

## How To Access The Parent/Student/Member Portal

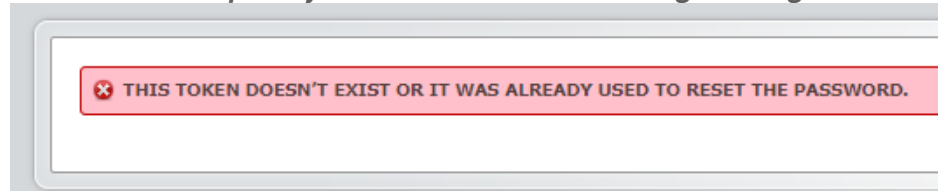
If this is your first time logging in, please follow the directions below:

### 1. Create a password.

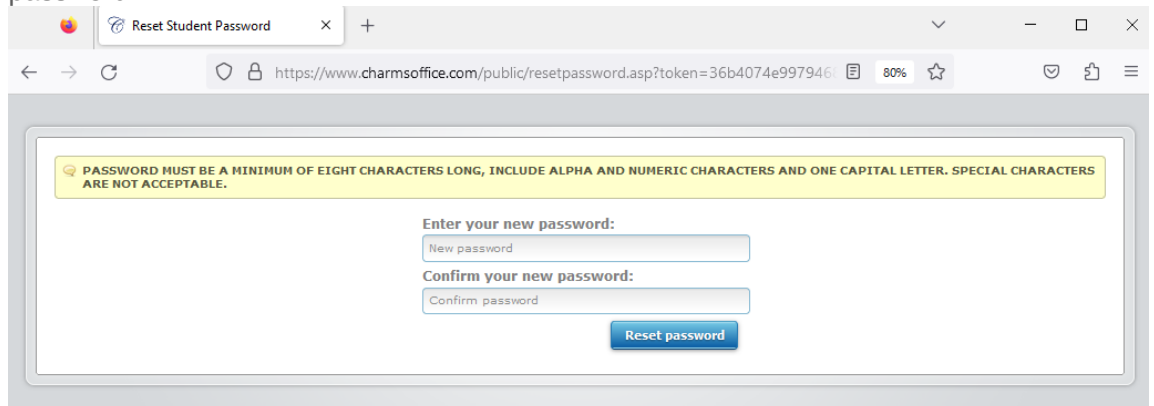
- When you and/or your student are added to the Charms portal, you will be emailed a password reset link to create a password to log into the portal for the first time.
  - i. *Password Requirement: Must be 8-30 characters, ONLY numbers, and letters, including one capital letter. It cannot contain any special characters such as punctuation marks, spaces, or symbols.*
  - ii. **Please note, you and your student will share the same password to log into the Parent/Student/Member portal.**

### 2. Log into the Parent/Student/Member Portal.

- The password reset link will come from the following email address:  
[CharmsEmailSender@charmsmusic.com](mailto:CharmsEmailSender@charmsmusic.com)
  - i. *Please note, the password reset link is active for a 24-hour period of time.*  
*If the link has expired you will receive the following message:*

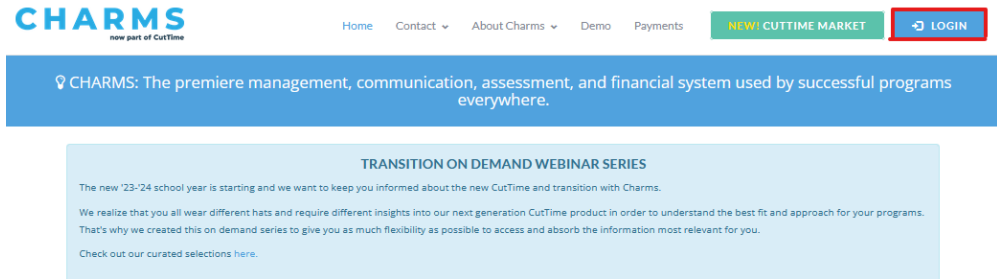


- You can either click on the link or copy/paste it into your browser to create your password.

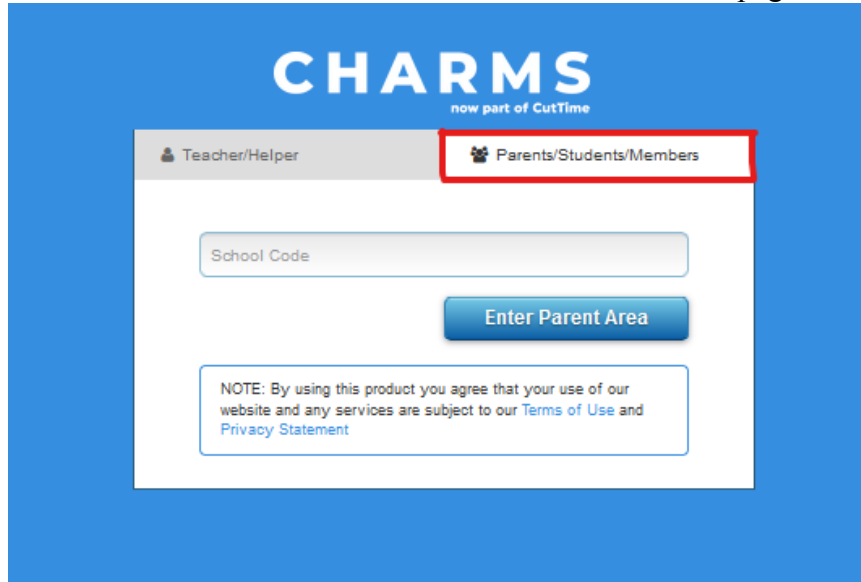
A screenshot of a web browser window. The address bar shows the URL: https://www.charmsoffice.com/public/resetpassword.asp?token=36b4074e997946. The page content includes a yellow warning message: "PASSWORD MUST BE A MINIMUM OF EIGHT CHARACTERS LONG, INCLUDE ALPHA AND NUMERIC CHARACTERS AND ONE CAPITAL LETTER. SPECIAL CHARACTERS ARE NOT ACCEPTABLE." Below the warning, there are two input fields: "Enter your new password:" with a "New password" field, and "Confirm your new password:" with a "Confirm password" field. A blue "Reset password" button is located below the second field.

