

HHS Band FAQs

1. How do I login to my Student's Charms account?

- Go to www.charmsoffice.com
- Select Login
- In the Parents/Students/Members section, enter **HanoverHSBand** in the school code box and click Enter Student/Parent Area.



The screenshot shows a web form titled "PARENTS/STUDENTS/MEMBERS". It contains a text input field labeled "Please enter your school code:" with the text "hanoverhsband" entered. Below the input field is a green button with a checkmark icon and the text "Enter Student/Parent Area". Below the button is a link that says "Having Trouble Entering a School Code? Click Here For Help!"

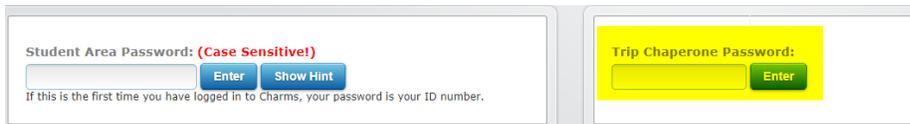
- Enter your Student's password in "Student Area Password"



The screenshot shows two password entry fields. The first field is labeled "Student Area Password: (Case Sensitive!)" and has a yellow background. It contains a text input field, a green "Enter" button, and a green "Show Hint" button. Below the input field is a note: "If this is the first time you have logged in to Charms, your password is your ID number." The second field is labeled "Trip Chaperone Password:" and has a white background. It contains a text input field and a blue "Enter" button.

2. As a Parent, do I have a separate Charms account?

No, you do not have a separate Charms account. If you choose to chaperone the annual band trip, you will be given a chaperone login that will give you access to your financial statement in order to pay for your trip. Follow the login instructions in FAQ #1. However, instead of entering your Student's password, enter your Trip Chaperone password in the space provided.



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3. My Contact information changed. How do I update Charms?

Follow the login instructions provided in FAQ #1. Once logged in, select **Update Info** and change your information. Don't forget to SAVE!

4. I can't get into Charms. I'm locked out. What do I do?

Please contact Mrs. McConchie at kmconcie@hcps.us

5. I'm no longer a member of HHS Band. How do I stop receiving communication?

Please contact Mrs. McConchie at kmconcie@hcps.us

6. Where can I find information on upcoming events, practices, games and competitions?

This is a fantastic question and one that can be answered in many different ways!

- First and foremost, check your Student's Charms calendar for the most up-to-date information.
 - Follow the login instructions provided in FAQ #1
 - Click the Calendar icon
 - Look through the posted information for each month
 - If a posted event does not have a schedule (i.e. competition), it's due to the schedule not being set by the host school. More on competition schedules shortly....
- Remind app. If you're not signed up, please download the Remind app and then text @6dca2 to 81010.
- Our fabulous Hanover High Band Programs facebook page. If you're not a member, please send a request.

- d. Mrs. McConchie sends out updates/information via Charms email to parents and students. If you don't receive her emails, please follow steps a-c in FAQ #1. At the bottom of the screen is a log of each email that goes out to include the Volunteer emails sent by the Volunteer Coordinator.

BY USING THIS PRODUCT YOU AGREE THAT YOUR USE OF OUR WEBSITE AND ANY SERVICES ARE SUBJECT TO STATEMENT

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

Enter Show Hint

If this is the first time you have logged in to Charms, your password is your ID number.

Trip Chaperone Password:

Enter

Public Calendar Email Staff Handouts & Files Website

News!

- Volunteer Opportunity
10/21/2018
- Need Volunteers
10/19/2018
- Lee-Davis Competition
10/17/2018
- Spirit night
10/17/2018

- e. AND last but not least, please check out our website www.hhsband.net

7. Why is there no detailed information for the competition dates?

Most host schools are rearranging their schedule of bands until several days prior to the event. Mrs. McConchie cannot provide performance times, and therefore the schedule for the day itself, until she receives the FINAL schedule provided to her by the host school. Unfortunately, this could be as late as the Monday or Tuesday prior to the event date. If you have any questions pertaining to a competition and how it may flow for a given date, please contact Mrs. McConchie.

8. I have a fundraising idea. Where do I send the information or who can I talk to?

We LOVE fundraising ideas! You can....

- Send fundraising ideas to kmconcie@hcps.us.
- Talk to a Booster member. Please see the list of Boosters on www.hhsband.net
- Post a message on our band FB page and someone will get back to you.

9. How can I volunteer?

Volunteering is the most rewarding experience! I've made some fantastic friendships that I know will last beyond Marching Band! You will not regret stepping out there to help chaperone a game, setup Pit, coordinate volunteers or work an event.

If you're interested in a Board or Committee position, please let one of our Boosters know!

- As for the week-to-week volunteering goes, our Volunteer Coordinator sends out weekly emails for sign up for the Football game and Saturday competition if we have one. If you did not receive it, please see FAQ #6 d.

- b. If you have a certain skillset that you would like to share (i.e. Public Relations/Newsletter/Treasurer/fantastic organizational skills etc...), contact kmconcie@hcps.us or any one of the Boosters to share your information.

10. Spirit Wear!

a. What is the schedule for the store openings

We typically open the store during the month of August and again in late Oct/early Nov.

b. Where can I pick up my Spirit Wear?

HHS Nurse's Clinic during 4th block only

c. I have a problem with my order. Who do I contact?

Call Areswear directly