



realm®

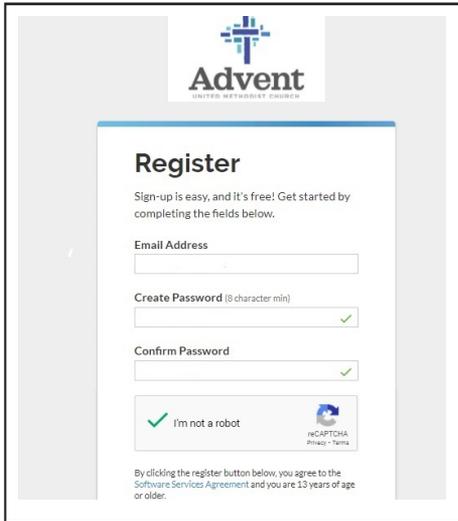
Congregants  
Guide

# Registering for Realm

**Step 1:** You will receive an email from Advent inviting you to join Realm. Please click on the link provided in the email.

**\*\*You must log in for the first time on a computer.\*\***

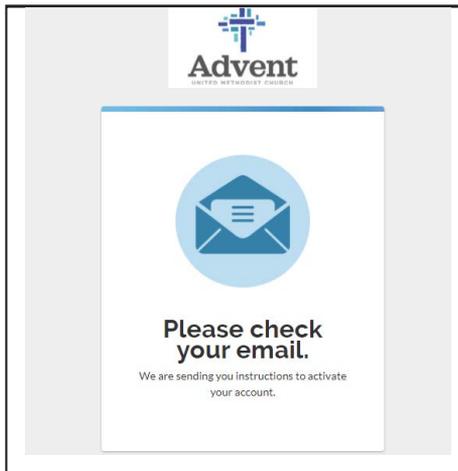
**Please note:** You must be invited by Advent to join Realm and use the link in the email to register prior to downloading and using the Realm Connect app.



The screenshot shows the Advent registration page. At the top is the Advent logo with the tagline "UNITED NETWORKED CHURCH". Below the logo is a white registration form with a blue border. The form is titled "Register" and includes the text "Sign-up is easy, and it's free! Get started by completing the fields below." The form contains the following fields: "Email Address" with a text input field; "Create Password (8 character min)" with a password input field and a green checkmark; "Confirm Password" with a password input field and a green checkmark; and a CAPTCHA section with a green checkmark, the text "I'm not a robot", and a reCAPTCHA logo. At the bottom of the form, there is a small disclaimer: "By clicking the register button below, you agree to the Software Services Agreement and you are 13 years of age or older."

**Step 2:** The image to the left is the first screen you see once clicking the link in your email invitation. You will enter your email address and create a password for Realm.

*If you have problems registering, please try using a different web browser.*



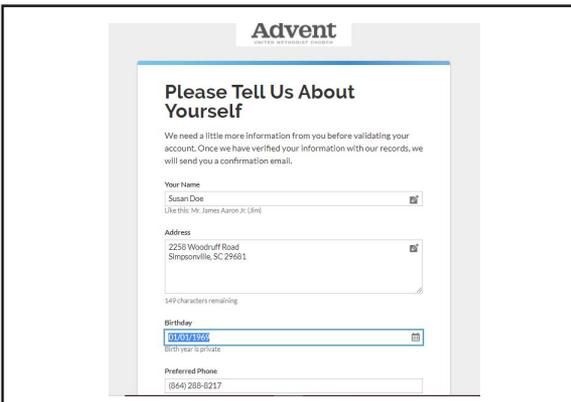
**Step 3:** Check your email.



**Step 4:** This is the email you should receive. Please click on the link to verify your email address.



**Step 5:** Sign in with your email address and password you created.



**Step 6:** The final step before enjoying Realm is to enter your address and birth date and verify your phone number as a security precaution.

## Update Your Profile

*If your child is over the age of 21 years old, then they will not be listed under your profile as a member of your family. They will be in their own family group.*

### To update your photo

1. Log into Realm.
2. Click your name in the upper-right corner, 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. You might need to refresh your profile page to see the change.

## 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 Realm.
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.
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, 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 Realm.
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**.

*Please note: Your Age*

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

## 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.

## 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 into Realm.
2. Click your name, then **Notification Settings**.
3. For each of your groups, select which type of posting, if any, you wish to be notified of.

