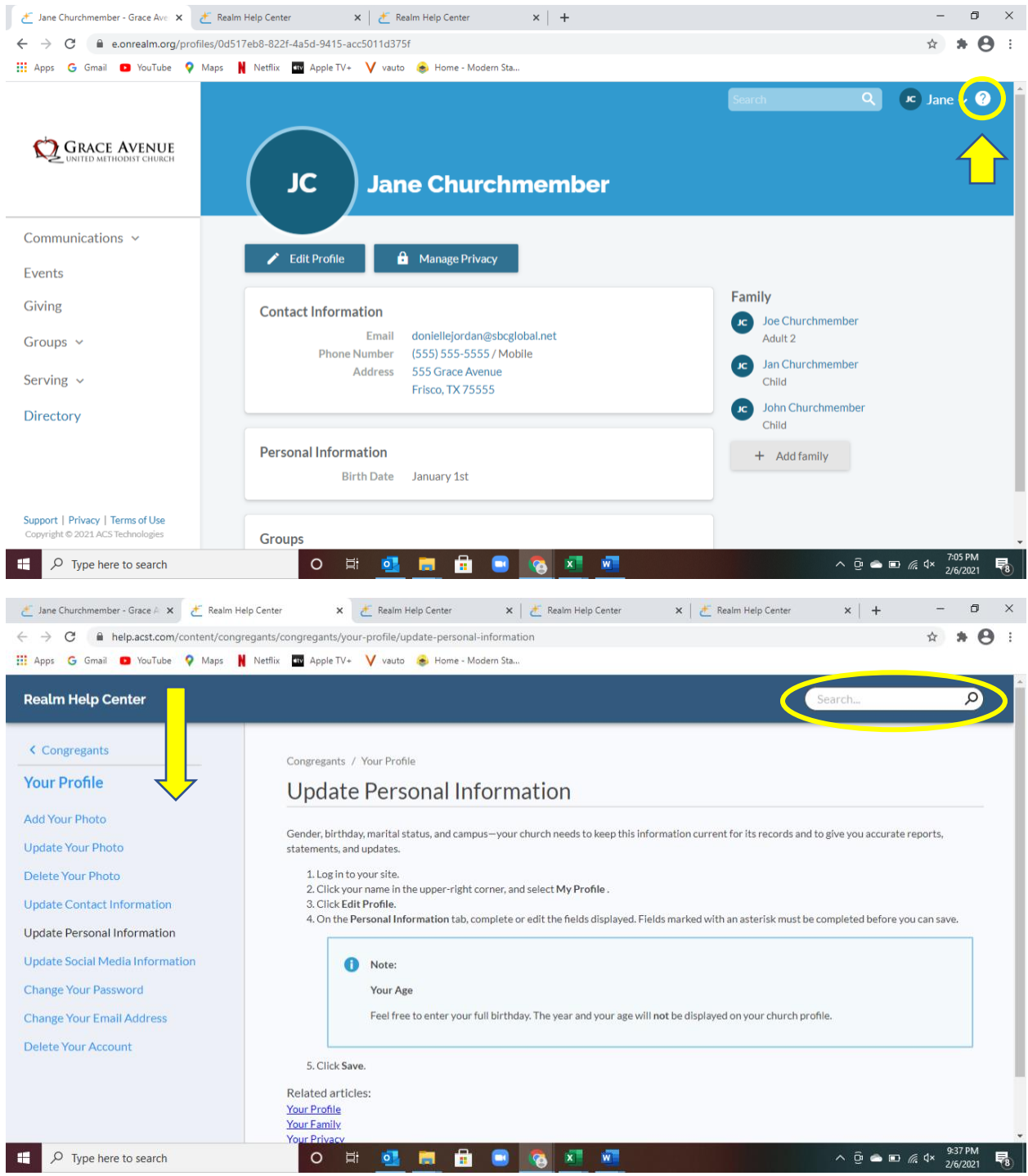


Please scroll this document for frequently asked questions and tips. We will be creating links in the future to access these a little more easily.

**\*\*Pro-tip-** all blue text in Realm is clickable

**\*\*There is a help tool built into Realm. Click the ? to get helpful tips in the page that you are on in Realm. It is also searchable by entering a term into the search box after you click the ?**



## **FREQUENTLY ASKED QUESTIONS (Please scroll for answers)**

- Why isn't contact information showing in the directory?
- How can I choose to have my information in the directory?
- How can I change or update information in my profile?
- Why does my profile show that I'm 120 years old?
- A member in my household is not showing on my profile page with my family.
- How can I add a profile picture?
- How can I update my payment method?
- Where can I download the app for my phone?
- How do I turn on/off notifications?
- Why is an option grayed out? Why is information missing from my groups/serving teams?

