The below Table of Contents is clickable.

Table of Contents

Update contact information

Your profile contains your contact information. This is what other members will use when they want to get in touch.

1. Log into your site.
2. Click your name in the upper-right corner, and select **My Profile**.
3. Click **Edit Profile**.
4. On the **Contact Information** tab, enter or edit the fields displayed. See Additional Field Information below for details.
5. Note, especially, any fields marked with an asterisk. These must be completed before you can save.
6. Click **Save**.

Your Online Security

Don't be afraid to include all of the information asked for. You can decide later what data you want to hide online by setting your privacy preferences.

Update Personal Information

Gender, birthday, marital status, and campus—your church needs to keep this information current for its records and to give you accurate reports, statements, and updates.

1. Log into your site.
2. Click your name in the upper-right corner, and select **My Profile**.
3. Click **Edit Profile**.
4. On the **Personal Information** tab, complete or edit the fields displayed. Fields marked with an asterisk must be completed before you can save.
5. Click **Save**.

Your Age

Feel free to enter your full birthday. The year and your age will **not** be displayed on your church profile.

Add or update your photo

1. Log into the site.
2. Click your name, and select **My Profile**.
3. Point to the image to the left of your name and click it.
4. Browse the image you want to use and select it.
5. Adjust the image size using the slider.

6. Click **Save**.

You might need to refresh your profile page to see the change.

Update Social Media Information

If you want, your profile can include links to your Twitter, Facebook, LinkedIn, and Instagram profiles. In which case, links to your social network pages will be added to your contact information. Others who have permission on those sites to view your page can click on one of these icons and do so.

1. Log into your site.
2. Click your name in the upper-right corner, and select **My Profile**.
3. On the **Info** tab, click **Edit Profile**.
4. Click **Contact Information**.
5. Scroll to the **Social Media** section, and enter or edit the fields displayed. You can enter the full URL, such as "http:twitter.com/JuniperFamilyWaterBabies". Or enter just the profile name, "JuniperFamilyWaterBabies", and Realm will fill in the URL when you tab out. The **Social Media** option might not appear for you depending on your church's setup.
6. Click **Save**.
7. Links to the pages you specified will be added to your profile page under **Contact Information**.

Your Giving

You can check your giving history, pledges, or print a list of your past giving. You can make a contribution or set up a recurring gift.

To contribute from your profile page

1. Log into your site.
2. Click **Giving** on the main menu.
3. Click **+ Give**. If you don't see this button, contact your church office and ask them about online giving.
4. Enter the amount you want to give, then select the fund. If the fund has the memo field enabled, complete this field to add a note. To give to more than one fund at once, click **Give to an additional fund**.
5. Select a gift frequency and enter the appropriate date information.
6. Enter your payment information. If you have a saved payment method, you can use it or click **Add New Payment Method** to add another payment method.
7. Click **Give**.

What about months that have less than 31 days?
During months that have less than 31 days, recurring gifts scheduled for the 31st of each month will process on the last day of the month.

Will I be notified about recurring gifts?
Yes, if you set up a recurring online gift, you will receive an email when the end date has been reached.

To contribute as a member or attendee with a login

1.   Enter the link in a web browser or scan the QR code.
2.   Enter your gift amount and select a fund unless these are pre-selected. If the fund has the memo field enabled, complete this field to add a note.
3.   Enter your email address.
4.   Click **Give**.
5.   If the email address is one you've used to log in before, you can then enter your password, **Sign In**, and make your contribution from inside the site. Otherwise, click **Continue as Guest** (see below).
6.   When finished, click **Give**.

To contribute as a guest

1.   Enter the link in a web browser or scan the QR code.
2.   Enter your gift amount and select a fund unless these are preselected. If the fund has the memo field enabled, complete this field to add a note.
3.   Enter your email address.
4.   Click **Give**.
5.   If the email address is not one you've used to log in before, you can now enter your account information and click **Give**.

