

# Realm FAQs

## What is Realm?

- Realm brings our church community online, so that we can stay in contact throughout the week. You can manage your personal and contact information, give generously, see your giving history, and connect easily with others in the congregation all from a computer or mobile device. Realm requires each user to log in with an email address and a password.

## How does Realm work?

- Profiles: Your profile is your starting point. It contains your contact information, household members, email preferences, giving history, groups you belong to, and more.
- Giving: You can pledge, contribute, and see your giving history through your profile.
- Groups: Realm's "Groups" feature simplifies interacting with others in the church, including committees and small group ministries.

## How do I get started with Realm?

- If you have an email address on file with the church, you have a profile waiting to be activated. To activate your profile and get started with Realm, you need to open an email invitation from "St. John Lutheran Church".

Follow these steps to activate your profile:

1. Open the email and create a password. You will then be sent a verification email.
2. Open the verification email and click on the link to verify your account. Your profile is activated.
3. To log in to Realm, click on the Realm login button.
4. Enter your email address and the password you created.

## I didn't receive an email invitation. What do I do?

- You may have received your email invitation and did not realize it. If you did not receive an email invitation and you know you have a valid email address on file with the church, first please check your spam/junk folder. If the email invitation isn't there, please contact Crystal at [office@sjplymouth.com](mailto:office@sjplymouth.com) and she will send you another invitation.
- If you think the email address we have on file, could no longer be active, please email Crystal to update your address.
- If you did not receive an email invitation and you don't have an email address on file, with the church, you will need to provide Crystal your email address.
- Each profile is linked to a separate email address so that each individual receives emails and information for the groups they belong to. Therefore, two or more people cannot use the same email address.

### **How do I get to Realm?**

- You must first respond to the invitation email and activate your profile.
- After you have activated your profile, go to Realm through the church website. Click on “Member Login” on the very top of the church website. Then enter your email address and password.
- You can download a mobile app for smartphones and tablets. Yes. To use the app, you must first respond to the invitation email and activate your profile. To download the iOS or Android app, search for “Realm Connect.” The full name of the app is “Connect–Our Church Community” from ACS technologies.

### **Can I make changes to my personal and contact information?**

- Yes. We encourage everyone to update their profiles. To see your personal and contact information, click on the arrow next to your name in the upper right corner of your screen (or “More” in the app). Select “My Profile” to check the information about you. Click on “Edit Profile” to change any of this information. Be sure to update your contact information and your personal information.

### **Should I upload a photo to my profile?**

- Yes, please. It’s helpful to connect names and faces. Headshots are best! To upload a photo from your computer, click on the circle containing your initials. If you are having trouble, just send a picture to Crystal and she will add it for you.

### **Can I make a pledge or donate to the church online? Can I see what I’ve given?**

- Yes. You can give to the ministry of St. John Lutheran through the church website, the Realm website, and Realm app.
- To see your giving history (and to print a year-end contribution statement), you must log into Realm. After logging in, look at the left column and click on “Giving”.
  - To add an offering click “+Give”, and complete the amount and fund (use the arrow to choose a different fund), choose once or multiple times and the date to schedule the offering. Click continue and add your payment method.
  - To see your giving history or print a contribution statement, set the “filter” you would like to search and then print the appropriate data.