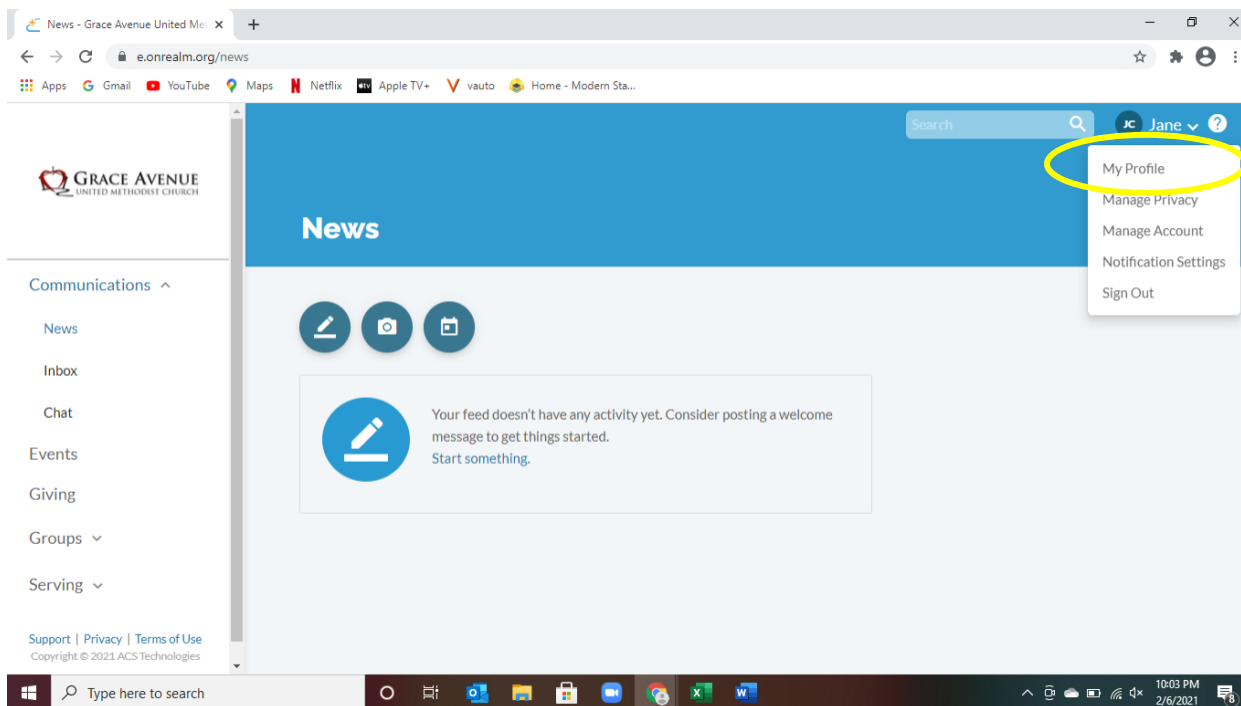
## Why isn't contact information showing in the directory?

Realm serves as a database as well as a user information system. In order to protect everyone's privacy, churchgoers must "opt-in." Users can choose for only staff to be able to see their information in the database or they can choose to have information included in the directory to be seen by churchgoers. Privacy options can also be customized to only share certain contact information as well. (i.e. just an email, but not home address.) So, if a person's information is blank in the directory, it means that person has not yet opted in for their information to be shared with churchgoers.

## How can I choose to have my information in the directory?

When you are logged in, please click on your profile. You can update your privacy settings from there. Initially your information is only visible to the staff. If you would like to share your information with your fellow churchgoers, you will need to update those settings. You can choose to share all of your contact info and your personal info (birthday- it will only show month and day) or you can choose custom options and select what parts of your contact information that you'd like to share. Only fellow churchgoers with a Grace Avenue Realm log-in will be able to see the information that you decide to share.

(Pro-tip- you can update profile fields and privacy settings for your family members, too. Their names will appear in blue on the left hand-side of your screen if you are in the privacy settings field. Their names will appear in blue on the right hand side of your regular profile page. Just click on their names to access their profiles.)



Jane Churchmember - Grace Ave x Realm Help Center x Realm Help Center x +

e.onrealm.org/profiles/0d517eb8-822f-4a5d-9415-acc5011d375f

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Search Jane v ?

**GRACE AVENUE**  
UNITED METHODIST CHURCH

JC Jane Churchmember

Communications v

Events

Giving

Groups v

Serving v

Directory

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**Manage Privacy**

**Contact Information**

Email doniellejordan@sbcglobal.net  
Phone Number (555) 555-5555 / Mobile  
Address 555 Grace Avenue  
Frisco, TX 75555

**Family**

- JC Joe Churchmember Adult 2
- JC Jan Churchmember Child
- JC John Churchmember Child

+ Add family

**Personal Information**

Birth Date January 1st

Groups

Type here to search

7:05 PM 2/6/2021

Privacy x Realm Help Center x Realm Help Center x +

onrealm.org/GraceAvenueUnit/Individual/Privacy/0d517eb8-822f-4a5d-9415-acc5011d375f?engagement=true&returnurl=https://e.onrealm.org/profiles/0d517eb8-82...