### 3. Log into the Charms Portal.

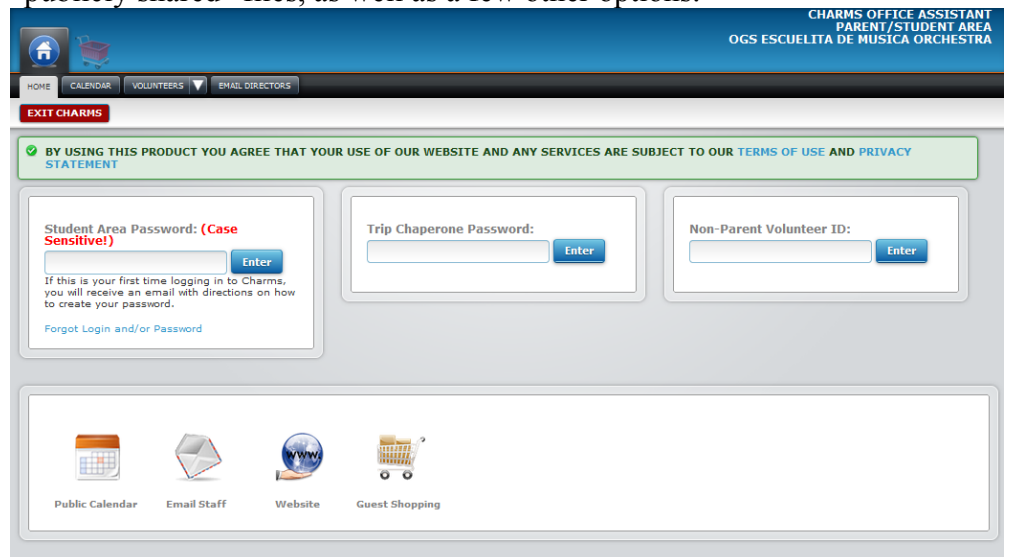
- Log onto [www.charmsoffice.com](http://www.charmsoffice.com), and click the “login” button at the upper right corner of the screen.



- Locate the **Parent/Student/Members** section of the webpage.



- Enter the School Code: **LibertyHSParentClub**
  - This will bring up the main “Public” page. This will allow you to look at the “public” calendar for your organization, event list, handouts and other “publicly shared” files, as well as a few other options.



- 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.**

**Student Area Password: (Case Sensitive!)**

If this is your first time logging in to Charms, you will receive an email with directions on how to create your password.

[Forgot Login and/or Password](#)

- You are now logged into the Parent/Student/Member portal



















CHARMS OFFICE ASSISTANT  
PARENT/STUDENT AREA  
OGS ESCUELITA DE MUSICA ORCHESTRA  
RAQUEL QUIROZ

HOME CALENDAR VOLUNTEERS EMAIL DIRECTORS FILES & HANDOUTS CLICK THIS TAB

**EXIT CHARMS**

✓ BY USING THIS PRODUCT YOU AGREE THAT YOUR USE OF OUR WEBSITE AND ANY SERVICES ARE SUBJECT TO OUR [TERMS OF USE AND PRIVACY STATEMENT](#)

DO YOU HAVE MULTIPLE STUDENTS USING CHARMS? YOU CAN NOW LINK THEM BY CLICKING THE "MULTIPLE STUDENTS" BUTTON BELOW!

 Calendar	 Event List	 Volunteer	 Email Staff	 Handouts & Files	 Website	 Online Store
 Finances	 Forms Collected	 Absences	 OG Cool Points	 Inventory Uniforms Library		
 Recording Studio	 Practice Logs	 Grades	 Update Info	 Change Password	 Multiple Students	

## Resetting Your Password

If you are trying to log into your student's 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."*

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.

NOTE: IF YOU DO NOT HAVE AN EMAIL ADDRESS OR CELL PHONE LISTED IN CHARMS YOU WILL NEED TO CONTACT YOUR TEACHER WHO CAN RESET YOUR PASSWORD.

First Name:  Last Name:

Email Address:

Cell Phone Number:

[Reset My Password](#)

To reset the password, please enter the following information into the Charms portal:

- Student first name
- Student last name
- Email address or cell phone number

The system will attempt to match the information entered to existing student information in Charms. If a match is found, a password reset link will be emailed to the parent/student information on file.

If the student information entered does not match existing 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 will need to reach out to your head director or teacher to assist with a password reset.