

Parents Guide to Opus

In January of 2023, Neighborhood Music switched to a new scheduling software called Opus. Maestro will show you how it works!



Follow me!

updated Feb 2025



Important!!

The online Opus portal is meant to be an extra tool in your arsenal, but *it does not replace your scheduling team!*

Please don't hesitate to reach out to us for help with anything!



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What you *can* do online on Opus

The online portal in Opus saves you a phone call for a lot of basic things! Online you can:

✓ Update your
billing info

✓ Cancel a lesson
or two

✓ Schedule
makeups

✓ View your
upcoming
schedule(s)

✓ Pay an overdue
balance



What you *can't* do online on Opus

The online portal is meant to be an extra tool in your arsenal, but it doesn't replace our scheduling team. Please reach out to us for any of these things!



*Cancel your
subscription
(recurring lessons)*



*Change your
recurring lesson
time*



*Cancel and reschedule
lessons in bulk (more
than two at a time)*



Switch teachers



*Purchase single
lessons/lesson packs
(but you can schedule
them online!)*



General rule of thumb: for anything more complicated than cancelling a single lesson or scheduling a makeup, send us an email!

Getting Logged In



Navigate to <https://neighborhoodmusicschool.opus1.io/login> and click Login

Your login is the email address we have on file + a password you create

A screenshot of the Neighborhood Music login page. At the top, there is a row of colorful house icons. Below that is the "Neighborhood Music" logo. The page asks the user to "Please enter your email and password to login". There are two input fields: "Your email" and "Your password". Below the password field is a purple "LOGIN" button. There is also a "Sign in with Google" button. At the bottom, there is a link "or if you forgot your password" and a purple button that says "GET A LOGIN LINK BY EMAIL".

You definitely have a login - please don't create a new one!

If you don't know your email/password, reach out to our scheduling team, and we'll get you sorted!



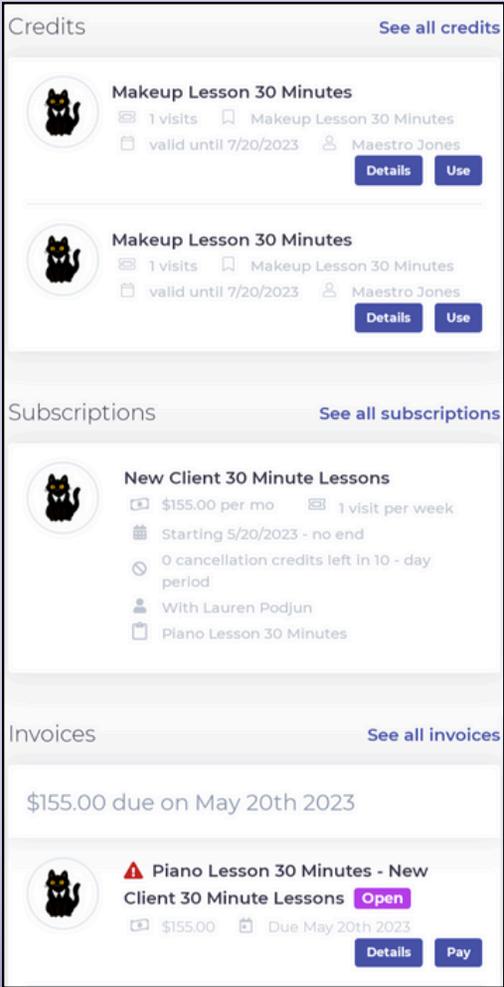
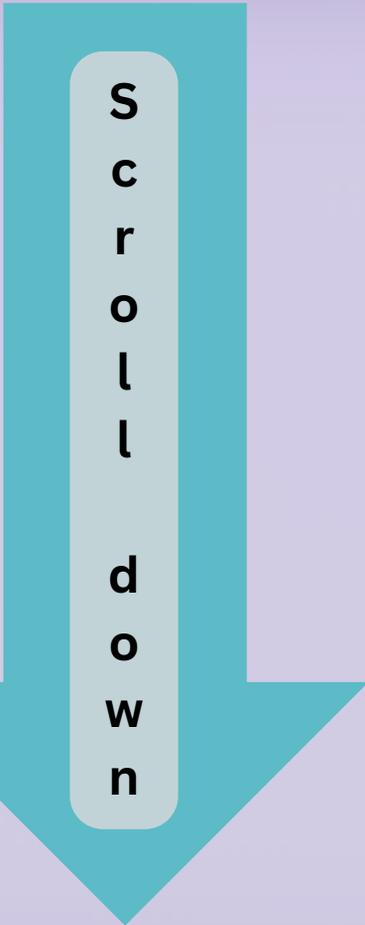
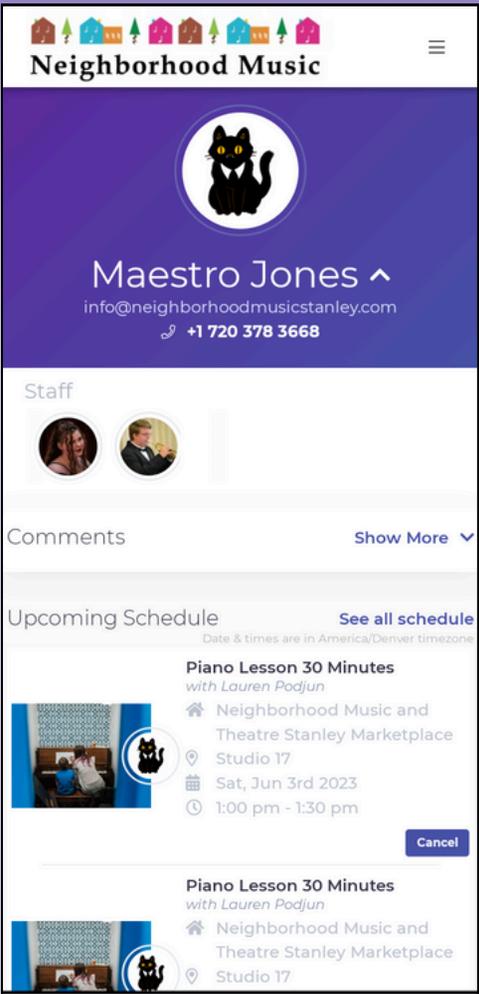
Homescreen (Desktop)