To scan your credit card using an iOS device

1.   On your iOS device, enter the link in the Safari web browser.
2.   Enter your gift amount and select a fund unless these are preselected. If the fund has the memo field enabled, complete this field to add a note.
3.   Enter your email address.
4.   Click **Give**.
5.   When entering your account information, click **Scan Credit Card** on the keyboard screen.
6.   On the camera screen, position your credit card inside the frame.
7.   After the scan, the information pulled from the card will show up in all of the appropriate text boxes on the payment form.

Which browser do I use to access this feature?

You can only access this feature through the Safari browser on an iOS/Apple device. Using a QR code through an external app will not work with this feature. Also, this feature is not available on Android devices.

To view your giving history

1. Sign into your site.
2. Click **Giving** on the main menu.
3. To narrow the list of contributions, click [filter icon], select limiting criteria, and click **Filter**.

To view your future gifts

1. Sign into your site.
2. Click **Giving** on the main menu.
3. Click **Scheduled**.
4. To narrow the list of contributions, click [filter icon], select limiting criteria, and click **Filter**.

To print your giving statement

1. Sign into your site.
2. Click **Giving** on the main menu.
3. If necessary, filter your list of contributions (see above).
4. Click [print icon]. Add a comment to the giving statement if necessary. The output is downloaded as a PDF file that can be opened from your browser.

To quickly print a copy of your giving statement

From February 1st to April 30th, you can quickly print a copy of your giving statement by using the button shown:
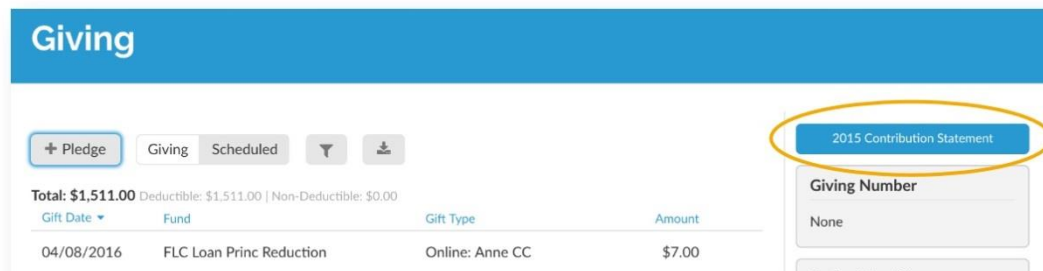
To edit a recurring gift

1. Sign into your site.

2. Click **Giving** on the main menu.
3. Click **Scheduled**.
4. Click ••• next to the recurring gift you want to edit and select **Edit**.
5. Make any necessary changes, and click **Save**.

If you need to edit the start date of your recurrence, you must cancel the current gift and enter a new one with the correct start date.

To cancel a recurring gift

1. Sign into your site.
2. Click **Giving** on the main menu.
3. Click **Scheduled**.
4. Click ••• next to the recurring gift you want to cancel and select **Cancel**.
5. Select whether you want to cancel only the gift you selected or all gifts in the series.
6. To confirm, click **Ok**.

Change Your Payment Methods

Use this window to add, update, or delete the credit card, debit card, or bank account information you use to make online contributions to your church. You can also view any messages about failed or delayed contributions.

1. Sign into your site.
2. Click **Giving**.
3. Inside the column on the right, click **Manage Payment Methods**.
4. To add a new payment type, click **+ Add Payment Method**, complete the fields, and click **Save**.
5. To update or delete a payment type, click ••• and select **Edit Account** or **Delete Account**.

Complete the onscreen fields.

What happens if I have scheduled payments?
If you have scheduled payments assigned to this card or account, you will not be able to delete it until you reassign or cancel your upcoming payments. If this is the case, a popup window will guide you through the process.

To check for failed payments

1. Sign into your site.
2. Click **Giving** on the main menu.
3. Click **Scheduled**. If there are problems with your gifts, a related message displays onscreen.

What happens if a recurring payment fails?

An email is sent instead of displaying the onscreen message.

