



realm®

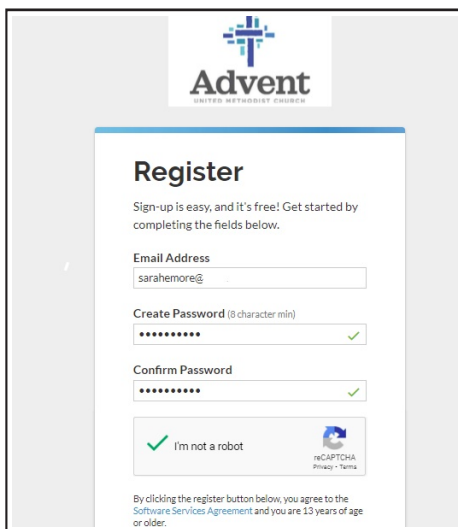
Congregants
Guide

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.****

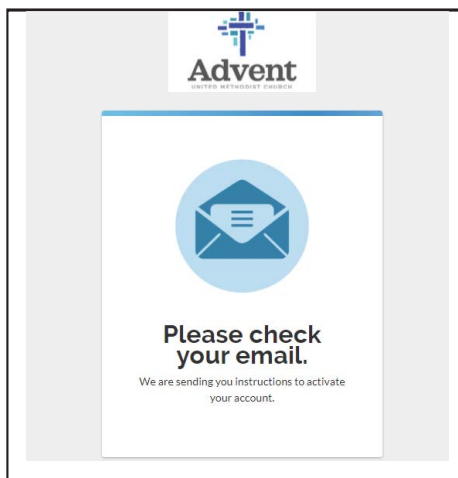
Please note: You must be invited by Advent to join Realm and use the link in the email to register prior to downloading and using the Realm Connect app.



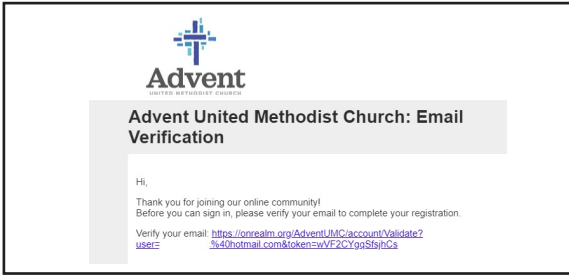
The screenshot shows the Advent registration page. At the top is the Advent logo (a cross with a crossbar) and the text "Advent UNITED METHODIST CHURCH". Below the logo is a white registration box with a blue border. The title "Register" is in bold. Below the title is the text: "Sign-up is easy, and it's free! Get started by completing the fields below." There are three input fields: "Email Address" with the text "sarahemore@" and a checkmark; "Create Password (8 character min)" with a masked password "*****" and a checkmark; and "Confirm Password" with a masked password "*****" and a checkmark. Below the password fields is a green checkmark icon and the text "I'm not a robot" next to a reCAPTCHA logo. At the bottom of the box is the text: "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.

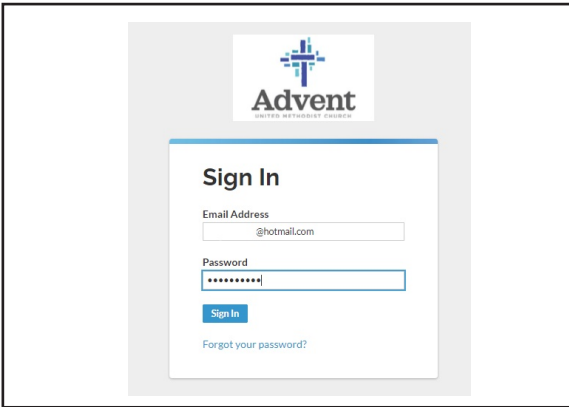
If you have problems registering, please try using a different web browser.



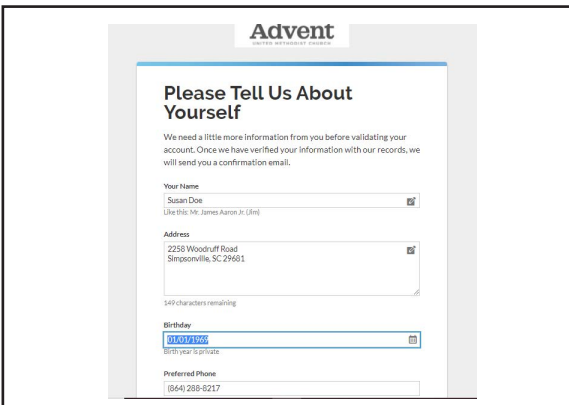
Step 3: Check your email.



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.

Find People in the Directory

Find a friend!

1. Sign in using your email and password.
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 your site.
2. In the left side navigation menu, click **Directory**.

Your Groups

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 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 the site.
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 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 comment on a post:


1. Sign into the site.
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 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 into the site.
2. Click on a post that you have written.
3. Click  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 the site.
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 the site.
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.
7. 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 the site.
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 the site.
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 the site.
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 the site.
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 check your giving history, pledges, or print a list of your past giving. If your church accepts online gifts through Realm, you can make a contribution or set up a recurring gift.

Contributions - Online Gifts

To contribute from your profile page:

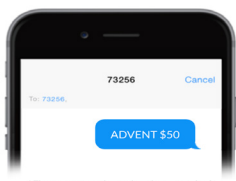
1. Sign into your site.
2. Click **Giving** on the main menu.
3. Click **+ Give**. If you don't see this button, contact your church office and ask them about online giving.
4. Enter the amount you want to give, then select the fund. If the fund has the memo field enabled, complete this field to add a note. To give to more than one fund at once, click **Give to an additional fund**.
5. Select a gift frequency and enter the appropriate date information.
6. Enter your payment information. If you have a saved payment method, you can use it or click **Add New Payment Method** to add another payment method.
7. Click **Give**.

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.



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 mes-

sage 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.

Contributions - Other Processes


To view your giving history:

1. Sign into your site.
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:

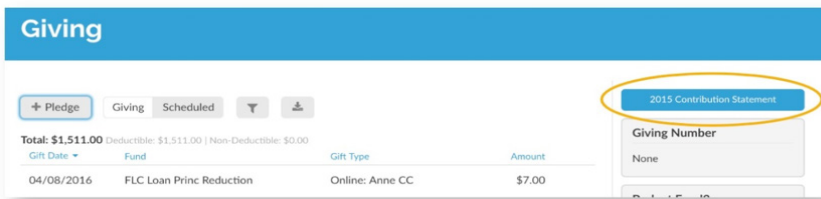
1. Sign into your site.
2. Click **Giving** on the main menu.
3. Click **Scheduled**.
4. To narrow the list of contributions, click , select limiting criteria, and click **Filter**.

To print your giving statement:

1. Sign into your site.
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:



To edit a recurring gift:

1. Sign into your site.
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 your site.
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**.

To check for failed payments:

1. Sign into your site.
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 onscreen message.

Pledges

To track your pledges:

1. Sign into your site.
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 your site.
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 onscreen 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.