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All Search... v ?

**GRACE AVENUE**  
UNITED METHODIST CHURCH

Jane Churchmember's Info >

**Manage Account Privacy**

Communications v

Events

Giving

Groups v

Serving v

Directory

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Jane

Joe

John

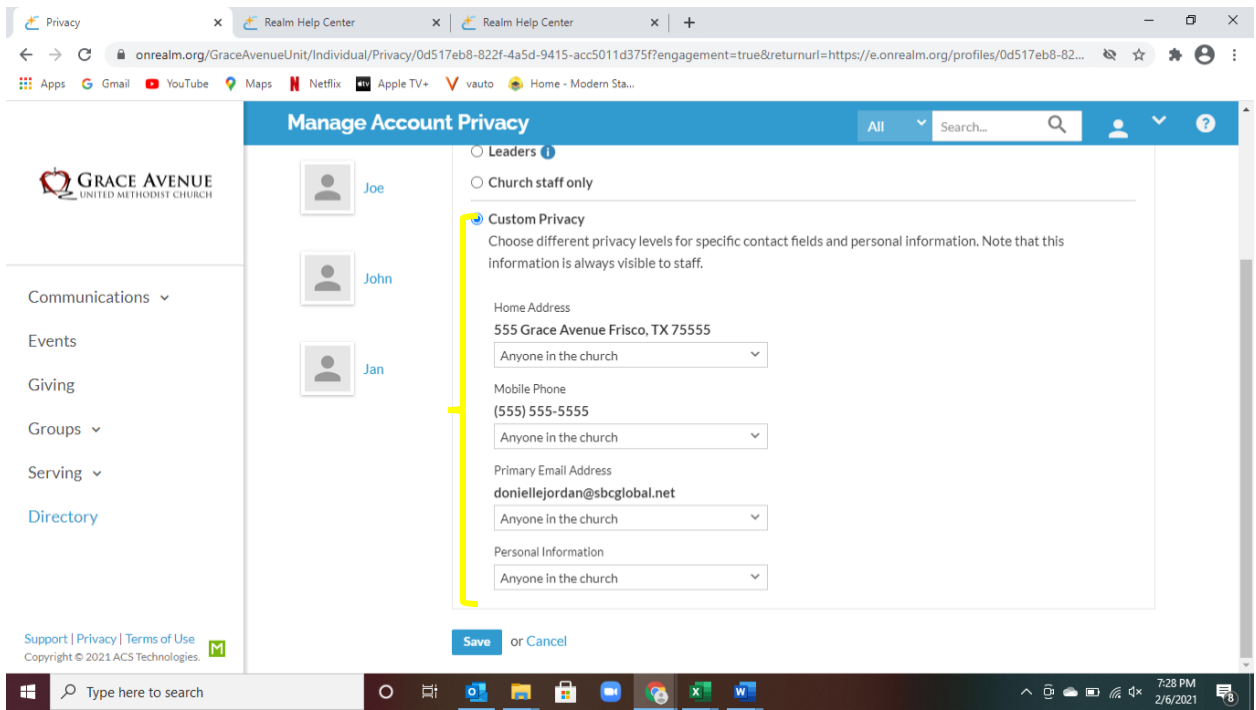
Jan

**Your contact and personal information can be seen by staff and:**

- Anyone in the church **i** For safety reasons, sharing contact and personal information for children under 18 is limited.
- Leaders & group/serving teams
- Leaders **i**
- Church staff only
- Custom Privacy Choose different privacy levels for specific contact fields and personal information. Note that this information is always visible to staff.

