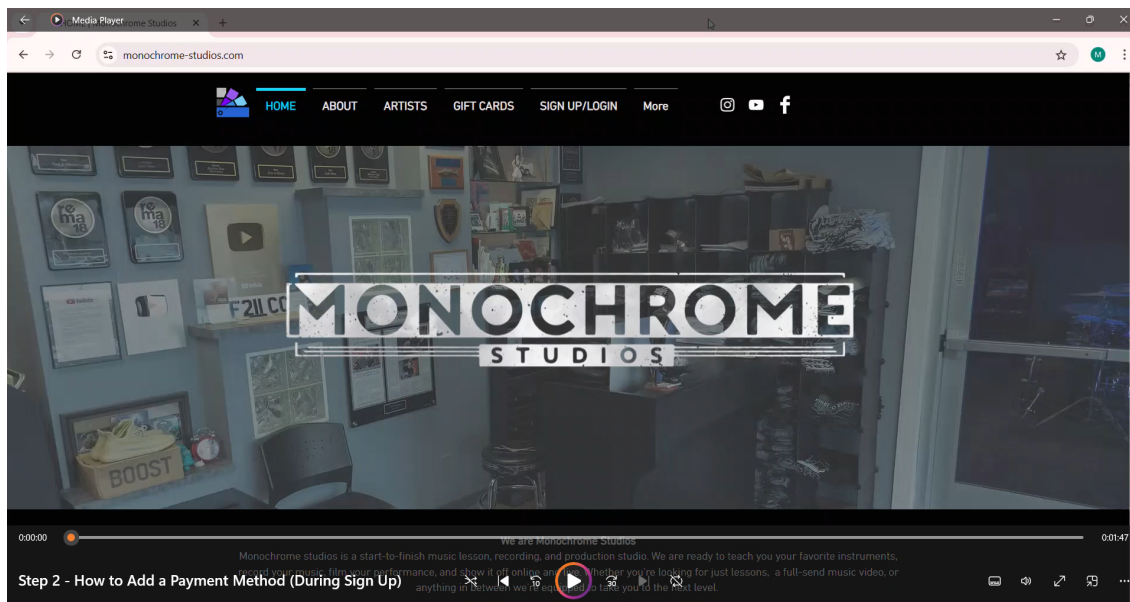
 - i. Student name
 - ii. Gender
 - iii. Birthdate
 - iv. Contact information
 - v. Lesson preferences
 - vi. Any required parent/guardian info
 - b. **Proceed to the Payment Section**

As part of the registration process, you'll be directed to the **Payment** section before submitting the form.
 - c. **Enter Your Payment Details**

Provide your credit or debit card information:

 - i. Card Number
 - ii. Expiration Date
 - iii. Security Code (CVC) (3-digit code on the back of the card)
 - iv. Country
 - d. **Save Your Card**

After entering your card details, click "**Save**" to securely store your card on file.



- **On the Student Portal**

- a. **Navigate to your Profile**

- On the left side corner of the Student Dashboard navigate to "Account & Invoices"

- b. **Under Account & Invoices**

- Click "Make Payment"

- *If you did not save your card details during signup you will not see the saved store card file on your dashboard*

