

# Realm Frequently Asked Questions

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## General Questions:

**What is Realm?** *Realm is a real ministry tool.*

Realm is an online ministry tool designed for real time connection. It helps St. Francis of Assisi connect with you and you connect with us. As a part of our parish family, we think you'll love it. Realm allows you to manage your personal information and who is allowed to see it, keep in touch with the groups that matter to you, and view your giving.

**Why use Realm?** *Realm strengthens church connections.*

Being a part of St. Francis doesn't just happen when you're on our campus. Realm helps us serve you better throughout the week, whether you are on campus, at home or away. Everyone can be connected from anywhere at any time, right from our mobile devices. Realm helps us engage everyone in the life of our parish community by supporting the healthy relationships essential to our mission of discipleship. We'll stay organized, and you'll stay informed about all of the opportunities for worship, faith formation, service, fellowship and fun. When we share life together, we will grow together.

## Logging In, Troubleshooting and Updating Your Account

**How can I login to Realm?** *After your initial login to set up your account, Realm will automatically recognize you.*

1. Visit <https://onrealm.org/StFrancisRaleigh> or login using the Realm Connect App, which can be downloaded from the App Store (Apple) or Google Play (Android). The username and password are the same for both.
2. Enter your account email address and a password that meets the password requirements.

**If you haven't received an invitation, we may not have an email on file for you and we were not able to send you an email invitation.** Please contact us by completing a [Realm Support form](#) so that we can add your email to our database. We will then send you an invitation to join Realm.

**NOTE:** If you do not see information that you have previously given the parish (such as children, groups, giving), please allow a business day for your new record to be matched with that previous information.

**How can I update my personal information?** *You can update your information in the My Profile area.*

1. Login to Realm from our website.
2. Next to your name (top right), use the dropdown menu to select “My Profile”.
3. Click the “Edit Profile” button to update your profile information. You can edit your Contact information and Personal information by clicking on the tabs. Make any updates and click “Save”.

**How can I change the email that I login to Realm with?** *Your email can be updated in the Manage Account area.*

1. Next to your name (top right), use the dropdown menu to select “Manage Account”.
2. Click the “Edit Profile” button to update your profile information. You can edit your Contact information and Personal information by clicking on the tabs. Make any updates and click “Save”.
3. In the Account email section, click “Update Account Email”, enter your new email (twice to confirm) and enter your current password. You will be logged out and will need to login again using your new email and current password.
4. A confirmation email is sent to both the old and new email.

**I have a new member in my family. How can I do that in Realm?** *Congratulations! Please let our membership office know so we can add your new family member to Realm.*

[CLICK HERE](#) to complete the [New Family Member form](#). The information will be sent to our membership staff, Toni.Hammes.

**I’m not receiving any emails. How do I update my notifications?** *You may have your notifications turned off. To update your Notification settings, please follow these instructions:*

1. Next to your name (top right), use the dropdown menu to select “Email Settings” or “Notification Settings”.
2. Click the arrow down button next to each Group that you are in (including St. Francis of Assisi) and update the Inbox and Newsfeed notifications by changing the “” (OFF) to a  (ON).

If you would prefer to receive only one email per day, turn Newsfeed and Inbox OFF and turn ON the Daily Digest Email, which will email you once per day – only if there are any notifications.

**I logged into my Realm account, but I don't see my contributions.** *It is possible that you established a new account when you logged in.*

During the process of setting up your Realm account, you may have created an additional profile for yourself. If you entered a birthday or phone number that is different than the one that we have on file for you, a duplicate account was created and you will not see your giving record since they are associated with the original account. Please contact [Realm Support](#).

**Can't remember your password?** *It will happen! But don't worry, it's easily resolved.*

You can click the "forgot your password?" link from the Realm login screen and quickly reset your password. If you have problems, contact [Realm Support](#).

**What is our Parish "Invite Code" and what is it for?**

The Realm "invite code" (StFrancisAssisi9852) is requested when an individual who does not already have a Realm login downloads the app and chooses to create an account from the app login screen. This mobile app enables you to have Realm at your fingertips and stay connected to St. Francis whenever you wish and from anywhere you have access to the internet.

## Privacy and Security

**How secure is my family's information in Realm?** *Realm puts you in control of how much or how little information about you and your family you share.*

Watch this video to put your mind at ease and know that St. Francis and Realm take your privacy concerns seriously: <https://player.vimeo.com/video/176604542>

**What about my privacy?** *Realm is safe, private, and secure.*

Privacy is so important, particularly in light of all the cybersecurity threats today! Therefore, it is one of our greatest concerns. Realm is only made up of the parishioners at St. Francis of Assisi, it's not like a social network that's open to everyone. Realm keeps your data safe and gives you control over what information you share and who can see it.

**How do I update my Privacy Settings?** *You can update privacy settings in the Manage Privacy section using the dropdown menu in the top right with your name.*

Although only church members are in Realm, you may want to update your settings so that only Leaders and/or members of the Groups that you are in can see your contact information. [We recommend setting your contact information to "Leaders & group volunteer team members" and personal information to "Users with permission only" \(parish staff\)](#). Click on "Custom Privacy" and update each of the fields (address, phone, email, personal information).

Next to your name (top right), use the dropdown menu to select “Manage Privacy”.

- 1.) Click on the “Custom Privacy” button and then choose different privacy levels for specific contact fields and personal information. Note that this information is always visible to staff. Click “Save”.

## Using Realm Features

**What about giving?** *Realm allows you to view your contributions, and download and print your giving reports.*

At this time, we will continue to use Faith Direct for online and recurring contributions. Viewing your giving should be easy, and Realm places the ability to view your giving right in the palm of your hands. Any contributions that you make through Faith Direct or by check are included in your giving record in Realm. You may view your giving history, and easily download and print your giving statements 24/7. You can view your contributions by selecting the “Giving” menu option in both the Connect App and the web version of Realm.

**How can I register for an event?** *Realm makes it simple and easy.*

1. Log in to Realm.
2. On the left-hand menu select “Events.”
3. Select the event that you are interested in to find out more information.

**How can I find a Group to join?** *Realm helps you get the most out of your parish community.*

1. Log in to Realm.
2. On the left-hand menu select “Groups.”
3. Select “Find Groups” from the list.
4. Select the type of group you would like to join.
5. Select the name of the group you would like to join.
6. Click on “Join (Group name)” and a message will be sent to the group leaders, OR select a group leader’s name and send a direct message.

**What are Talents and Interests used for?** *Talents and Interests allows you to indicate ministry areas that you might like to serve in.*

Realm provides the ability for parishioners to add or update Talents and Interests. This helps match individuals with the serving roles and teams that fit them best. You can update your Talents and Interests in the “My Profile” section under the “Personal Information” tab.

If your question isn’t answered above, please contact **Realm Support** by completing the [Realm Support Request form](#).