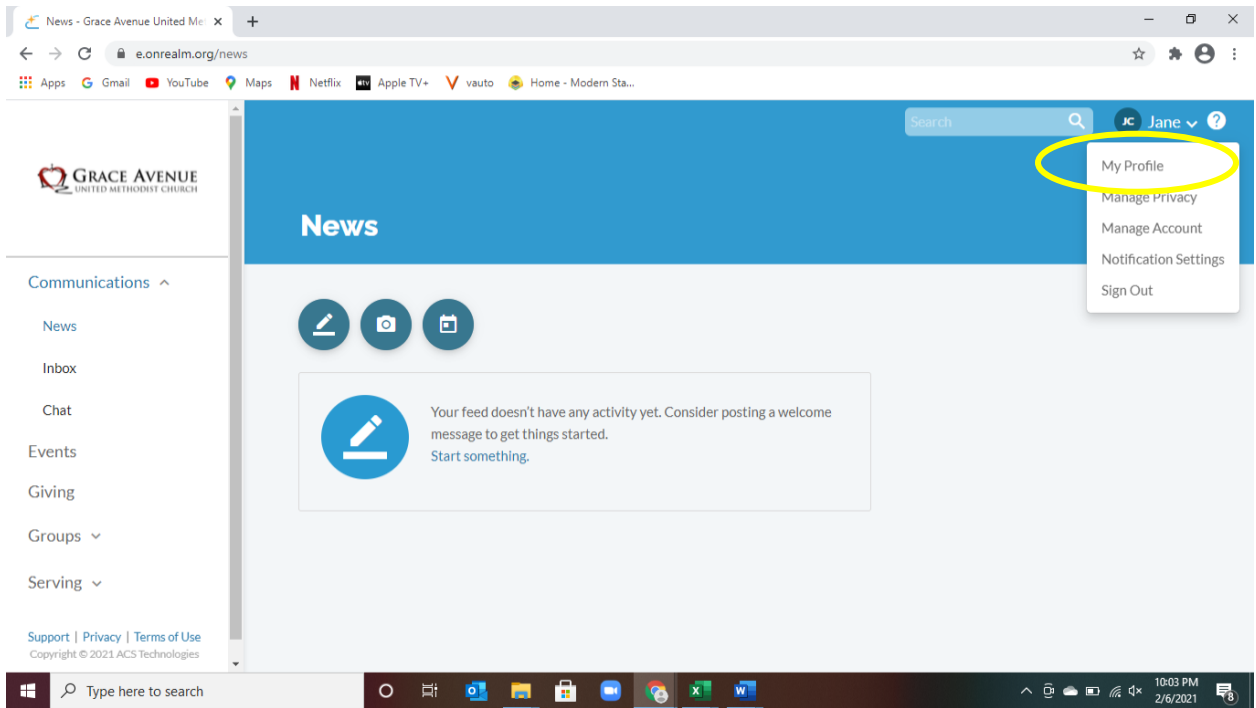
Type here to search

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## How can I change or update information in my profile?

Click on your profile and click on either contact or personal information to update. (Pro-tip- you can also update your family members' information)



Jane Churchmember - Grace Ave x Realm Help Center x Realm Help Center x +

e.onrealm.org/profiles/0d517eb8-822f-4a5d-9415-acc5011d375f

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GRACE AVENUE UNITED METHODIST CHURCH

JC Jane Churchmember

Communications Events Giving Groups Serving Directory

**Edit Profile** Manage Privacy

**Contact Information**

Email doniellejordan@sbcglobal.net  
Phone Number (555) 555-5555 / Mobile  
Address 555 Grace Avenue Frisco, TX 75555

**Family**

- JC Joe Churchmember Adult 2
- JC Jan Churchmember Child
- JC John Churchmember Child

+ Add family

**Personal Information**

Birth Date January 1st

Groups

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Type here to search

7:05 PM 2/6/2021

Edit Jane Churchmember x Realm Help Center x Realm Help Center x +

onrealm.org/GraceAvenueUnit/Individual/Update/0d517eb8-822f-4a5d-9415-acc5011d375f?engagement=true&returnurl=https://e.onrealm.org/profiles/0d517e...

Apps Gmail YouTube Maps Netflix Apple TV+ vauto Home - Modern Sta...

GRACE AVENUE UNITED METHODIST CHURCH

Jane Churchmember >

**Edit Jane Churchmember**

**Contact Information** Personal Information

Save or Cancel

Name \* Jane Churchmember  
Like this: Mr. James Aaron Jr. (Jim)