Change Your Password or Email Address

You can change the email address you use to log into the site. This changes only your login email; if you have an email on your profile page, it will be unaffected. Your profile page information is what others in the church see (assuming your privacy settings don't prevent it). To change that email as well, you also need to update your contact information.

To change your email address

Note

This only changes your login email, not the email listed in your contact information.

1. Log into the site.
2. Click your name in the upper-right corner, and select **Manage Account**.
3. Click the **Account** tab.
4. Click **Update account email**.
5. Enter your new email address and confirm.
6. Enter your Current Password.
7. Click **Save**.
8. Log in with your new account email.

To change your password

1. Log into the site.
2. Click your name in the upper-right corner, and select **Manage Account**.
3. Click the **Account** tab.
4. Enter your new current password, new password, and confirm.

Password Requirements

Your Realm password must:

• Be 8 or more characters long. There is no maximum limit on length. The longer a password, the more secure it is. Each additional character makes it exponentially harder to crack.
• Meet 3 of the following additional requirements:
    • Contain at least 1 uppercase character.
        • Contain at least 1 lowercase character.
        • Contain at least 1 symbol (!,@,#,$,%,^, etc.).
        • Contain at least 1 number.
        • Contain 15 or more characters.

Your password cannot:

- Contain any 3-or-more-character sequence from your username or email. If, for instance, your username is JeffAnderson@jeffsemail.com, your password could not contain "jeff", "ander", etc.
- Include 3 or more repeating characters (222, etc.)
- Include 3 or more characters in sequence (123, 321, abc, etc.)

5. Click **Update**.

To delete your account

Deleting your account will only delete your login. Your profile will remain part of the church's data. To log in again you will need to either set up a new account or, if your church requires it, be issued another emailed invitation.

1. Log into the site.
2. Click your name in the upper-right corner, and select **Manage Account**.
3. Click the **Account** tab.
4. Click **Delete Account** at the bottom of the page.

To add a family member

1. Sign into your website.
2. Click your name in the upper-right corner, and select **My Profile**.
3. Click **+ Add family**.
4. Enter the information and click **Add**.

To update a family member's profile

1. Log into your website.
2. Click your name, and select **My Profile**.
3. In the **Family** section, click the family member's name.
4. Click **Edit Profile**.
5. Make your changes and click **Save**.

Manage Your Family's Privacy

You can check and edit the privacy settings for each member of your family in the same window. That way, you can determine who in your church can see which information for your spouse and children. Only primary members of a family can change settings for others; individuals with a family position such as "child" or "other" cannot. When you change privacy settings for another member of your family, that person will be notified by email.

1. Log into the site.
2. Click your name in the upper-right corner, and select **My Profile**.
3. Click **Manage Privacy**.
4. Select a family member (if more than one).
5. Click one of the buttons above the line to apply that setting to all information in the profile, or click **Custom Privacy** and select a setting for each field.
6. Click **Save**.

Useful Info

While you can hide the majority of your information from most of your church, you should know that:

• Regardless of your settings, your information will still be visible to certain members of your church staff.

• Once you have a login, your name and picture are visible to all others at your church who have a login.

Set Your Privacy Preferences

By default, the viewing of your personal and contact information is limited to members of groups you are in, group leaders, and staff members. If you choose to, however, you can make your information visible to all registered users of your church's website.

1. Log into the site.
2. Click your name in the upper-right corner, and select **My Profile**.
3. On the **Info** tab, next to **Edit Profile,** click to the privacy icon 🔒 Privacy.
4. Select a family member (if more than one).
5. Click one of the buttons above the line to apply that setting to all information in the profile, or click **Custom Privacy** and select a setting for each field.
6. Click **Save**.

While you can hide the majority of your information from most of your church, you should know that, regardless of your settings, contact data will still be visible to certain members of your church staff.

A family member with a primary position such as "Adult 1" or "Adult 2" can also change privacy settings for other members of the family.

