

# How to Set Up Your Charms Office Assistant Account



In an effort to further consolidate and streamline the daily operations of the RMHS Instrumental Music Program, we have begun using a software package called “Charms Office Assistant”. This software allows us to manage all of the logistics for non-academic elements of the program in one place. We will slowly roll-out this usage of this program, beginning first with email and calendar usage. Please follow the steps below to finalize your student’s account. If you need help, please don’t hesitate to reach out.

- Log on to [www.charmsoffice.com](http://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: **RMHSMusic**
- 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 (West Ada ID) 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.
- **Update Personal Information** – if the director has allowed it, you may help 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 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.
- You may also see links to enter ***Practice Logs***, view ***Grades***, and use the ***Recording Studio*** if the teacher has enabled these options. These features will not be used at this time.
- 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!