ADDRESS

Home 555 Grace Avenue Frisco, TX 75555 Anyone

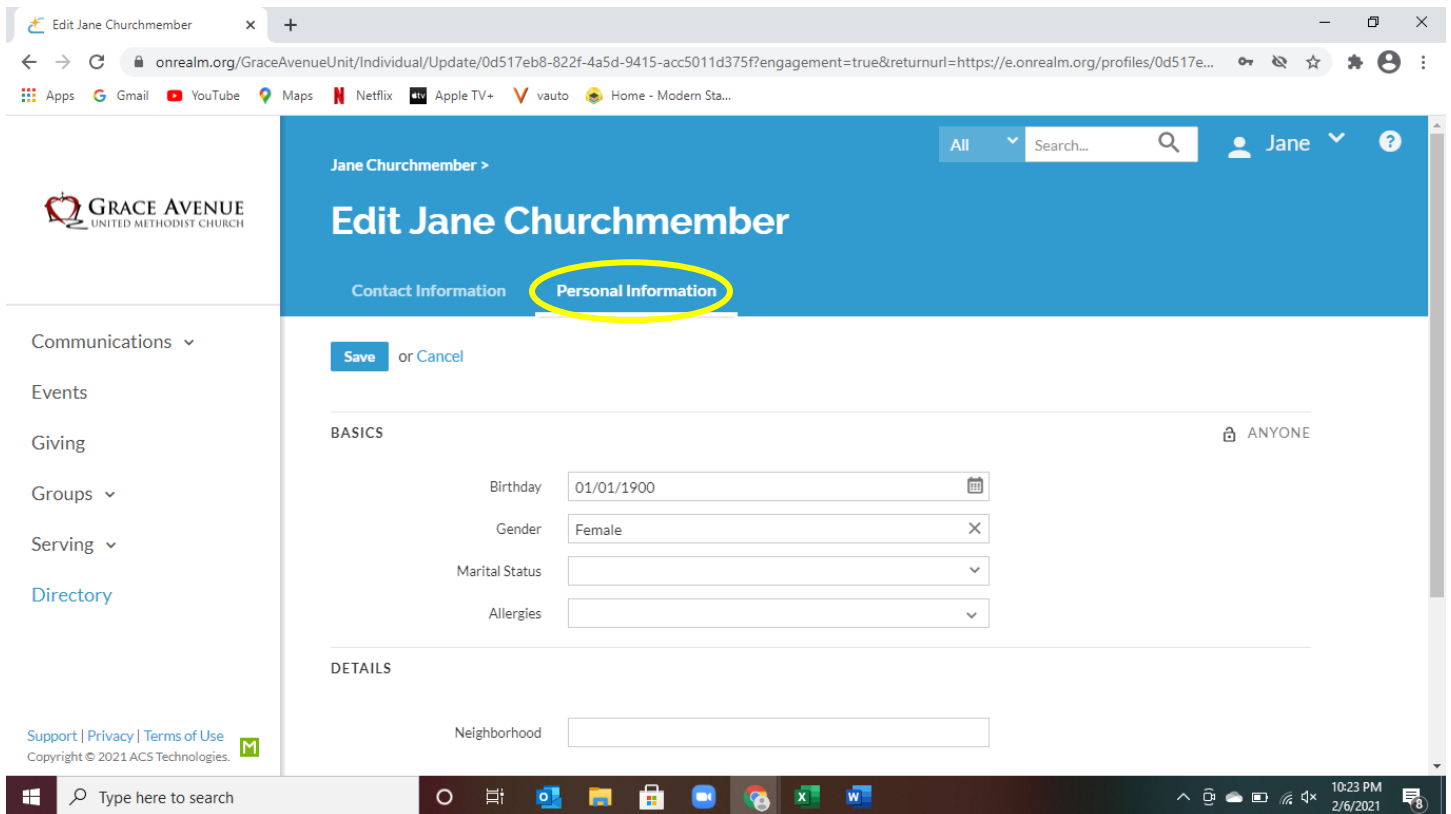
157 characters remaining  
Link address  
+ Add address

PHONES

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Type here to search

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## Why does my profile show that I'm 120 years old?

When we don't have a year of birth on file, we use 1900 as a placeholder. We promise that we know you're not 120 😊. You are not required to have a year of birth on file, but if you are comfortable sharing that information with us, it is helpful when we start analyzing programming needs in the church. Your year of birth will not show in the directory.