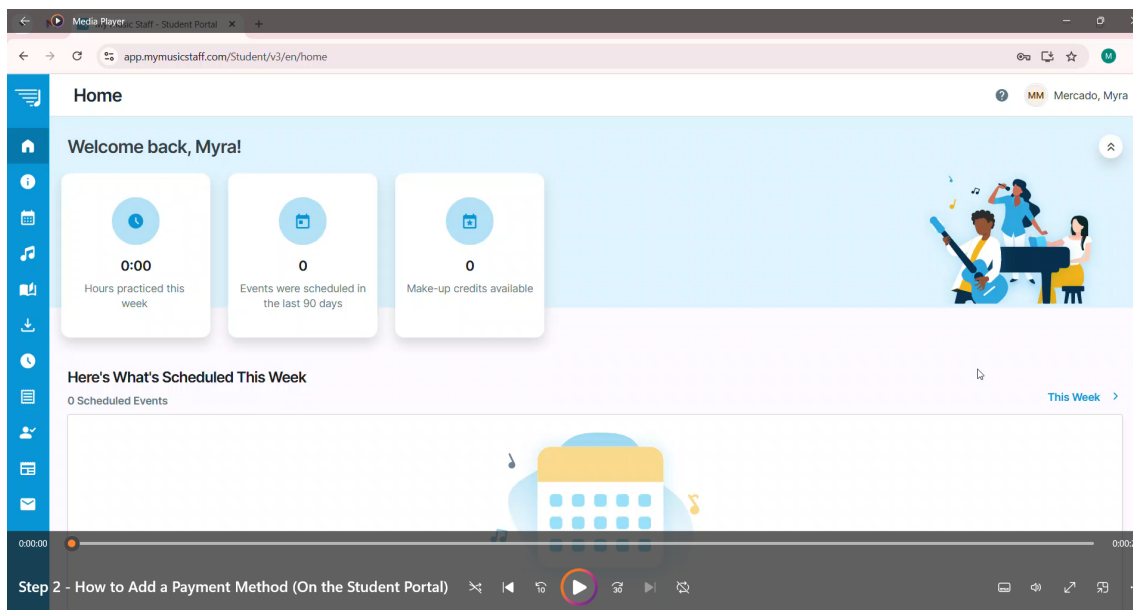
- c. **Click "Payment Method" then enter your payment details**

- Provide your credit or debit card information:

- i. Card Number
 - ii. Expiration Date
 - iii. Security Code (CVC) (3-digit code on the back of the card)
 - iv. Country

- d. **Save Card for Future Use** *(Optional)*

- You can tick the box > ***save this payment for future use***, for easier billing process



Step #3 Turn auto payment on/off

a. Auto Pay

After entering your card details, You can tick the box > ***save this payment for future use***, then an **Auto Pay** tick box will appear

b. If you want to turn on **Auto Pay**, you can tick the box to make future billing easier.

c. It will automatically save your changes after turning onn/off your preferred Payment Method.

- *If you don't see the option, check with your teacher/studio administrator — they may need to enable auto payments on their end.*

The screenshot displays a web browser window with the URL `app.mymusicstaff.com/Student/v3/en/account-invoices/make-payment`. The page is titled "Account & Invoices" and shows the "Payment Method" section. The "Card" payment method is selected. The form includes fields for Card number (4413 6000 2164 9256), Expiration date (01 / 30), Security code (849), Country (Philippines), and an optional field to save information for secure 1-click checkout with Link (myramercado911@gmail.com). A "Payment Summary" box on the right shows a Subtotal of --- and a Total of \$0.00. The video player interface at the bottom indicates the current step is "Step 3 - Turn Auto Payment on or off" and shows a progress bar from 0:00:00 to 0:00:13.

