Realm FAQs and Answers

Our church is moving from The City to a new kind of church record keeping solution called Realm®. It primarily serves the administrative needs of our staff, but it also offers some exciting opportunities to support the way you are involved in our church. Not only will this improve work life for our ministry staff, it will make it easier for our church family to connect with each other, keep up with what's going on, and grow as a connected community of believers. Here are some frequently asked questions and answers regarding Realm.

FAQs and Answers

1. Will the URL change?

   Yes, we will have a new URL - http://onrealm.org/MPBCHerndon

2. What browsers work well with Realm?

   Realm works best with Safari, Chrome, Firefox, and Edge. Internet Explorer (latest version) may also be used, but is not preferred.

3. What should I do when I access Realm for the first time?

   Members should review their profile when they access Realm for the first time. Everyone in our church gets a unique profile. Your profile contains everything you want people in our church to know about you. Your profile also enables you to join a small group, RSVP to events, track your giving, update your contact information, change family details, set notification preferences, or replace that outdated family photo. If you have more than one email address please verify the preferred email address. (Changing your preferred email address changes your logon to REALM)

4. What can others see about me on Realm?

   By default, the viewing of your contact and personal 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 the entire church. But if you prefer to be more private, you can customize how people see specific information.

- Contact Information: Name, Address, Phones, and Email. Ability to input *Primary* and *Alternate* address, phone, and email field. As well as social media links to your Twitter, Facebook, LinkedIn, and Instagram profiles
- Personal Information: Marital Status, Family Position, Member Status, but you also have the option of sharing your birthday, gender, allergy information, and skills with people in your church.

Remember the following:

- You have complete control over who can see your contact and personal information.
- Contact information is never public or searchable on the Internet. Any information you elect to make visible to your church family is always protected behind a login.
- Authorized staff may have access to your profile information.
- You and certain authorized staff may update your profile information. In some cases, your group leader may update your contact information if you have made it visible to group leaders.
- For safety reasons, sharing contact and personal information for children under 18 is limited.
- Parents determine whether or not to display their child's name in the church directory.
- Children under 13 may not participate and will not be able to sign in.
- 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.

5. Will icons change for mobile devices?

   Yes, Realm uses a different App from The City. Members should download the Realm Connect app to fully utilize Realm's communications features.

6. How do I download the Realm Connect App?

   For Apple devices go to https://itunes.apple.com/us/app/connect-our-church-community/id1052274581?mt=8&ign-mpt=uo%3D4

   For Android devices go to https://play.google.com/store/apps/details?id=com.acstechnologies.android.realm.engagement

7. What features are available on the Realm Connect app?

   Depending on the group leader's discretion, use the app to communicate with your groups. Also, you can RSVP to events, manage your giving, update profile information, and more. It makes it easier for us to connect throughout the week and know what's happening.

   - News—Keeps everyone up-to-date with the latest posts, photos, and events for your group and for your church as a whole
   - Posts—Depending on your group leader's discretion, post messages to your group and comment on posts by others in your group
   - Photos—Depending on your group leader's discretion, capture your moments together and share them with your group
   - Events—See event details (date, time, location, etc.), submit your RSVP, and sign up to bring something
   - Files —Access your group's shared files
   - Messages—Send your entire group, or select individuals, a message that starts a conversation
   - Participants—See names and basic profile details for the people in your church or group, based on their privacy preferences
   - Notification setting—Manage your preferences for group notifications and emails

8. Will Shortcuts work on Desk Tops?

   Shortcuts to The City should be removed and a new shortcut to Realm established.

9. How will application updates be retrieved?

   Realm performs updates every other week. Members can review Release Notes to see the updates that have been made.

10. When will existing users be able to begin up-loading documents to the site?

    Existing City users will be invited to join Realm as the administrative team works with group leaders to clean up obsolete groups and reestablish current City groups. Once they accept the invitation they will need to review their profile and determine whether any changes are needed. Member's capabilities will be determined by the role they have been assigned, such as leader or participant.

11. Will there be any difference in functionality from a desk top to a mobile platform?

Realm uses different Apps - Realm Sign In and Realm Connect. <u>Realm Connect</u> is what most members use. See the app logo below.

Connect - Our Church Community
ACS Technologies Group, Inc.

Free

The app has fewer features than the desk top but is intended to maximize your smartphone's features such as emailing and chatting. The desk top version enables you to view dashboards, run reports, do profile management.

12. When will Group leads be able to perform duties such as add, delete, or invite?

Leaders will be able to perform duties as soon as they are invited to Realm.

13. When will a non-City Member be able to join?

Non-City members can be invited to join any time.

14. Will there be any change in how to obtain help for functional issues?

Realm has a content specific help feature. Users can click on the help feature and be directed to resources that pertain to the topic they are viewing. Also, the IM team plans to continue providing help on issues.

15. Will there be any change to security access such as two factor authentications?

Realm will operate much like The City. Members will need to be invited to join and will need to establish a password. They will receive an email notice confirming password changes or changes to privacy settings.

16. Are there storage limitations for attachments, documentation, Photographs etc.?

None specified

17. Will the global calendar have the ability to reflect all calendar entries for viewing only?

The calendar will reflect the events for the groups for which you are a member.

18. Will the calendar offer the ability to look at past events?

Unlike the City, Realm has an event registration feature. Individuals do not need to be a part of Realm to register for an event. Realm can provide pre-defined reports based on data collected from registrants and track attendance.

Calendar events will not migrate from The City to Realm. However, once we start using Realm, the new system will maintain a history of events and enable users to view them.

19. What help and training will be provided on Realm?

Realm offers great Online help. Once logged in, located help "?" at top right of profile picture) – http://help.onrealm.org