

Group Leader FAQ's

How do I print a roster of my Group?

You can click on the Community>Groups tab and select the Group. Click the Participants tab and click Manage Participants. Click on the Printer icon and select Roster. Select the file format and click run. You can then download the document to your computer and print.

I'm not receiving emails/communications from my Group members (or members of my Group aren't receiving my emails/communications).

First, check you spam/junk/promotions folder. Be sure that your notifications are turned on for the Group. At the top right corner of Realm, click on the dropdown box next to your name and select "Notification Settings". You can set notifications for each of the Groups that you are in individually. If you want to receive emails and newsfeed posts, be sure there is a (and not) displayed.

If members of your Group are not receiving emails from you, please ask them to check their Notifications Settings on Realm or in the Realm Connect App.

Which communication method should I use?

You can view all of your communication (for all of your Groups) in the Communications area on the left side of your screen. *Note that all of these communication methods may not have been enabled by the staff Ministry Lead. These settings can be modified by the staff Ministry Lead so that only Group Leaders can post.*

Newsfeed Posts can be used for a group-wide announcement. If enabled, Group members have the ability to reply and start a conversation about the announcement. Think of the Newsfeed like a bulletin board for the Group where you can add content for all Group members to view. It is a push of information and has social media features ie. "like" and it allows members to comment when logged into Realm. Attachments in a News post will show in the Files area for future reference. Group members will receive an email notification that a post has been made (if they have email notification enabled), but they will not be able to reply via their personal email box (ie. Gmail/Yahoo).

Emails will get delivered to a person's personal email box if their notification settings are turned on. Although there is the ability to reply to an email via the personal email (ie. Gmail, Yahoo), the best way to reply is on Realm. Email dialog history appears in the Inbox on Realm.

Chat is similar to any messaging tool. Before using the Chat function, be sure that members have this enabled - and know that they may or may not have push

notifications turned on so they may not receive messages immediately. If this feature has been enabled by your staff Ministry Lead, you may want to ask Group members to update their settings to enable push notification settings in the Realm Connect App.

As a Group Leader, you can see what notifications the Group members have turned on (in the participants tab) and request that they turn on notifications (ie. if they have email turned off) and you plan to communicate in that way.

How can I post attachments/files to the Group page?

There are 2 ways to do this. 1.) You can create a post and add the file as an attachment to your post (Send Communications, Create a Post). The post with the attachment will display in the News section on the Group page. 2.) If there are documents that you don't want members to have to sift through the news section, ask your Ministry Leader to post them on the Files section for the Group..

Can I create subfolders of documents within the Files section?

Unfortunately, the ability to do this does not exist in Realm. Realm will display the documents by date (most recent on top).

Can I add a member that is not in the parish? There are members in our Group that are not registered parishioners.

Yes! If someone will be an active member of your Group and you'd like to allow them to receive communications, they can be added to Realm. Contact the staff Ministry Lead and they will be added as a non-registered ministry participant. We would need to have their name, address, phone number and email in order to add them to the database. Once they are added to Realm, you can then add the person to the Group. Please let them know that they will receive a Realm invitation.

Can I update the details for the Group such as the Group description?

Only staff can update a variety of areas within a Group, the Group description, communications, the Group Type (ie. Outreach Ministries), Group Visibility, whether or not attendance can be checked, and a few others. Please contact the staff Ministry Lead if you'd like to update the Group information.

How do I take attendance for Events and Meetings?

You can take attendance on both the web version and on the Realm Connect app in the Events section. Locate the event that you'd like to take attendance for and find the Manage attendance section. You can also see who has RSVPd to the event in this area. If the ability to RSVP is not enabled, please ask your staff Ministry Lead to enable this for the Group.

Members of my Group have different roles within the Group. Is there a way that I can mark different roles that members hold?

Yes! Ask your Ministry Lead about adding Attributes.

I received a request that someone would like to join the Group. How do I respond?

This will vary by ministry. If your Group is “public”, parishioners can request to join your Group. You will receive an email that someone has asked to join the Group and you’ll need to accept (or decline) their request before they become a member (they are not automatically added). Please have a conversation with the staff Ministry Lead about what the procedure is for adding new members to the Group. To accept or decline members, Go to the Participants tab of the Group, you will see Pending Requests, click approve or decline.

If your Group is “hidden”, parishioners are not able to request to join the Group.