

## River Hill Band Booster Charms Instructions

Charms is the online database management system that is used by the River Hill High School Band program. It is used to distribute information to band students and parents, and includes an Online Store option used for orders and payments for Marching Band Shoes and Gloves, Marching Band Meals and RHHS Band Pridewear.

If you need help or have questions, please email [Kathie Blackman](mailto:Kathie.Blackman).

### How to log in to Charms:

1. Go to [www.CharmsOffice.com](http://www.CharmsOffice.com).
2. Click on the blue "Login" button in the top right corner.
3. Click on the "Parents/Students/Members" button on the top right of the box.
4. Enter "RHHSMusic" where it asks for the School Code.
5. Enter your Student Area Password\* on the top left and click on the blue "Enter" button

\*If you are a new student, follow instructions below for "Default Student Area Password for new band students"

\*If you are a returning student and forget your Student Area Password, follow instructions below for "How to reset your Charms password".

### Default Student Area Password for new band students:

1. Your default password will generally be your capitalized first initial, followed by your capitalized last name followed by a zero (i.e. MBlackman0)
2. **IF your last name has only two letters** your default password will be your capitalized first name followed by your capitalized last name followed by a zero (i.e. MeganLu0)
3. **IF the password from 1 or 2 is less than 8 characters**, add zeros until it is 8 characters long (i.e. AlanLu00)

### How to reset your Charms password:

**Please note** - parent and student will share the same password to log in to the student portal.

If you are trying to log into your 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.”*

If you receive this message, email Kathie Blackman to request a Charms password reset link. Check your email since the link will only remain active for 24 hours.

Your password must:

1. Have a minimum of 8 characters
2. Include alpha and numeric characters
3. Include at least one capital letter
4. NOT include special characters

## **How to update your Charms student information:**

1. Log in to Charms using the instructions above.
2. Click on the “Update Info” icon. Verify the following information for the student. Please add it if it does not exist.
  - (a) Student First and Last Name
  - (b) Student Address
  - (c) Student Phone - phone numbers will only be used if student attends a band trip
  - (d) Student Email Address - Mr. Blackman will send important student information
  - (e) Student T-Shirt Size: Please limit to the following responses: “Adult Small”, “Adult Medium”, “Adult Large”, “Adult XL”, or “Adult 2XL”
  - (f) Private Teacher: name if applicable, or n/a
3. Click on parent/guardian name at the bottom left. Verify the following information for the parent/guardian. Please add it if it does not exist - at least one parent with an email address is required.
  - (a) First and Last Name
  - (b) Phone - phone numbers will only be used as emergency contact if student attends a band trip
  - (c) Email - Mr. Blackman will send important parent information
  - (d) Relation to Student
4. Click on Add New Adult to add information for any other adult who wishes to receive band communications.
5. **When finished be sure to click the green Update button at the top right of the page!**
6. If you have two students, please log in and complete for both students. After you finish the second, click on the Home icon at the top left of the screen. From the home screen you can click on the “Multiple Students” icon to link their accounts.



## **How to purchase from the Charms Online Store:**

1. Log in to Charms using the instructions above.
2. Click on the “Online Store” shopping cart icon. Charms has a video for parents/students on how to use the online store that may help if you are unsure how to proceed. It seems to be a little outdated because the store looks a little different now, but the process is the same.
3. You will have two payment options when you check out: PayPal or Bill and Print. The PayPal option will add a PayPal transaction fee at checkout to cover the PayPal fees. If you choose the Bill and Print option, please make a check for the total out to “RHHS Music Boosters - Band” and turn in to Mr. Blackman.
4. If paying by PayPal make sure to click “I Accept” at the end to finalize the purchase.

Pridewear items purchased in the online store will be delivered to the student in school.

## **How to verify purchases from the Charms Online Store:**

1. Log in to Charms using the instructions above.
2. Click on the “Online Store” shopping cart icon.
3. Click on the “Purchase History” tab on the top left.
4. Click on the magnifying glass to the right of each purchase to see what items were ordered.

## **How to log out of Charms:**

Click on the red “Exit Charms” button at the top left.