Register for a Registration Event

From the **Community > Events** menu, you can view all the upcoming church events and register for any that you'd like to attend. This page also displays your upcoming registrations and allows you to manage registrations for all your events. Based on the type of event and how your church sets the event up, some options may not be available.

To register for a free event

1. Log in to the site.
2. Click **Community > Events** to view a list of registration events.
3. Find the event you want to register for and and click the event's name.
4. Select additional family members who will attend.
5. If guests are allowed, and you'd like to bring someone, add them in the guest section.
a. If the event allows named guests, click **Add a Guest** and enter the guest's name. Click **Add another Guest** to save the guest information and add another.
b. If the event allows unnamed guests, enter the number of guests attending.
6. Click **Next** .
7. If this event has questions in the **Additional Information** section, respond to them, then click **Next**.
8. Review your registration information. Click **Edit Who's Coming** if you need to make changes. You can also click and select **Edit** to make changes.
9. Click **Register**.

To edit who's coming

1. Log in to the site.
2. Click **Community > Events** to view a list of registration events.
3. Click the name of the event.
4. Click **Edit Who's Coming**.
5. Make the needed changes, and click **Update**.

To cancel a registration

1. Log in to the site.
2. Click **Community > Events** to view a list of registration events.
3. Click the name of the event.
4. Click **Cancel Registration**.
5. Choose if you want to cancel the entire registration, or just certain people.
6. Click **Cancel Registration**.

If you want to change the number of unnamed guests attending, you must edit the registration. Cancel will only cancel all the unnamed guests, not edit the number attending.

To register for a paid event

1. Log in to the site.
2. Click **Community > Events** to view a list of registration events.
3. Find the event you want to register for and click the event's name.
4. Select additional family members who will attend.

5. If guests are allowed, and you'd like to bring someone, add them in the guest section.

a. If the event allows named guests, click **Add a Guest** and enter the guest's name. Click **Add another Guest** to save the guest information and add another.

b. If the event allows unnamed guests, enter the number of guests attending.

6. Click **Next**.

7. If there is more than one cost for the event, select the cost for each attendee from the **Registration** drop-down menu.

8. If this event has questions in the **Additional Information** section, respond to them, then click **Next**.

9. Review your registration information. Click **Edit Who's Coming** if you need to make changes. You can also click ... and select **Edit** to make changes.

10. You may have the option to **Pay Now** or **Pay Later**. You must pay the minimum deposit amount.

11. Choose your online payment account.

a. Click **+Add New Payment Method** if you don't have a payment account or wish to add a new one. On the following screen, enter your payment information and click **Save**.

b. If you already have a payment account, select it from the **Account** drop-down.

12. Click **Register** or **Register & Pay**.

Make a payment for a registration event

1. Log in to the site.
2. To view a list of registration events, click **Community > Events**.
3. Click the name of the event, then on the event summary page, click **Make a payment**.
4. Enter the payment amount.
5. Select an account from the **Payment Method** drop-down menu.
6. Click **Pay**, then click **Ok**.

To print a registration receipt

1. Log in to the site.
2. To view your events, click **Community > Events**.
3. Click the name of the event .
4. Click ⬇ Download ⌄ and select **Registration Receipt (.pdf)**.

5. Print the .pdf.

Paid Events

A paid registration event displays the cost of the event, if the event has a required deposit, and the methods of payment accepted. It also indicates if there is a no refund date. Paid events may have more than one cost associated with an event type. For example, a Youth Conference may have one price for adults and a lower price for the youth to attend.

The remaining balance due displays on the event description page.

Find People

1. Sign in using your email and password.
2. Click **Community > Directory**.
3. In the search box, select **People**, and enter the name of the person you want to find. You can enter both names, one name, or just part of one name. As you type, a list of possible matches is displayed.
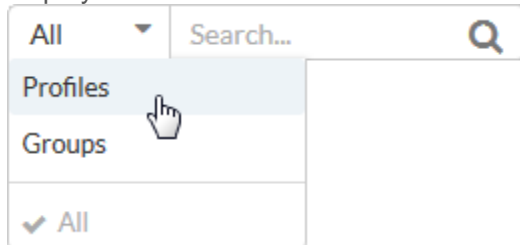
4. You can also click the filter button to limit the list of profiles to people/businesses or active/inactive profiles.