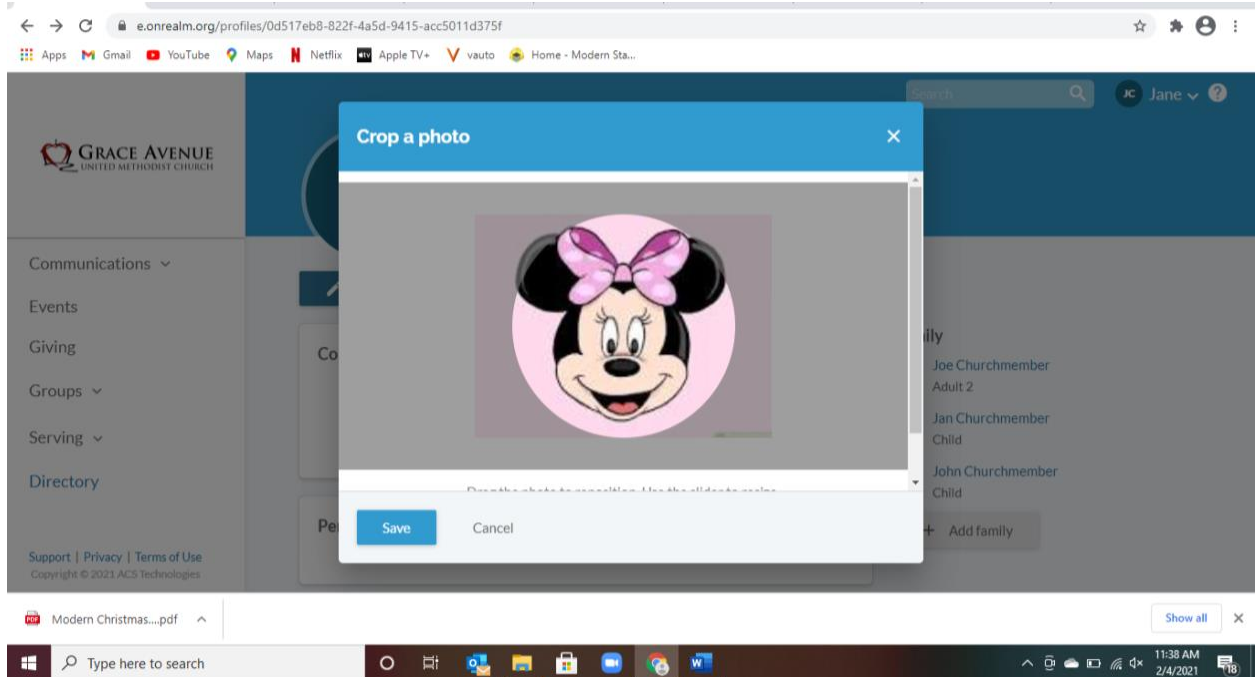
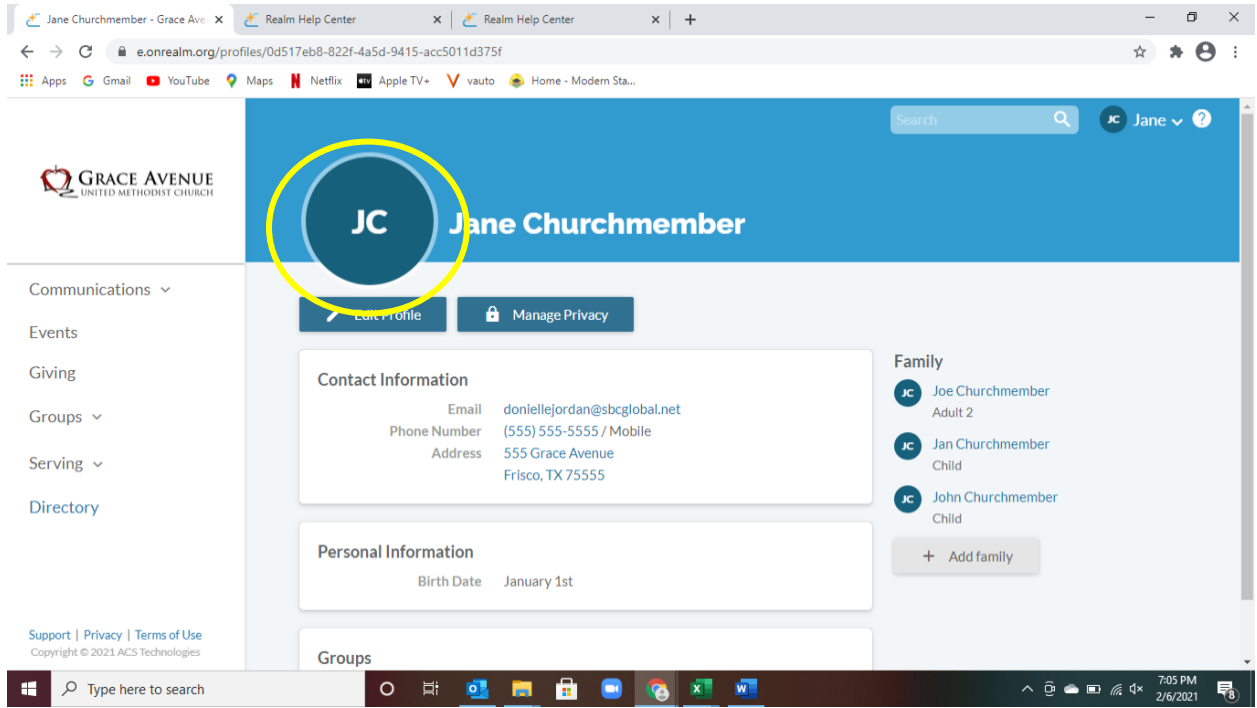
## A member in my household is not showing up on my profile page as my family.