Payment Summary	
Subtotal	---
Total	\$0.00

Step #4 Cancel or reschedule lessons using makeup credit

a. Dashboard

On the student portal, hover your mouse on menu, then go to Calendar

b. Find your scheduled event

Click CANCEL LESSON

c. Input your note to the teacher

CONFIRM

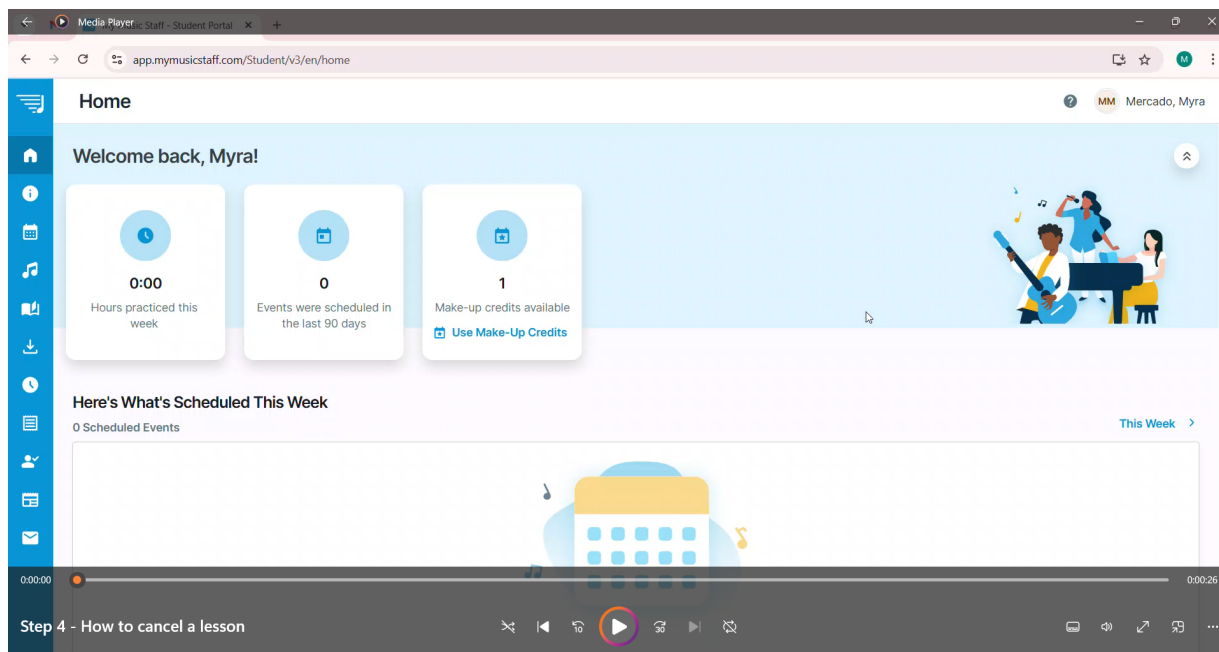
d. To reschedule a lesson; go to your Calendar

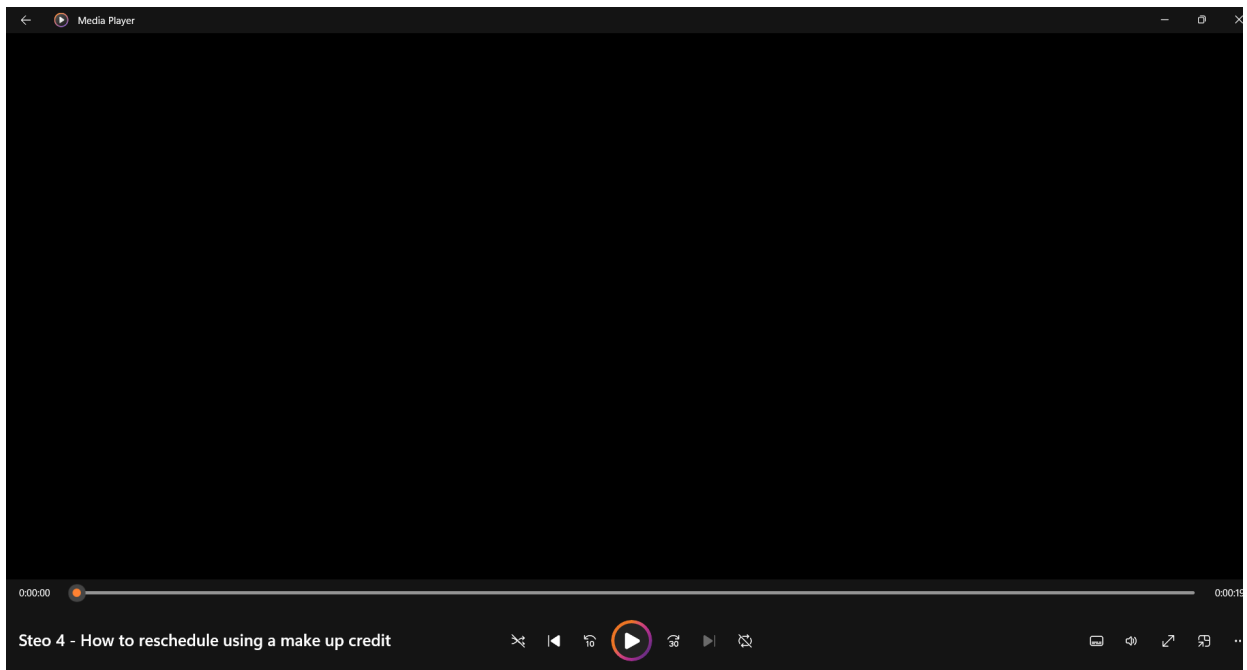
e. Find the text saying 'Make up slot Required'