The screenshot shows the desktop interface for 'Neighborhood Music'. At the top left, there's a navigation bar with icons for home, calendar, messages, profile, and settings. The main header area features a profile card for 'Maestro Jones' with a black cat logo, contact information (info@neighborhoodmusicstanley.com, +1 720 378 3668), and a 'Staff' section with a profile picture. To the right is a 'Comments' section with a message 'There doesn't appear to be any comments' and a 'Leave a comment' button. Below the profile card are four 'Upcoming Schedule' items, each for a 'Piano Lesson 30 Minutes' with Lauren Podjun, scheduled for May 27th, Jun 3rd, Jun 17th, and Jun 24th, 2023. To the right of the schedule are 'Credits' (1 visit for a 'Makeup Lesson 30 Minutes'), 'Subscriptions' (New Client 30 Minute Lessons for \$155.00/mo), and 'Invoices' (a \$155.00 invoice due on May 20th, 2023).

Here's what you should see
when you login on a computer!

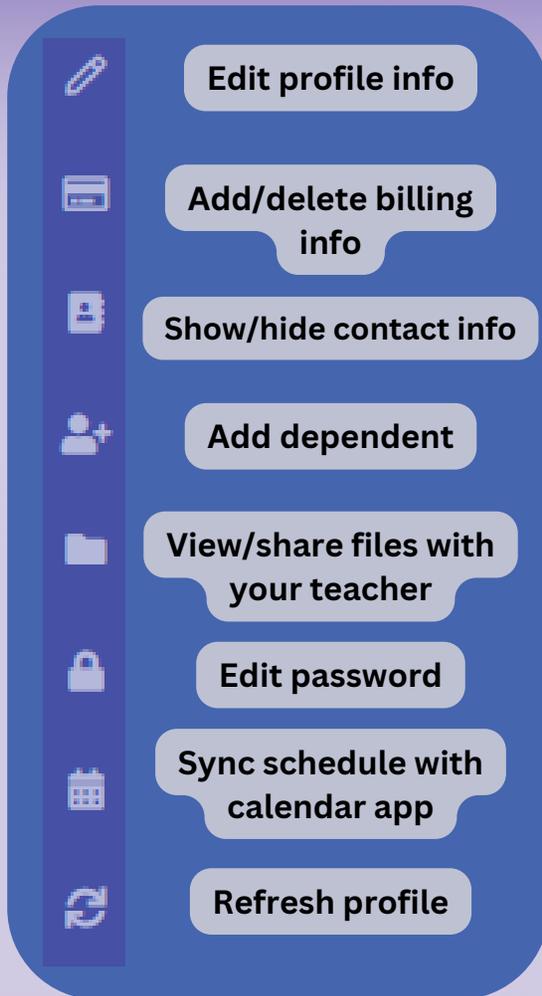


Homescreen (Mobile)

