

User's Guide to Realm Connect

Update Your Contact Information

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

1. Log in to the 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**.

Update Personal Information

Gender, birthday and marital status - your church needs to keep this information current for its records and to create accurate reports, statements, and updates.

1. Log in to the 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**.

①Your Age - Feel free to enter your full birthday. The year and your age will **not** be displayed on your church profile.

Managing Your Login 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.

① Please note: Password Requirements

- Between 5 and 15 characters.
- Includes no part of your email address.
- Includes no repeating characters.
- Includes none of the following: < & > ^ \ ; % ` ' /
- Includes no numeric or alphabetical sequences such as **12345** or **abcde**.

5. Click **Update**.

To Delete Your Account

① 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.

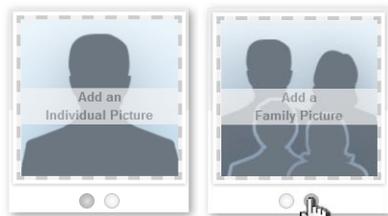
Add, Update or Delete Your Photo

To Add Your Photo

Image Size

Ideally, the image you choose to upload should be 172 x 172 pixels. If the image is larger, you should zoom out until it fits in the dashed-line center square. Otherwise, the website will delete the remainder. If the image is smaller, it will not be automatically enlarged to fit the space. You can zoom in, but might lose resolution. Most photo or graphics programs can determine and alter the size of an image.

1. Log in to the site.
2. Click your name and select **My Profile**.
3. To add a family picture, click the second button.



4. Click the image square.
5. Click **Choose File** and browse to your image.
6. If necessary, adjust or move the area that will be displayed. You can also rotate or zoom the image by using the sliders on left and right.
7. Click **Save**.

To Update Your Photo

1. Log in to the site.

2. Click your name and select **My Profile**.
3. Place your mouse cursor over the image section of the page.
4. Click .
5. Adjust or move the area that will be displayed. You can also rotate or zoom the image by using the sliders on left and right.
6. Click **Save**.

To Delete Your Photo

1. Log in to the site.
2. Click your name and select **My Profile**.
3. Place your mouse cursor over the image section of the page.
4. Click  and confirm that you want to delete the image.

Change Your Notification Settings

This is where you determine how often you will be notified when new information is posted to your groups. If you turn on the Daily Digest, you will receive an email each day with highlights from your church groups.

To Specify Your Email Notifications

1. Log in to the site.
2. Click your name, then **Email Settings**.
3. For each of your groups, select which type of posting, if any, you wish to be notified of.

To Enable the Daily Digest

1. Log in to the site.
2. Click your name, then **Email Settings**.
3. Turn on the **Daily Digest**.

Manage Your Family's Information

Those designated with a primary family position, like "Head" or "Spouse", can edit the information displayed on the profile pages of their family members.

To Update a Family Member's Profile

1. Log into the 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**.

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 "Head" or "Spouse" can also change privacy settings for other members of the family.

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 the site.
2. In the left side navigation menu, click **Directory**.

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.

Event Registration

To register for an 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 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**.

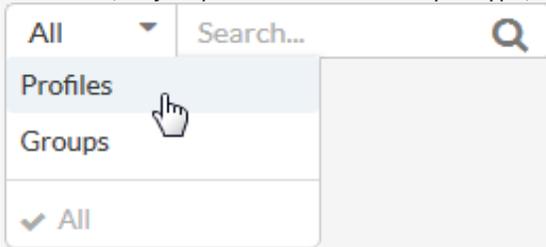
① If you want to change the number of unnamed guests attending, you must edit the registration. Cancel will only cancel all the unnamed guests, not edit the number attending.

Find People on the Website

Find a Friend!

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.

① Get a Map

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

① Can't Locate Someone?

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

Introduction to Group Communications

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** and then choose the name of your group.

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

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.

Find a Group to Join

A good way to get more involved in the church is to find a group whose goals and interests match your own. If you're already a group member, find out more about your groups.

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.

Your Groups

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.

Group Communications

When communications are enabled for a group, group members can view the news for that group that includes member posts, photos and events.

When you sign in to any of the Connect mobile apps, you'll automatically sign in to your newsfeed, which displays the most recently active posts for all the groups you participate in. You can then filter the newsfeed to show posts just from a single group, or navigate to a specific group using the Groups menu.

News Content

To view a group's newsfeed

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

① 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 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 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**.

① 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.

Group Events

To Add a Group Event

1. Sign in to the site.
2. To add an event, click  .
3. Select the group you want to create the event in.
4. Enter an event title and description.
5. Enter an event time and location.
6. To add an item list to the event, click **+ Add an Item to Bring**. Enter the item description and the quantity.
7. If you have an attachment, click **Attach files**.
8. Click **Post**.

To Edit a Group Event

1. Sign in to the site.
2. Click **Events**, then click the event you want to edit.
3. Click  , then click **Edit**.
4. Make your changes to the event, then click **Post**.

To Delete a Group Event

1. Sign in to the site.
2. Click **Events**, then click the event you want to edit.
3. Click  , then click **Delete**.
4. To delete the event, click **Delete** again.

To Cancel a Group Event

1. Sign in to the site.
2. Click **Events**, then click the event you want to edit.
3. Click  , then click **Cancel Event**.
4. Choose whether to cancel this single event or cancel all future events.
5. Enter a cancellation message.
6. Click **Send cancellation**.

① Canceling an event will send a notification to everyone who sent an RSVP to attend the event.

To RSVP for an Event

1. Sign in to the site.
2. To find an event click **Events**. 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 People 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 emoji.
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 emoji.
7. Click **Send**.

① 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**.

① 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**.

① 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!

Browser Capabilities

For best results, keep your browser updated to the latest version. We recommend using the latest version of any of the following internet browsers:

Chrome

Firefox

Internet Explorer (Also known as IE. We will not support IE beyond March 31, 2018. Please switch to another browser before then.)

Microsoft Edge

Safari

Are you using the latest browser? Go to whatbrowser.org to find out.

① Operating Systems

Some older operating systems cannot use the latest browser versions. If your operating system cannot use the latest version of your browser, update the operating system first. This will not only give you access to the best features in Realm, but will help ensure your security on the Internet. Out-of-date operating systems and browsers are far more vulnerable to attacks.