Get a Map
Click a member's home address to open a new tab that shows the address in Google Maps.

Can't Locate Someone?
Depending on a person's privacy setting choices, you may not be able to view his or her contact information.

Group Communication

Church groups are the heart of connecting with other people for worship, prayer, and fellowship. Realm's group communication keeps you in touch with your groups from your desktop or on your mobile device. Here's how it works!

Group News

The **news**, sometimes called a **newsfeed**, is a list of content created by people in your groups. This content includes:

 Post: A message created by a member of your group that all other group members can read.

 Photo: A single photo, or a gallery of photos, that group members share.

 Event: An event created by a member of your group that other group members can RSVP for.

Group news comes in two flavors - a newsfeed for your individual groups and a newsfeed for all of your groups combined.

To view the news for a single group, click **Groups** (Staff members: click **Community** first), and then choose the name of your group.

To view the news for all of your groups combined, click **News** (Staff members: click **Community** first).

Interacting with News

When someone shares something that you like on the newsfeed, you can show your support by clicking or tapping the heart 💙 at the bottom of the post.

If you want to add a comment, click or tap 💬 and enter your comment. Everyone in your group can read and respond to your comments.

To find a group to join:

1. Log into the site.
2. Click **Community > Groups > Find Groups**.
3. Click the group type.
4. To filter by meeting day, click a day of the week.
5. To search for a group by name, enter your search in the **Filter Groups** text box.
6. Click the name of a group to see its details.
7. Click **Join Group**, then click **Send request** to let the group leader know you want to join.

When you join a group, you can visit the website to see details about it, its members, and upcoming events.

To view your groups

1. Log into the site.
2. Click **Groups** in the menu. The groups you are a member of display in the drop-down.

To see who's in your groups

1. Log into the site.
2. Click **Groups** in the menu.
3. Click the name of a group, then click the **Participants** tab.

News Content
To view a group's newsfeed

1. Sign in to the site.
2. Click **Groups**. Staff members: click **Community** first.
3. To view news, click the name of the group.

To view the news for all of your groups combined, click **Community** > **News**.

To post to a group's newsfeed

1. Sign in to the site.
2. To add a post, click .
3. Select the the group you want to post to.
4. Enter the post title and body text.
5. If you have an attachment, click **Attach files**.
6. Click **Post**.

To post a photo to a group's newsfeed

1. Sign in to the site.
2. To add a photo, click .
3. Select the the group you want to post to.
4. Select the image you want to post.
5. Enter a caption below the image.
6. If you want to add another photo to the gallery, click **Add more photos**.
7. Click **Post**.

To comment on a post

1. Sign in to the site.
2. On the post that you want to reply to, click .
3. Enter your comment and click **Reply**.

Reply by Email
If you receive email notifications for posts, you can also reply to the post's email to leave a comment.

To show that you like or support a news item, click at the bottom of the post.

To edit a post

1. Sign in to the site.
2. Click on a post that you have written.
3. Click ⋮ and select **Edit**.
4. Make your changes and click **Post**.

To delete a post

1. Sign in to the site.
2. Click on a post that you have written.
3. Click ⋮ and select **Delete**.
4. Click **Delete**.

Some mobile devices have emoji that are specific to only that device and can't be seen on web or other devices. If you see a blank icon (☐) in a post on the newsfeed, this means someone used one of the device-specific emoji.

To RSVP for an event

1. Sign in to the site.
2. To find an event click **Events**. Staff members: click **Community** first. You can also view events from the newsfeed.
3. Click the event you'd like to attend.
4. Next to **Will you go?** click **Yes** or **No**.
5. If you are going and bringing additional guests, enter a number next to **How Many?**
6. To add the event to a calendar, click **Add event to calendar**, then select the type of calendar you use. Add the event as you normally would on your selected calendar.