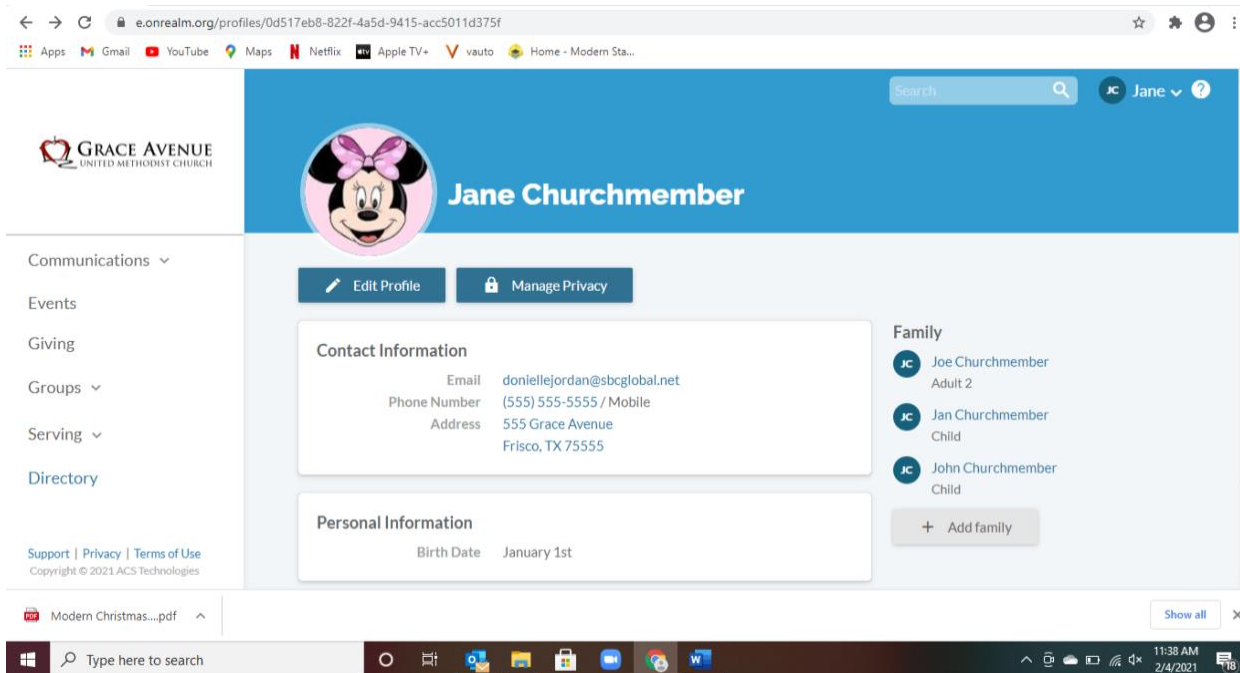
There are a few possible reasons for this. If there is a new member in your household, they may not have been added to the system or linked with you. (i.e. birth, adoption, marriage, newly formed family.) If you don't think that they are in our system, you can add them from your profile page or you can email [donielle@graceavenue.org](mailto:donielle@graceavenue.org) and she will add them to the system and link with your family.

If your family member has been in our system before, but hasn't had recorded attendance in a couple of years, they may have been marked as inactive. They are still in our database and we can fix this with one click of the mouse, so just send an email to [donielle@graceavenue.org](mailto:donielle@graceavenue.org) and let us know. It's common when kids go off to college or if there's been a move away and a recent move back. Sometimes it's just a matter of formal attendance not being recorded. (Being marked inactive based on recorded attendance is an automated process to manage data, so please don't take it personally if a family member has been marked inactive. They are still loved and cherished here- we just need to update their record in the system.)

# How can I add a profile picture?

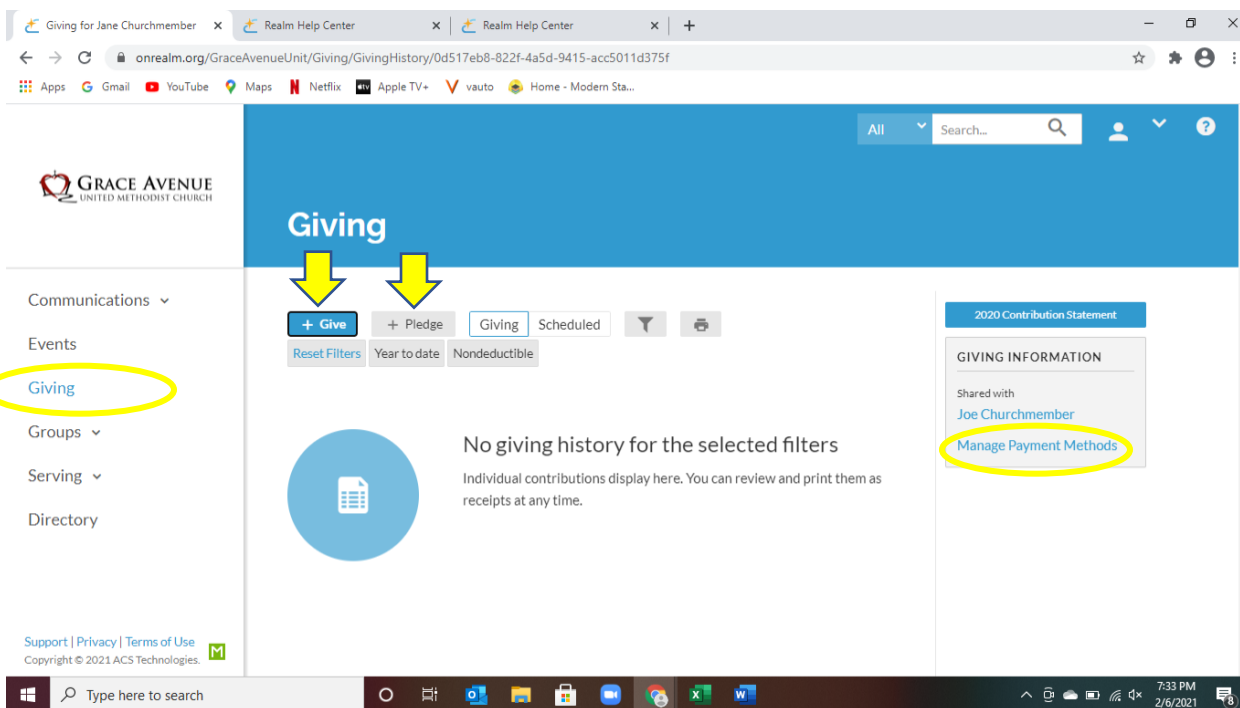
This is one of the features that we are most excited about. Everyone can choose and update their own profile pictures. Simply hover and then click on the blue circle that has your initials in it on your profile page. (If you previously had a picture, then click on that picture to update it.) Choose the file for the picture that you want to upload, adjust the size, and save it. This can be done from your computer or through the CONNECT app on your mobile device.