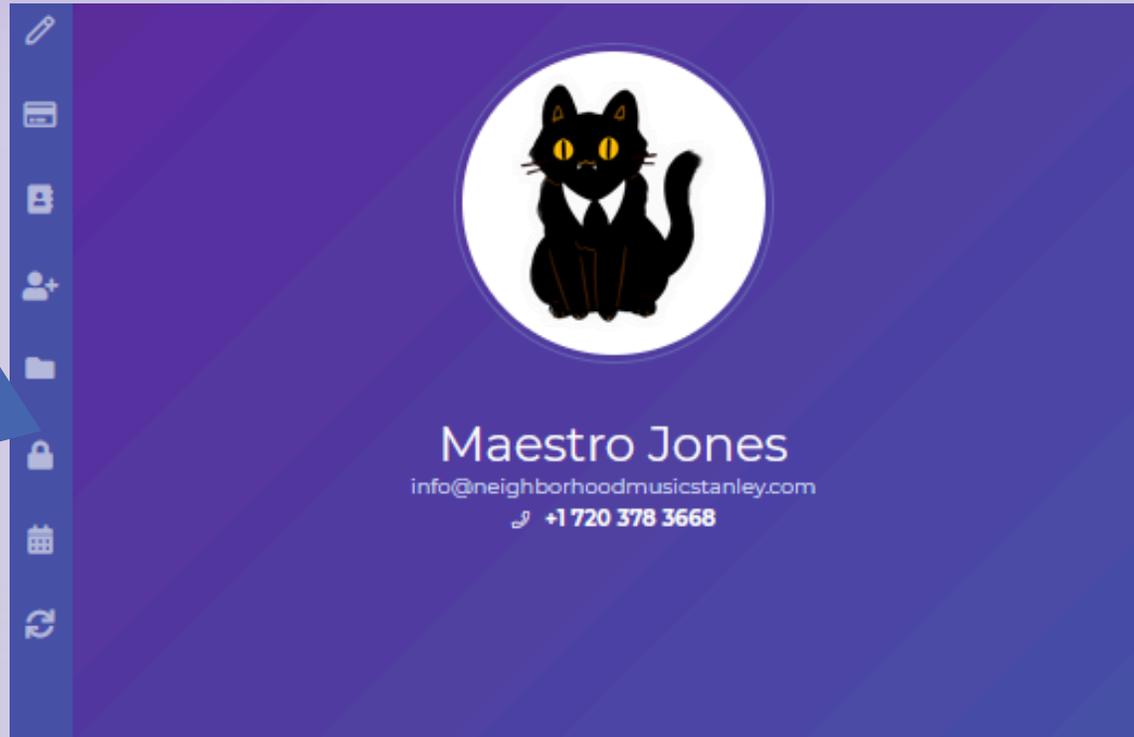


The mobile version is all of the same information, just stacked vertically!

Buttons



-  Edit profile info
-  Add/delete billing info
-  Show/hide contact info
-  Add dependent
-  View/share files with your teacher
-  Edit password
-  Sync schedule with calendar app
-  Refresh profile



Maestro Jones
info@neighborhoodmusicstanley.com
📞 +1 720 378 3668



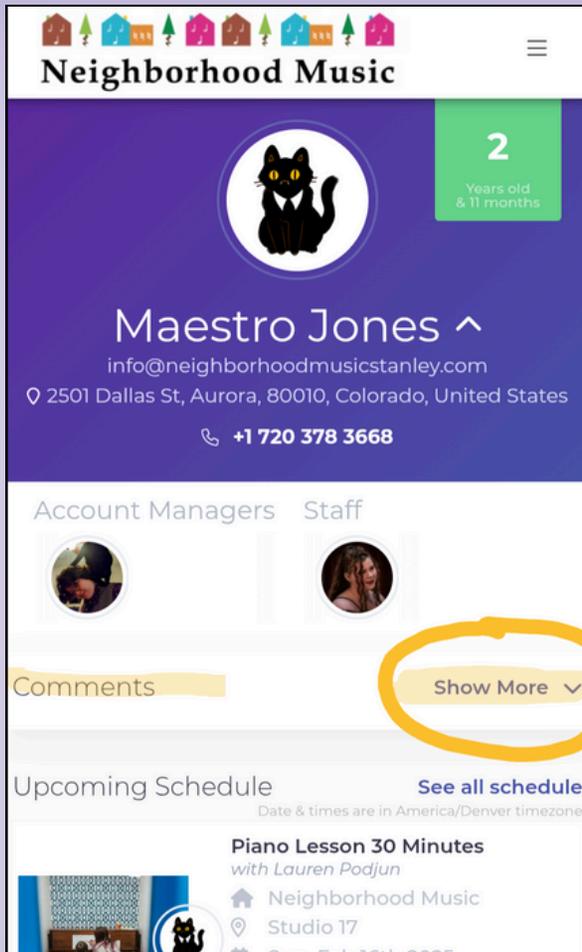
On mobile, these options will show up in the menu in the top right corner!



