



How to access parent/student information in Charms – Piano Students

- To log in to Charms for the first time, you will need to submit an accurate email address to the director of your child's major.
- 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:

NWSAPiano

- This 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.
- To move past this point, you will need to have a "password reset" email sent to you either by Charms, or directly from your student's major teacher.
 - You must use the provided password reset link within 24 hours, otherwise you will need to request another one from your director.
- You should choose a password that all necessary members have access to. You and your student will share the same login information. Password communication is critical to avoid unnecessary password resets!
- Whenever you enter using this Username/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** – Please update EVERY FIELD, including student's PERSONAL email, and a parent email, T shirt size, personal instrument, etc. Complete EVERYTHING. Click *Update Info* to save changes.
 - **You can make credit card payments for fees, trips and deposits to your student's account.** Click *Finances* -- you will see blue buttons in the four main areas of the financial statement indicating your ability to make online payments.
- The *Calendar* will 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 download the Charms App to your smartphone – search your App Store for "Charms Parent/Student Portal" (or "Charms Blue"). It's the way to stay in touch on the go!

Further questions? Please contact Mrs. Stonnell at kristin.stonnell@cms.k12.nc.us.