



Southmoore Instrument Arts Program
Charms Online System Information
revised August 15, 2022

Charms Online System

Charms is our online system the band utilizes for finances. It allows patrons to check all band payments online and keep communication records updated.

How to Log-on to 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.
- Enter the school code: SouthmooreHSBand
- Entering the school code and selecting “Enter Parent Area” 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 (Southmoore does not utilize much of these functions due to our use of Canvas and the band app)
- You will access your student’s information by entering your password under “Student Area Password.” Please enter the password you created at the time you received your “Reset Password Link” email.
- Whenever you enter using your School Code and password, another more detailed screen appears with various button options for you to access areas in the Charms account.

Two areas in which you can help the band maintain great records:

- **Update Personal Information** – You may help make changes to you 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. Click Update Info to save changes.
- **Click Finances** -- You can make credit card payments for fees, trips, and deposits to your student’s account. You will see blue buttons in the four main areas of the financial statement indicating your ability to make online payments Note: There is a small convenience fee charged by PayPal associated with online payments to offset the cost for this service.

Resetting Your Password

Please note, you and your student will share the same password to log into the student portal. If an adult registers for the London trip, they will eventually receive their own account and login, separate from your student.

If you are trying to log into your students 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.”

You can reach out to the treasurer at treasurer@sabercatband.com to confirm the student information on file.