

## Making Payments to your student Charms account (Checks or Charms)

**Note:** These instructions apply to payments made to your student Charms account, ONLY. Contributions made to the Instrumental Music Parents Direct Appeal have completely separate and differing instructions, outlined in the communications and instructions sent by the Instrumental Music Parents.

### Payment by Check

While our preference is for electronic payments, we know that everyone has different financial situations and levels of comfort with electronic payments. If you prefer to pay by check, please do so!

Checks should be made payable to: **MVHS Music**, noting the first and last name of the student, and what the payment is for.

Checks can be handed to Jason Kneebone or Dana McDonnell in Packard Hall, or mailed to:

**Jason Kneebone  
MVHS Music  
3535 Truman Avenue  
Mountain View CA 94040**

### Benefits of Paying Electronically

- **Check your account 24/7**

Within a few minutes of making your payment, you'll see it recorded on your student statement in Charms. (When you pay by check, you have to wait for someone at school to enter this information by hand. Considering how crazy busy life can get, that might take several weeks.)

- **No lost checks**

While checks have worked fine for years, we're all familiar with the way they can slip off desks, hide under computers, or get lost in the mail or the mail room. Jason & Dana typically collect payments from more than 300 students for several different programs at a time, upping the odds that one or two checks might go astray.

- **Saves teacher/volunteer time.**

With payments recorded automatically, Jason & Dana will have more time to spend on students and on music.

**For Electronic Payments, please see next page.**

## Charms Step 1: Go to [www.charmsoffice.com](http://www.charmsoffice.com)

Click on the green “ENTER” menu item at the top left of the page.

In the drop down menu, select “Parents/Students/Members”.

When you reach the screen that says “Please Enter Your School Code,” enter “**mountainviewmusic**” (all lower case, no spaces, no quotes).

On the page that asks for “Student Area Password” enter your student’s five-digit MVHS student number.

### More on Student Passwords

If your student has a four-digit student number (9XXX), enter a zero before the number (09XXX).

Your child’s student number can be found in the MVHS Student Information System, in the upper left corner, between his/her picture and name. It should also be listed on any class schedule or report card you’ve received.

If you can’t find the student number, or are having any trouble logging in, contact Jason Kneebone at [jason.kneebone@mvla.net](mailto:jason.kneebone@mvla.net), and he will help you.

## Charms Step 2: Reaching the Financial Contributions area in Charms



If you’re entering Charms, look for the red icon at the top of the home page, or the wallet in the icon list. Click on one of them to reach the finance section. (You can click on the Red \$ icon from anywhere else in Charms.)

### Student Financial Statement

This is the page that records all payments you make to your student’s account. Your payments will be recorded here within minutes if you pay online. You can check it as often as you like, from home, work, or your smart phone.

### To Pay Online using Charms and PayPal

After each item listed on your statement, in the “Paid By” section, you’ll see either a notation stating how you paid (check or credit) OR, a grey toggle switch. Click the toggle switch to turn it blue for every item you are paying.

## Pay Fixed Payments

### When you're ready to pay, Click the blue button

This button will take you to the Fixed Payments page. You can check to verify what payments you're making and then click the green button

## \$ Pay

Clicking the green button will take you to a Pay Pal web page that allows you to pay via a PayPal account or a number of different credit cards. Follow the directions on that page to make your payment.

**Congratulations! You're done! Thank you for using Charms!**

## Frequently Asked Questions

### What if I have more than one student?

Each student's account, account information, and payment information is recorded independently of any other student. That means that after working in one of your children's accounts, you'll need to **EXIT CHARMS**, and re-enter using your other student's id number. This assures the privacy of individual student accounts, and prevents mistakes that might be made when several families have the same last name.

### Can I make a partial payment?

Yes. On your child's financial statement page, scroll down to the "Student Miscellaneous Ledger Detail" section at the bottom for making partial payments. Any partial payments you make will be collected here. When you've accumulated enough in this account, and wish to transfer payment to the "fixed payment" section at the top, contact Jason Kneebone ([jason.kneebone@mvla.net](mailto:jason.kneebone@mvla.net)) and he will transfer the money for you.

### Can I transfer fundraising monies to pay Fixed Payments?

### Can I transfer money from one student to another?

### Can I carry a balance from one year to the next?

Yes. Yes. and Yes. However, all of these transactions require a Charms "administrator" to make the transfers. Just contact Jason or Dana and they'll take care of it for you.

### Other questions?

Contact Jason Kneebone at [jason.kneebone@mvla.net](mailto:jason.kneebone@mvla.net) or Dana McDonnell at [dana.mcdonnell@mvla.net](mailto:dana.mcdonnell@mvla.net)