Find any available make up slot of your teacher

f. Click "Join the Event"

Lesson will be saved





Step #5 Add or update parent contact info

a. Dashboard

On the student portal, hover your mouse on the upper right corner of the screen, then click your name

b. Choose "My Preferences"

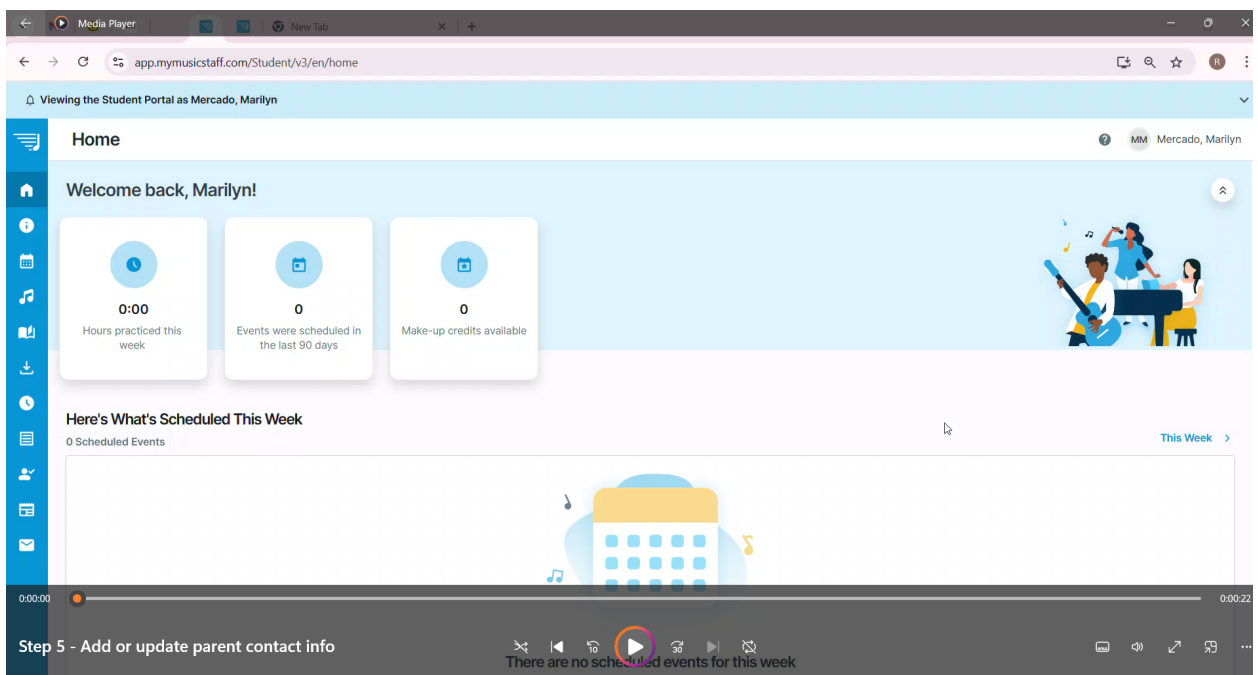
Upon clicking, you and your child's details will appear

c. Edit

There, you can see a pencil-like icon, click the icon and edit your contact information

d. Click Save

To save your changes on your information



Step #6 Review and correct email/phone number

e. Dashboard

On the student portal, hover your mouse on the upper right corner of the screen, then click your name

f. Choose "My Preferences"