Neighborhood Music

Maestro Jones ^
info@neighborhoodmusicstanley.com
📞 +1 720 378 3668

Communications - Messaging your teacher (pt 1)



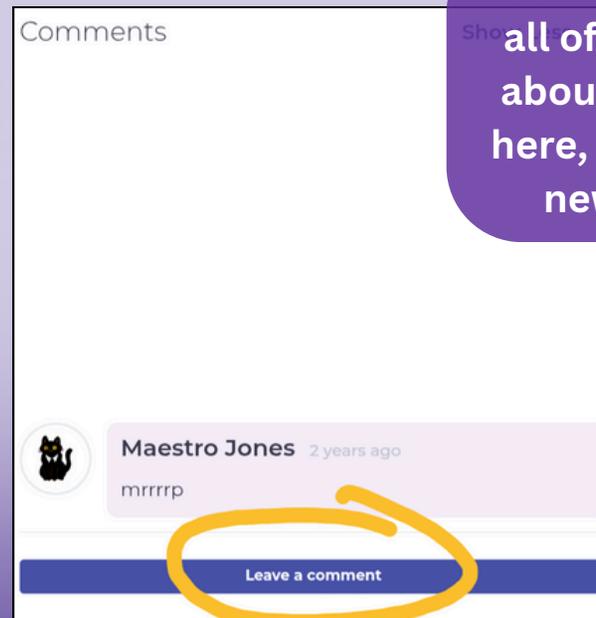
Navigate to your student's profile: Comments and click Show More

You can send your teacher a message on Opus!

Teachers will do their best to respond to messages, but please keep in mind that they may not have much time outside of your lesson time - it's always a good idea to ask questions at your lesson instead!

You'll be able to view all of the messages about your student here, as well as send new messages.

PLEASE NOTE: All scheduling is done through our admin team only. Teachers can only respond to messages about lesson content/materials.



Click Leave a Comment to send your teacher a message

Communications - Messaging your teacher (pt 2)



LEAVE CLIENT COMMENT ×

Client (Who is this about?)
Maestro Jones ▾

Who should be notified of this comment?
Lauren Podjun ▾

Hi Lauren! Which scale did you say Maestro should be working on? We're traveling and forgot our notebook!

B *I* U H1 H2 H3 ☰ ☷ ” -

You can attach files by clicking  icon.

The comment will be posted to the client's profile and the selected staff will be notified **by email**.

Please use for educational questions related to your lesson - your teacher will see this message on the day of your lesson. Your teacher cannot make schedule changes. **For all schedule changes, please contact administration.**

POST **CANCEL**

Select which student you're messaging about from the Client drop down menu

Select which teacher you'd like to message (if you only have one teacher, only one will show up on the list)

Add your message and any attachments you like and click Post

PLEASE NOTE: All scheduling is done through our admin team only. Teachers can only respond to messages about lesson content/materials.

Scheduling - View Schedule



Upcoming Schedule

[See all schedule](#)

Date & time: America/Denver timezone

	Piano Lesson 30 Minutes with Lauren Podjun 🏠 Neighborhood Music and Theatre Stanley Marketplace 📍 Studio 17 🕒 30 minutes	May 27th 2023 🕒 1:00 pm - 1:30 pm Cancel
	Piano Lesson 30 Minutes with Lauren Podjun 🏠 Neighborhood Music and Theatre Stanley Marketplace 📍 Studio 17 🕒 30 minutes	Sat, Jun 3rd 2023 🕒 1:00 pm - 1:30 pm Cancel
	Piano Lesson 30 Minutes with Lauren Podjun 🏠 Neighborhood Music and Theatre Stanley Marketplace 📍 Studio 17 🕒 30 minutes	Sat, Jun 17th 2023 🕒 1:00 pm - 1:30 pm Cancel
	Piano Lesson 30 Minutes with Lauren Podjun 🏠 Neighborhood Music and Theatre Stanley Marketplace 📍 Studio 17 🕒 30 minutes	Sat, Jun 24th 2023 🕒 1:00 pm - 1:30 pm Cancel
	Piano Lesson 30 Minutes with Lauren Podjun 🏠 Neighborhood Music and Theatre Stanley Marketplace 📍 Studio 17 🕒 30 minutes	Sat, Jul 1st 2023 🕒 1:00 pm - 1:30 pm Cancel

This screen will show your schedule for the next few weeks. To look further ahead (or back!), click See All Schedule

If you have multiple students enrolled, this screen will show all of your students' upcoming lessons in chronological order!

Scheduling - Cancel a Lesson

Upcoming Schedule [See all schedule](#)
Date & times are in America/Denver timezone



Piano Lesson 30 Minutes
with Lauren Podjun

📍 Neighborhood Music and Theatre Stanley Marketplace
📍 Studio 17
🕒 30 minutes

Sat, May 27th 2023
🕒 1:00 pm - 1:30 pm

[Cancel](#)

Click "Cancel" next to the lesson you'd like to reschedule

You'll get a pop-up with our cancellation policy. Scroll down and click "Continue with cancellation" to complete the cancellation.

