Dear KCC Parents,

Charms Office Assistant is how KCC handles are your child's information. Through Charms you can access and do almost everything: check balance statements; pay tuition; purchase tickets; buy tights, t-shirts, concert DVDs and pay for social events from the online store; borrow uniforms and music; take attendance; RSVP for events; sync your child's choir calendar to your smartphone; even volunteer.

**SCHOOL CODE: KCC**

**New KCC Families:** You'll find detailed instructions here, in English and Spanish, on how to access and use Charms. 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! But please note, you cannot make a payment on your financial account on the mobile app. To do that, you need to log onto [www.charmsoffice.com](http://www.charmsoffice.com) from the internet browser on your phone or use a laptop.

**Returning KCC Families:** Please log into Charms to check your information is current and correct and add anything that is missing. We send lots of communication by e-mail, so please make sure that we have the right email address. Make sure cell phone numbers and cell phone carrier information is accurate since we will send a text if rehearsal is cancelled late in the day.

**Updates In Charms:** A section has been added in finances to include a trip ledger for singers going to Camp and/or Costa Rica. You can make payments directly to the specific trip. Placeholders for adult profiles are listed as: Mother/Father/Emergency Contact/Other (Doctor). Since all families are different we ask that you use the drop down menu to change titles to fit your family. You can add adults as necessary. Parent chaperones and volunteers should fill in birthday and drivers license details on their page (you will also fill out a volunteer form that includes background checks). Under the doctor profile, replace birthday/occupation/drivers license with health insurance information (company name and policy number) and preferred hospital.

**Charms Workshop:** Leona has scheduled a *Charms workshop training* for parents on **Tuesday, September 11 at 6:15 p.m.** at Milwood United Methodist Church which is located at 3919 Portage Road in Kalamazoo. Please bring a laptop, your smartphone with Charms Blue already installed on your phone and questions. I will need two parents to volunteer for choir check-in that night (volunteers should arrive at 5:45 p.m.)

**Technical Problems:** For most technical problems, please contact Charms Office Assistant directly through the help screens in the program. Live chat help is available. You can always email Leona with questions too, but if it’s a technical computer issue, please try Charms first.

KCC, PO Box 50414, Kalamazoo, MI, 49005
Phone: (269) 547-7183 • leona@kalamazoochildrenschorus.org
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:
  
  KCC

• 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.

• The first time you go here, enter your child’s ID NUMBER (on your child’s music book) into the Student Area Password field. You will be directed to the Change Password screen, to set a personal password different from the ID, for future use. You may also be directed to create both a unique Username and Password for the student. There are also mechanisms to recover/reset a lost Username/Password – when you create your new password, create a “hint” as well.

• 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:
  o Update Personal Information – You may make changes to your 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 will also be able to indicate which parent volunteer/resource groups you would like to participate in. Click Update Info to save changes.
  o 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 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 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!

Your Director may have other information they wish to share with you – read on, below, if applicable!
Cómo acceder información de padres y estudiantes Charms

• Ir a www.charmsoffice.com y haga clic en "Enter / Log In" en la esquina superior derecha.

• Localiza la sección "Parent / Student / Members Login” de la página web.

• Inicia la cuenta de su estudiante con el código de la escuela en la sección “School Code”:
  
  KCC

• Esto le llevará a la página pública principal. Usted será capaz de ver el calendario público para su organización, lista de eventos, folletos y otros archivos.

• Al llegar aquí, se entra el número de identificación de su estudiante en la zona "Student Area Password". A continuación, llegara a la pantalla para poder cambiar la clave. También puede crear un nombre de usuario y clave exclusiva para su estudiante y recuperar o restablecer su nombre de usuario y clave.

• Cada vez que entra con su nombre de usuario y clave, aparecerá una pantalla más detallada. Aquí puede ver la información de uniforme de su estudiante, sus asignaciones de música, documentos, información financiera, calendario de eventos, formularios y mucho más.

• Hay dos áreas en las que usted puede ayudar al director a mantener sus registros:
  
  • **Actualizar su información personal** - si el director lo permite, usted puede ayudar a hacer cambios en la página de información para usted y su estudiante (por ejemplo, actualizar su teléfono y dirección de correo electrónico si han cambiado). Esto ayudará al director comunicarse con usted mejor. Haga clic en "Update Info".

  • **Si la programa de su escuela está configurado para recibir pagos en línea, usted puede hacer pagos de tarjetas de crédito para su cuota, viajes y hacer depósitos a la cuenta de su estudiante** - Haga clic en “Finances” - si está activado pagos de tarjeta de crédito, usted verá un botón azul en las cuatro áreas principales de el estado financiero que indica su capacidad de hacer pagos en línea.

• También hay enlaces donde usted puede poner el diario de practica de su estudiante, ver sus calificaciones, y utilizar el estudio de grabación si el director ha permitido estas opciones.

• El calendario muestra eventos, ensayos, y oportunidades de voluntariado.

• Mas que nada, la página de los padres ayuda que usted y el director se pueden comunicar. Asegúrese de mantenerse al día sobre lo que está pasando con su estudiante.

• También puede descargar la aplicación Charms para su teléfono – ir a tienda App Store y busca "Charms Parent/Student Portal". ¡Es una buena manera de mantenerse en contacto siempre!

Su director puede tener más información que quieren compartir con ustedes. Si esto se aplica a usted, siga leyendo.
Directions For Combining Students on Charms

There are directions for how to link multiple students once a parent is logged in to the students Charms account and presses the multiple student button on a laptop or desktop.

The mobile app will not allow for multiple student login. If a parent is using the mobile app, they will need to login to each student separately.

1. Visit www.CharmsOffice.com and select the “Enter” option on the right side of the screen
2. You will login using the student/parent login area
3. Enter the school code
4. Enter the first student’s password
5. Select the “Change Password” button
6. Change the password to something you will remember (each student will need a different password)
7. Log Out
8. Login to the next students Charms account
9. Select the “Change Password” button
10. Change the password to something different than what you just changed the first one to. They cannot be the same.
11. Select the “Multiple Students” button
12. Follow the prompts on the screen
Kalamazoo Children's Chorus
Charms Parent / Student App
Installation & Login Instructions

Step 1

• Download Charms Blue from the iTunes Store

   -- > http://apple.co/1RTOSAB

• Download from Google Play


• Scan this QR Code
**Step 2**
Open the app and enter your information
- School code is *KCC*
- Student ID is your Singer ID #
- Click the *Remember login/id?* So you don’t have to log in every time
- You will have to make a new unique password.
- Click “Enter Charms” below the sign in information
- If you have entered your information correctly, you should see your name in the upper left hand corner of the screen.
- Note the question mark (?) at the top of the screen – that’s where you can go for help!

![Step 2 Example](image1.png)

**Step 3**
Click the three bars in the upper right hand corner (see the previous screen shot) to bring up the menu of available options. From here, you can go anywhere!

![Step 3 Example](image2.png)