



Beginning with the 2018-2019 the Youth Symphony of Kansas City will utilize the Charms Music Office Assistant website and service. Various aspects of the Charms program were used during the previous season. However, we will start using even more of the capabilities of this robust and helpful program for the current season. As we moved to almost 100% Charms use all previous accounts were deleted. All returning members will receive new passwords and login credentials.

Each individual student will have his/her own personal Charms account. YSKC will use the Charms service to provide the following:

- Parents and families can make tuition payments online through Charms. Parents and students can also log in and view their statements and accounts 24/7.
- Official YSKC calendar of rehearsals, events and concerts.
- Volunteer information and credit calculator.
- Students and parents will be able to retrieve necessary and required documents as well as extra copies of sheet music.
- YSKC staff and librarians will use the program for attendance.
- All email communication between YSKC staff, conductors and parents.
- Email blasts and text messaging service.
- More detailed information and instructions will be made available and discussed at the season opening parent meetings. At the current time we are still personalizing and adding YSKC components to our Charms account.

The following page contains instructions and information for entering the YSKC Charms system.

## HOW TO ACCESS PARENT/STUDENT INFORMATION ON CHARMS

- 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:

### YSKC

- 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 in to the **Student Password Area**. Your ID NUMBER is located in the corresponding email. 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.
- Two areas in which you can help the director/administrator maintain records:
  - Update Personal Information** – you may make changes to your and your child’s student information page (such as updating phone number/cell carriers and email addresses) to help them communicate with you more effectively.
  - You can make credit card payments for tuition.** - Just click *Finances*
- The Calendar will list events, rehearsals, concerts and volunteer/RSVP opportunities. *Please note that we are still in the process of entering all rehearsals and concerts to the Charms calendar. Please consult the ensemble calendars you were emailed back in June. We anticipate this process being finalized by August 19th. In the future you will be able to sign up for volunteer opportunities as well as report volunteer hours/duties. Please note that volunteer opportunities are not available on Charms until after the beginning of the season parent meetings.*
- Handouts and files will contain required handouts, forms and sheet music for your part, instrument or section
- **More detailed instructions and directions regarding the Charms program and YSKC will be discussed at the season opening ensemble parent meetings.**