Cancellation
A credit will be issued to Maestro Jones

[CONTINUE WITH CANCELLATION](#)

Common problems:

1. Opus told me I've exceeded the cancellation limit - why can't I have a makeup?
2. Opus says I can't cancel a lesson "unpaid" - what's up?

Opus can be a bit...*literal* about some things. If you encounter either of these messages, please email us and our scheduling team can help you out!



Scheduling - Schedule makeups (pt. 1)

Note: there is currently no way to view the schedule unless there is a makeup on your account

This is how you schedule 4-pack and 8-pack lessons, too!



Scroll to your "credits" section and click "Use" to schedule a makeup

Select a teacher to view their schedule. Select a timeslot, and click "book"

PLEASE NOTE: Makeups can be booked with any teacher for any instrument - the first line of each teacher's bio will list the instruments they teach!

Credits [See all credits](#)

 **Makeup Lesson 30 Minutes** 1 visit

 For 6/10 per email on 5/20  valid until 7/20/2023

 Maestro Jones

[Detail](#) [Use](#)

STAFF LOCATION

Austin William Kinard
Trumpet, Trombone, Piano // Originally from Ocala, Florida, Austin holds a B.A. in Music and Certificate in Jazz Studies from Missouri Southern State University. Currently, he is pursuing an M.M. in Music Performance from the University of Denver with trumpet as his main instrument, though he continues to play piano in ensembles as he can. He began as a self-taught musician before beginning trumpet lessons in high school and eventually beginning piano lessons while
[Read more](#)

tuba advanced trombone trumpet ...

Sunny Polanco
Piano, Flute // Sunny Wen studied flute and piano at Alethera University in Taiwan, where she earned her bachelor's degree in Applicable Music. While at Alethera University, she performed with a woodwind ensemble, culminating in a performance for the president of Taiwan in 2009. From 2014 to 2019 Sunny performed internationally for public, private and commercial venues with Miss Melody Flute Ensemble. Between her professional performances, Sunny taught
[Read more](#)

piano beginning flute ages 4+ ...

Steve Ehrhardt
Piano, Drums, Guitar // Steve Ehrhardt began playing in rock bands when he was 12 and attended The Dillard School of Performing Arts, and The Interlochen Arts Academy, ultimately graduating with a Masters Degree

May 2023 Jun 2023 Jul 2023

S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
30	1	2	3	4	5	6	28	29	30	31	1	2	3	25	26	27	28	29	30	1
7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
28	29	30	31	1	2	3	25	26	27	28	29	30	1	23	24	25	26	27	28	29
														30	31	1	2	3	4	5

Showing availabilities from May 21, 2023 to June 4, 2023
Use the calendar above to see different availabilities (dates and time are in the timezone of the appointment location)