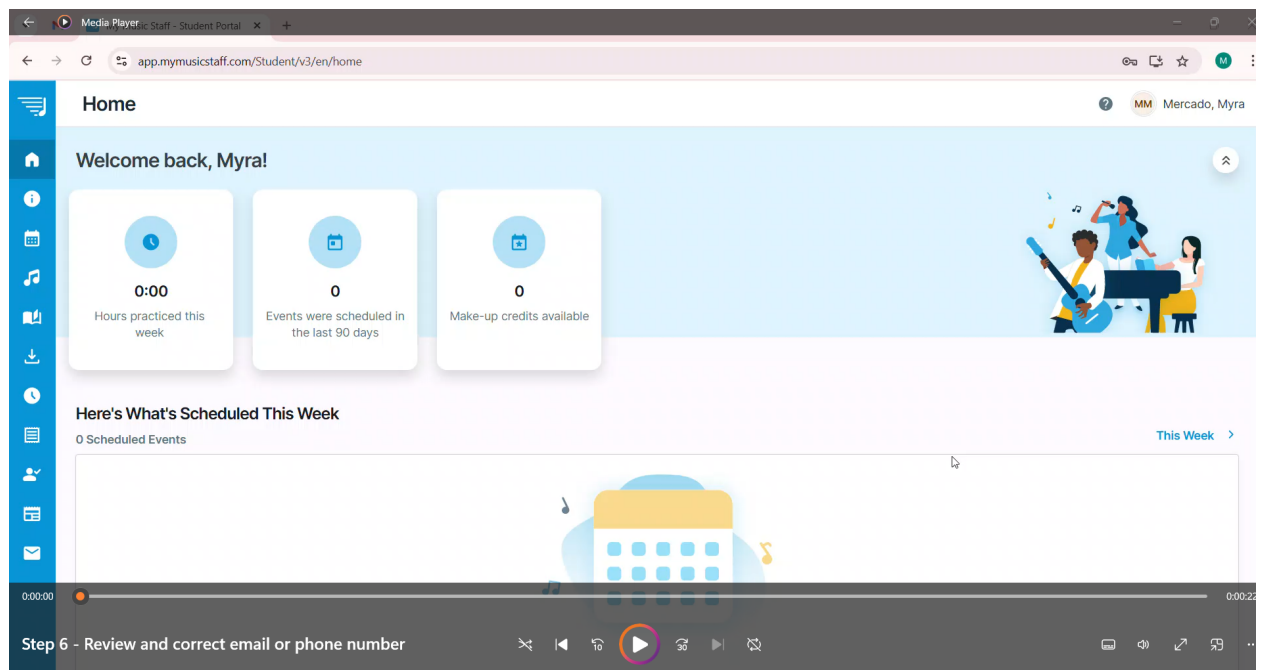
Upon clicking, you and your child's details will appear

g. Edit

There, you can see a pencil-like icon, click the icon and edit your preferred information to edit.

h. Click Save

To save your changes on your information



Step #7 Enable/disable email/SMS reminder

a. Dashboard

On the student portal dashboard, hover your mouse on the upper right corner of the screen, then click your name

b. Choose "My Preferences"

Upon clicking, your details will appear

c. Edit

There, you can see a pencil-like icon. Click the icon and your additional information will appear

d. Reminder

At the bottom of your details, you can see the "Reminder"

- Tick/untick the box to enable/disable **email** reminder; and below

- Tick/untick the box to enable/disable **SMS** reminder

e. Click Save

To save your changes on email and SMS reminder