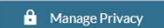
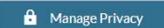
### To enable the Daily Digest

Daily Digest is an email with newsfeed posts from your church groups.

1. Log into Realm.
2. Click your name, then **Notification Settings**.
3. Turn on the **Daily Digest**.

## Set Your Privacy Preferences

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

1. Log into Realm.
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 . 
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.

## Find People in the Directory

Find a friend!

1. Sign into Realm.
2. Click **Directory** on the left side of the screen.
3. If using the app, select **More** under the three dots in the lower right corner. Click **Directory**.
4. In the search box, 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.

## 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.

## 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 into Realm.
2. In the left side navigation menu, click **Directory**.

## Your Groups

### To view your groups

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

## Group Communication

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

### To view a group's newsfeed

1. Sign into Realm.
2. Click **Groups**.
3. To view news, click the name of the group.

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

### To post to a group's newsfeed

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

### To comment on a post

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

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

### To edit a post

1. Sign into Realm.
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 into Realm.
2. Click on a post that you have written.
3. Click  at the top of the post and select **Delete**.
4. Click **Delete**.

### Blank Icons

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.

## Message People in Your Church

### Creating and Managing Messages

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.

#### To start a new message

1. Log into Realm.
2. In the Communications menu, click **Chat**.
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**.

#### *Additional Information:*

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 your old conversations.

### To respond to a message

1. Log into Realm.
2. In the Communications menu, click **Chat**.
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. 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 Realm.
2. In the Communications menu, click **Chat**.
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**.

#### ***Additional Information:***

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 Realm.
2. In the Communication menu, click **Chat**.
3. Click the message in the Recent column.
4. Click , then select **Leave Conversation**.
5. Click **Continue**.

#### ***Additional Information:***

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

## Managing Message Notifications

### To mute message notifications

1. Log into Realm.
2. In the Communications menu, click **Chat**.
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 Realm.
2. In the Communications menu, click **Chat**.
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!

## Your Giving

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

## Contributions - Online Gifts

### To contribute from your profile page

1. Sign into Realm.
2. Click **Giving** on the main menu.
3. Click **+ Give**. If you don't see this button, please contact the church office.
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 the **+Add Another Fund** button.
5. Select a gift frequency and enter the appropriate date information. Click on **Continue**.
6. Enter your payment information. If you have a saved payment method, you can use it or click **Enter a Different Payment Method** to add another payment method.
7. Click **Give**.

### To edit a recurring gift

1. Sign into Realm.
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**.

### Editing the Start Date

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 Realm.
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**.

## 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.

## Contributions - Other Processes

### To view your giving history

1. Sign into Realm.
2. Click **Giving** on the main menu.
3. To narrow the list of contributions, click  , select limiting criteria, and click **Filter**.

### To view your future gifts

1. Sign into Realm.
2. Click **Giving** on the main menu.
3. Click **Scheduled**.
4. To narrow the list of contributions, click  , select limiting criteria, and click **Filter**.

### To check for failed payments

1. Sign into Realm.
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 on screen message.

### To print your giving statement

1. Sign into Realm.
2. Click Giving on the main menu.
3. If necessary, filter your list of contributions (see above).
4. Click  . 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:

During tax season, you can quickly print a copy of your giving statement by using the button shown:



## Pledges

### To track your pledges

1. Sign into Realm.
2. Click Giving on the main menu.
3. If you have active pledges, they will display on the page.

Pledge information is included at the bottom of printed giving statements.

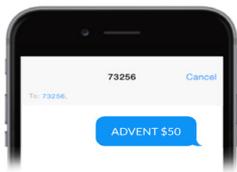
## Change Your Payment Methods

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 Realm.
2. Click **Giving**.
3. Inside the column on the right, click **Manage Payment Methods**.
4. To add a new payment method, 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 on screen 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 give via text message

1. Text your church's keyword, ADVENT, and amount to 73256 on your smart phone.
2. Once the text is sent, you will receive a confirmation message.
3. Click the link in the confirmation message to access the payment form.
4. Complete the payment form and verify the amount and fund.
5. When finished, click **Give**.
6. You will receive a receipt by text and email.
7. Your payment information is saved for future gifts.

For future gifts via text message, submit your church's keyword again to 73256 to generate another payment form link.