Sun May 21st 2023
No availability

Mon May 22nd 2023
No availability

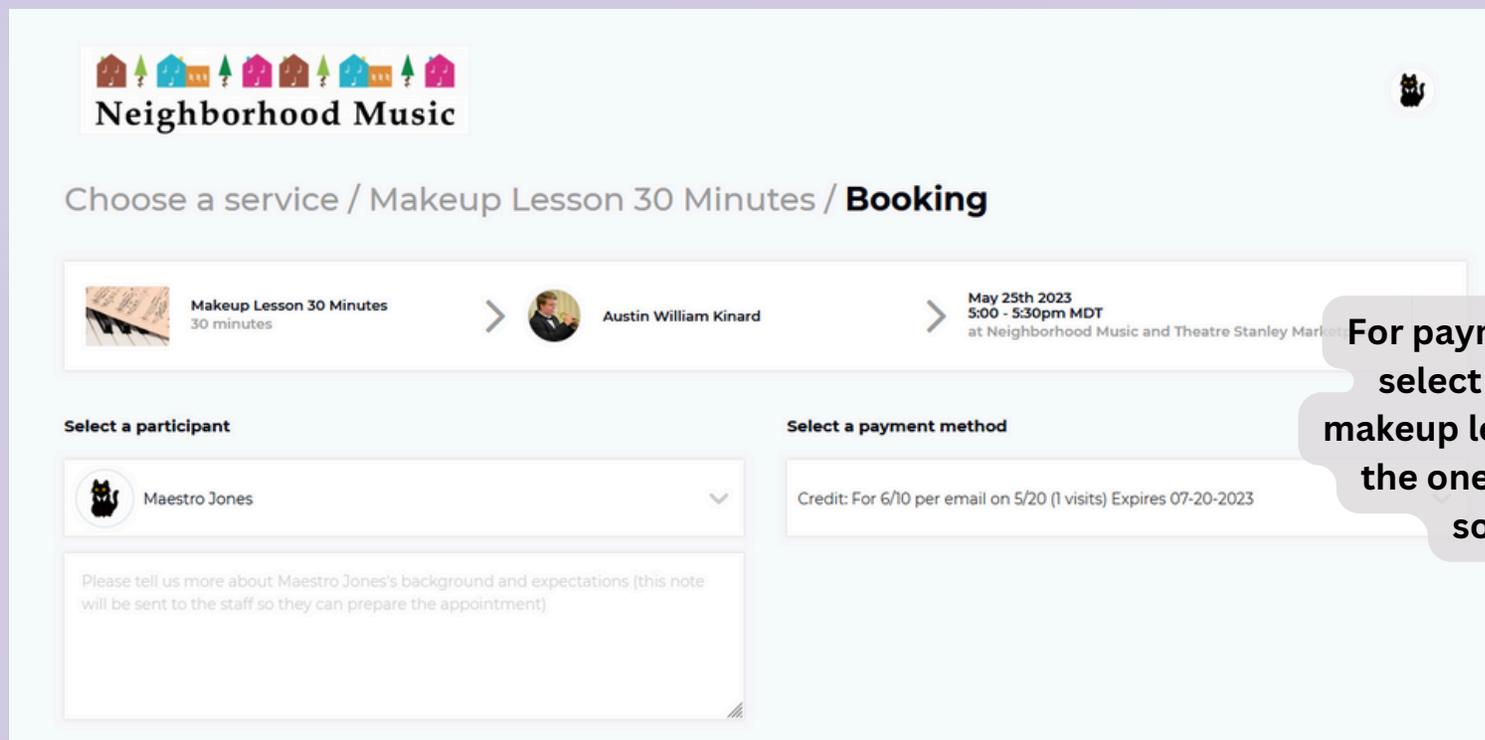
Tue May 23rd 2023
No availability

Wed May 24th 2023
No availability

Thu May 25th 2023

Online 5:00 - 5:30pm MDT	Neighborhood Music and The... 5:00 - 5:30pm MDT	Online 6:30 - 7:00pm MDT
Neighborhood Music and The... 6:30 - 7:00pm MDT		

Scheduling - Schedule makeups (pt. 2)



The screenshot shows the Neighborhood Music booking interface. At the top left is the logo with colorful house icons and the text "Neighborhood Music". To the right is a small black cat icon. Below the logo is the text "Choose a service / Makeup Lesson 30 Minutes / **Booking**". The main booking area shows a selected service "Makeup Lesson 30 Minutes" (30 minutes), a teacher "Austin William Kinard" (with a profile picture), and a date "May 25th 2023 5:00 - 5:30pm MDT" at "Neighborhood Music and Theatre Stanley Market". Below this are two sections: "Select a participant" with a dropdown menu showing "Maestro Jones" and a text area for notes, and "Select a payment method" with a credit option "Credit: For 6/10 per email on 5/20 (1 visits) Expires 07-20-2023".

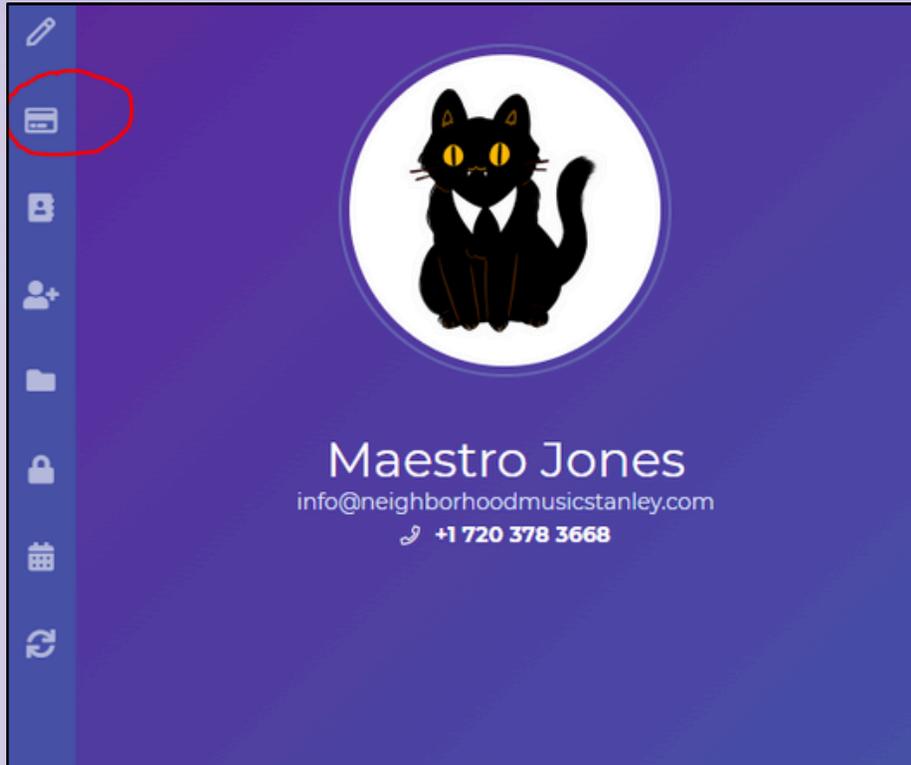
For payment method, select one of your makeup lessons (tip: use the one expiring the soonest!)



