Non-Emergency Questions

I am a director and cannot login to TexasMusicForms.com

- Visit www.texasmusicforms.com
- Select "Director" icon
- Select "Recover Username/Password"
    - **To recover a password**
        - Enter your username
        - Press "Send Code"
        - An email will be sent to the email address on your profile
        - If you do not receive an email, check your spam folder, or contact your Region Secretary
    - **To recover a username**
        - Press the button "To recover your username"
        - Enter your email address that is on your profile
        - An email will be sent to the email address on your profile
        - If you do not receive an email, check your spam folder, or contact your Region Secretary

I am using Charms to enter my events on TexasMusicForms.com and my entries are not appearing

- Visit www.charmsoffice.com and enter your username and password
- Select the "Assessment" icon
- Select the "UIL" tab
- Select form 1 and press the "Sync database" button
    - If you are an assistant or all access user in Charms, please have your head director follow these steps as well

I entered an event and my region secretary tells me they do not have my entries

- Visit www.texasmusicforms.com and login with your username and password
- Select "My Entries"
- Select the date of your event from the drop-down list and select "Show Entries"
    - All entries will appear for this event
    - NOTE: You must fill out either form 2,3, 4/5, 6/7, or 8, to have entered the event
    - Submitting only a form 1 does not enter you into the event
    - For additional help, please contact your region secretary

I am in Charms and I cannot see my UIL events?

- Visit www.charmsoffice.com and enter your username and password
- Select the "Setup" icon > "Profile" tab > "Update Profile"
- Ensure your UIL Region code is in the "UIL Information Area"
- Press update
- If you continue to have any issues, please contact your region secretary

Emergency Items

If you experience the following items, please contact us immediately

- www.TexasMusicForms.com is completely down/unusable
- www.TexasMusicForms.com is not responding to commands
- It is the day of the event and judges cannot login to the system
- Forms are unable to print from www.texasmusicforms.com

Contact Information

Monday – Friday from 8am to 5pm cst   972-485-1912 office phone

Email is available at any time   charmssupport@charmsmusic.com

Support Response and Resolution Guidelines

Category	Response Time	Resolution Time	Billable	Rate	Definition
Mission Critical Bugs	1 business day	1 business day	No	-	Application is not usable in current state
General Support	3 business days	10 business days	No	-	Need assistance on functionality that is not self-service (i.e. adding values to a dropdown list)
Non-Critical Bugs	5 business days	15 business days	No	-	Application is usable via workaround solution, but functionality is not as designed

*Please note that if you are requesting an item to be built, a fee may apply. In addition, any item built will be added for all regions to use. An item may not be built if it is not necessary for the majority of the regions.