Message Someone In Your Church

You can use Realm messaging to start conversations with other people in your church. If messaging is turned on for your group, a group also has a group-based channel where all members can hold a joint conversation.

You can also create private individual messages between yourself and others. When you start a new message, you choose whether to add just one person, or several people. If you start a message with just one person, you won't be able to add more people to the conversation later on.

Creating and Managing Messages

To start a new message

1. Log into the site.

2. In the Community menu, click **Messages**.
3. To start a new message click ⊕.
4. In the **To** field, begin entering the name of the person you want to message.
5. Select the name from the drop-down menu. You can add more than one person to the conversation.
6. Enter your message in the **Type a message** field.
7. To add a file or image to the message, click 📎 and select the file.
8. To add an emoji to the message, click ☺ and select the emjoi.
9. Click **Send**.

- If you start a message with only one person, you won't be able to include additional people in the conversation later.
- If you start a message with multiple people, you can add new people to the conversation later.
- If you start a new message with the same recipients as a previous message, you will see the history of the your old conversations.

To respond to a message

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click the message in the Recent column. This displays the newest responses to the message.
4. Enter your message in the **Type a message** field.
5. To add a file or image to the message, click 📎 and select the file.
6. To add an emoji to the message, click ☺ and select the emjoi.
7. Click **Send**.

If you need to enter many responses quickly, you can select the **Press Enter key to send** option.

To add someone to a message

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click the message in the Recent column.
4. Click ⋮ , then select Add People.
5. Begin entering the name of the person you want to add.
6. Select the name from the drop-down menu. You can add more than one person to the conversation.
7. Click **Add**.

You can only add more people to an existing conversation if you started the message with more than one person.

To leave a conversation

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click the message in the Recent column.
4. Click ⋮ , then select **Leave Conversation**.
5. Click **Continue**.

If you leave the conversation, you will lose access to past messages and will not receive notifications about new activity.

Archiving Messages

To archive a message

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click the message in the Recent column.
4. To archive the message, click ⋮ , then select **Archive**.

To view an archived message

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click **Recent**, then select **Archived** from the drop-down menu.
4. Click the message in the Archived column.

To restore an archived message

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click **Recent**, then select **Archived** from the drop-down menu.
4. Click the message in the Archived column.
5. Enter your message in the **Type a message** field and click **Send**. This automatically moves the message into the Recent column again.

Managing Message Notifications

To mute message notifications

1. Log into the site.
2. In the Community menu, click **Messages**.

3. Click the message in the Recent column.
4. To mute notifications for the message, click 🔔 .
5. Choose a mute duration. You can select a certain time-frame, such as 1 hour, or mute the notification until you choose to turn it back on.
6. Click **Mute**.

To unmute message notifications

1. Log into the site.
2. In the Community menu, click **Messages**.
3. Click the message in the Recent column.
4. To unmute notifications for the message, click 🔕 .
5. Click **Unmute**.

When you create a new message, any recipient who uses the mobile app receives an app notification. Anyone who doesn't respond to the message also receives an email with all message activity for the first 5 minutes.

If you reply to a message, you will continue to receive notifications for new activity in that conversation. However, you can choose to mute discussions for a certain amount of time, or forever. You can also choose to leave a private discussion, which will completely remove the message history and prevent you from receiving new activity notifications.

If a message is no longer useful, you may choose to archive it. Archived messages are available under the Archived section. If you need to restore an archived message to the Recent section, all you have to do is type something new in the old message.

All messaging carries over real-time between Realm's web version and the mobile app, so you can check messages on the go!

View the Directory

The Directory is a list of individuals associated with your church. Some names might not include contact information. While everyone's name appears in the Directory, their contact information can be hidden by changing their privacy settings.

1. Log in to your site.
2. In the left side navigation menu, click **Directory**.