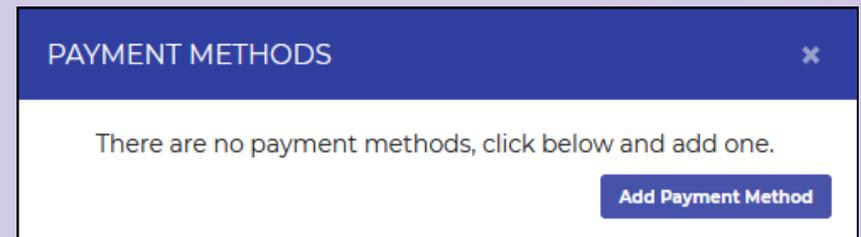
Makeups can be scheduled with any teacher for any instrument - if working with a new teacher for a makeup, it can be helpful to add notes about what your student is working on with their regular teacher!

Check the box next to "I agree to the terms and conditions," then click "Book" and you're all set! You should receive a confirmation email to the address on file.

Billing - Add billing information



Click the card icon on your homescreen to add or edit your billing information!



Same card, new expiration? No problem!
Just click "Update" next to the card you need to change.



Billing - Invoices

Tuition is auto-billed each month a few days before the first (July's tuition is billed around June 25th, for example!)

You can see how much your next bill will be on your homescreen!

The screenshot shows the Neighborhood Music app interface. At the top, there's a navigation bar with icons for home, search, profile, and settings. Below that is the profile for 'Maestro Jones' with a black cat logo, contact info, and a phone number. The 'Upcoming Schedule' section shows a list of lessons. A blue arrow points from the 'See all invoices' link in the schedule to a detailed invoice card.

Your next due invoice will show up on your opus homepage. Click "See all invoices" to view past invoices.



Billing - Pay an invoice

Tuition is auto-billed each month, but if you have to update your billing information, you may have to pay an invoice manually

If the system is unable to run the card on file, you'll receive an email requesting that you update your billing information. The system will try running the bill again until it is paid.

Invoices [See all invoices](#)

\$155.00 due on May 20th 2023

	<p>⚠️ Piano Lesson 30 Minutes - New Client 30 Minute Lessons \$155.00</p> <p>Open</p> <p>Due May 20th 2023</p>	<p>Details Pay</p>
	<p>New Client 30 Minute Lessons - Jun, 2023 \$155.00</p> <p>Open</p> <p>Due June 1st 2023</p>	<p>Details Pay</p>

To pay a past-due invoice, simply click "Pay" and follow the prompts! If you don't have a card on file, the system will ask you to add one.



Billing - View invoice details

Your next due invoice will show up on your opus homepage.
Click "See all invoices" to view past invoices.

The "billed" amount will always show as the total of the invoice (your monthly tuition rate).

Click "Details" under your invoice to see more! This screen will break down the payments by method.

If you had a credit, it will show up here.

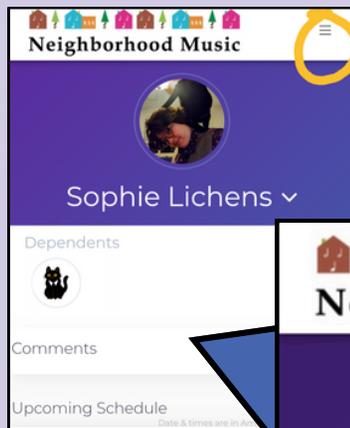
The amount billed to your credit card will show here!

New Client 30 Minute Lessons - Mar, 2023	
Neighborhood Music and Theatre Stanley Marketplace	
New Client 30 Minute Lessons	\$155.00
For -1 visit(s) per week	
Due now (March 1st 2023)	Total Due \$155.00
Payment Transactions	
 Account credit Jan 30, 2023 4:48 PM	\$30.00
 Paid by Credit Card AMERICAN EXPRESS **** Feb 25, 2023 3:47 AM	\$125.00
TOTAL (PAID)	\$155.00