## How can I update my payment method for giving?

From the menu on the left-hand side of the page, click Giving. The next screen will allow you to give, make a pledge, see a record of your giving, and change your payment method.



## Where can I download the app for my phone?

The app for Realm is called CONNECT. You can find it here or search for “Realm Connect” in your app stores.

<https://apps.apple.com/us/app/realm-connect-for-our-church/id1052274581>

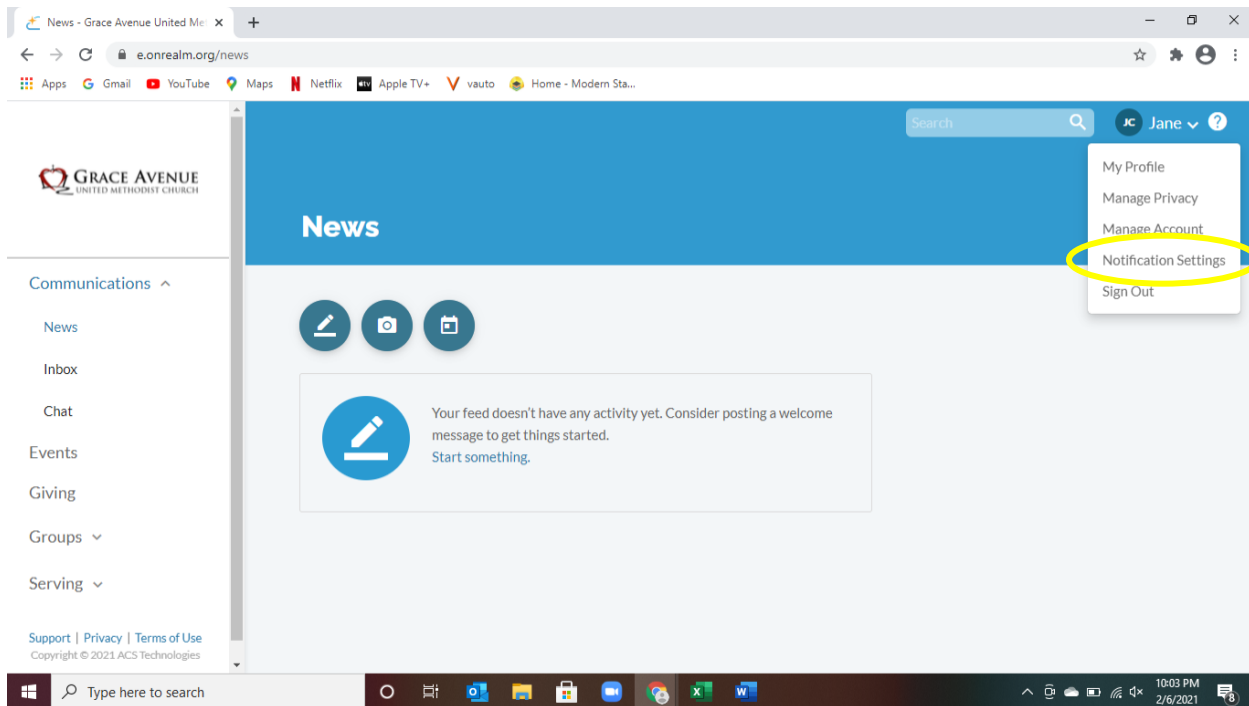
<https://play.google.com/store/apps/details?id=com.acstechnologies.android.realm.engagement>

Your same log-in works both on your computer and on the app.

\*\*Because Realm is cloud based, information is updated in real time. It also means that you have access to the whole Realm system from any device! So, if you need to access features that are not in the mobile app, just follow the normal log-in link that is on the front page of the Grace Avenue website, and voila- you have complete access to all things Realm.

## How do I turn on/off notifications?

As we roll additional features, you will receive more notifications for postings and groups news. There is also a chat feature. You have control over how you receive these notifications and can turn them off. To manage notifications, choose notifications from the drop down menu and make your choices.



## Why is an option grayed out? Why is information missing from my groups/serving teams?

This means that a feature has not been turned on from our main system just yet, but will be coming soon. There is nothing that needs to be done on your end. We will announce when new features and options as they become available.