McLean High School Band – Charms FAQ   (Updated Nov 2017)

LOGIN: FCPSMcLeanHSBand (not case sensitive)

MY PASSWORD: _____

What is Charms?
Charms is an on-line system that we use to administer the band activities. It is a comprehensive system that allows us to track student and parent information, manage uniforms, manage payments and communicate with parents and students.

How do parents/students use Charms?
- **Student/Parent Information**: Verify, enter and keep your and your students contact information updated
- **Access your Financial Statement**: Find out what you have paid, what is outstanding etc.
- **Make Payments**: Make payments if you chose to pay via credit card
- **Form Management**: Access forms, find out which forms have been collected and which are outstanding

How do I access the system?
1. Go to https://www.charmsoffice.com
2. Click on "Enter/Login" in the top right corner and select "Parent/Student/Members" from the drop down menu.
3. In the section for Parent/Student/Members enter school code "FCPSMcLeanHSBand" (not case sensitive – fcpsmcleanhsband works too)
4. Enter your student's Fairfax County student ID (7 digit number)

How do I change my password?
You will be prompted to change your password once you accessed Charms for the first time. You can write it at the top of this sheet and keep it for future reference.

To change your password at other times, select the "Change Password" icon and follow the prompts.

How do I enter student and parent information?

1. Click on "Update Info" icon .
2. This screen shows you the information we currently have in the system of your student. Please verify accuracy and add the following information if missing:
   o Address
   o Student Cell Phone
   o Student Email
   o Student Gender

3. Click on the button "Relative" or "Add New Adult" and enter name and contact information for at least one parent/guardian. Make sure that any email addresses that you want to have included in communications related to band are added.

How do I make a trip payment via credit card?

1. Click on the "Finances" icon . You will see the "Student Financial Statement" and the outstanding trip balance.
2. Click on "Make a Trip Payment"
3. A new window will come up. Select the appropriate trip from the drop down menu. Enter in the field "Amount to pay" the amount that you want to pay at this time.
4. Click on "Start Payment"
5. Then you will be automatically linked to SchoolPay to submit your payment.

As soon as your payment has been made, you will see it reflected on your Financial Statement.

How do I make a fixed payment via credit card?

1. Click on the "Finances" icon and you will see the "Student Financial Statement".
2. Scroll down to the Fixed Payment section. In the column "Paid by" click on the button next to the amount you want to pay.
3. Click on "Pay Fixed Payments"
4. A new window will come up confirming the total amount you will pay via PayPal. Click on "Start Payment."
5. Then you will be automatically linked to SchoolPay to submit your payment.

As soon as your payment has been made, you will see it reflected on your Financial Statement.

What if I want to pay my band fees by check?
You have the option to pay by check for any band expenses. You can submit checks to the band collection box in the band room. Please always note in the notes section the purpose of the payment and the student name. As soon as the check has been received, it will be entered into Charms and your Financial Statement will reflect the payment.

How do I purchase items in the on-line store?

1. Click on the on-line store icon
2. Select "Choose" next to the item that you would like to order

3. Depending on the item you will then have a choice of the size, color, width, lengths etc. of that item. Make your selections in BOTH lists. If there is no description in the second list, click on "No Description (add to cart)". Do not yet click on "Update Cart."
4. Next you will select the quantity of that item that you would like to order and click update cart.
5. Now your order appears on the top of the screen. You can continue to shop, edit or delete the item or check out.
6. You have the option to pay via SchoolPay (credit card) or to print out the order and pay via check. If you choose to pay via SchoolPay, click on "Checkout with Schoolpay." Then you will be automatically linked to SchoolPay to submit your payment. If you choose to pay via check, click on "Bill and Print." Please make the check payable to <u>McLean High School</u>, write the student's name and order number in the check memo line, and place the check and order printout in the locked box in the band room.

7. If you are not sure what you have ordered or if you have paid your order yet, you can click on the top navigation bar to review your purchase history.

How do I access general information or forms?

1. Click on "Handouts and Files" icon .
2. You will see a "General Information" folder that has reference documentation, a Marching Band folder and other folders as applicable or any individual forms that we might be collecting.
3. Click on the folder to open it and then select the 2nd tab "Show in List" to see a list of all the files and their complete names.

How do I check which forms I have turned in?

Click on "Forms Collected" icon .
You will see which forms we have and have not received for your student. Typically allow 2 days for us to update the system.

How do I sign up to volunteer?

1. Click on "Volunteer" icon .
2. Select the volunteer event from the drop down menu and click on "Show Volunteer Needs".
3. Enter your name, email address and phone to signup for one of the needs listed. Contact information will be hidden once you sign-up. Only your name will be visible to other volunteers.