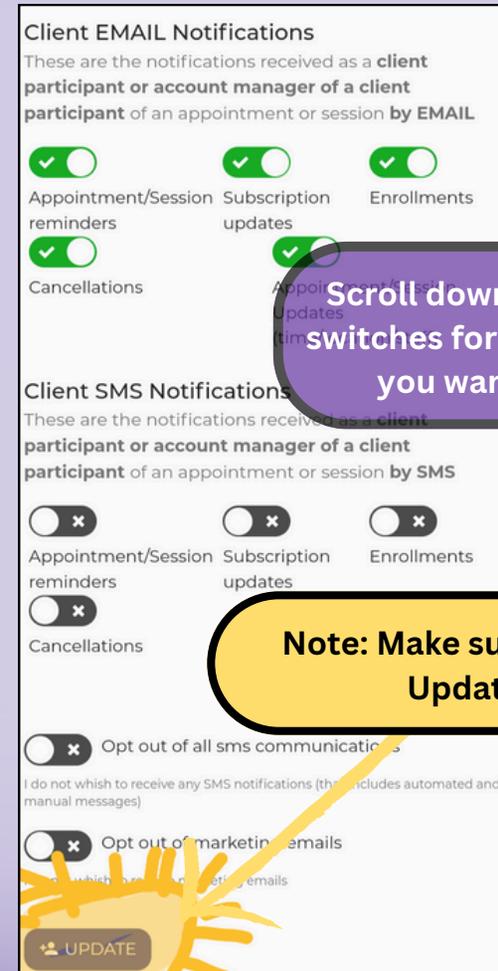
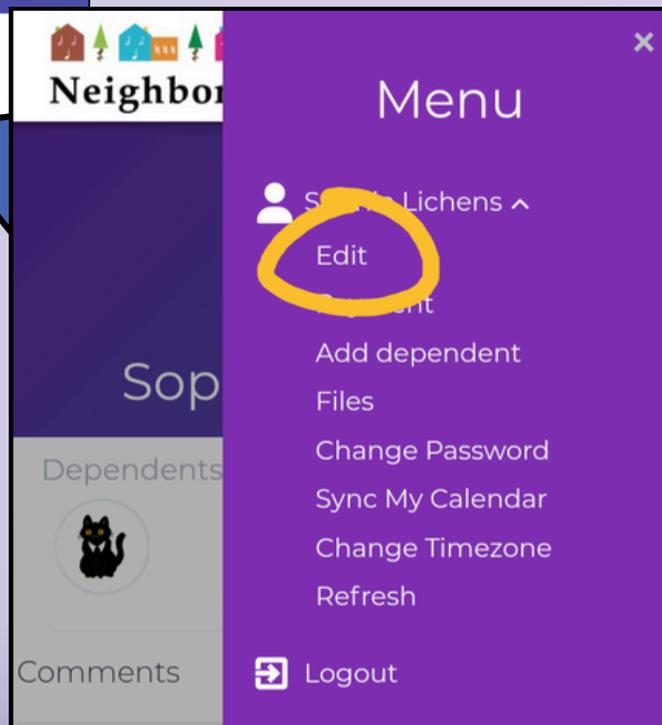


Notification Settings

Opus has automated email and SMS notifications. You can set your preferences!



From your profile, navigate to the menu in the top left corner and click Edit



Scroll down and toggle the switches for the notifications you want to receive.

Note: Make sure to click Update!

We recommend having SMS settings turned on for Cancellations and Appointment Updates, just so you don't miss anything!



Common Errors, Issues, and Shenanigans

There are some limitations to the software - here are some common things we've run into. You can always email us with questions!

1. I can't add a credit card to my account
2. Trying to cancel an "unpaid" lesson
3. I want to schedule a makeup for a sibling



Bottom line: the online scheduling portal is designed to be an extra tool in your arsenal, but it doesn't replace our scheduling team. Please don't hesitate to reach out to us with your scheduling needs!

Problem: I can't add a credit card to my account

Problem: There should be a credit card icon I can click to add a card, but it isn't showing up

Solution: You are probably logged in as your *student* rather than yourself. Email our scheduling team, and we can fix your login!

Explanation (for the curious)

Email address is the unique identifier in Opus, which means that every account in Opus has to have a different email address.

If you are logged in and your features seem limited, it's possible your email address is connected to your *student's account* rather than yours. Let us know which email should go where, and we'll get you sorted!



Problem: I can't cancel a lesson because it says it's "unpaid"

Problem: I'm trying to cancel a lesson, but Opus says I can't because it's "unpaid"

Solution: Send us an email, and we can cancel that and issue a makeup for you!

Explanation (for the curious)

We bill at the end of each month for the next month's lessons (July is billed at the end of June, for example). If you know on June 5th that you need to cancel a lesson on July 26th, we can cancel it early for you! Opus doesn't allow clients to cancel lessons that aren't paid for yet, but our scheduling team can override it.

Note: if the lesson is unpaid because we were unable to run your card for tuition, tuition will need to be paid before we can issue a makeup.



Problem: I want to schedule a makeup for a sibling (or myself!)

Problem: Chris has a makeup on his account, and I'd like to schedule it for his brother Sam, but Opus won't let me

Solution: Send us an email, and we can reassign the makeup (and/or schedule it for you!)

Explanation (for the curious)

Opus assigns makeups to the student the original lesson was for. Our policy at Neighborhood is that anyone in the household can use those makeups, but Opus isn't able to differentiate that at this time. Our scheduling team can reassign makeups to any person on your account (including parents!)

