



Realm Connect FAQs

HOW DOES REALM WORK?

Realm is a private online environment for our church where we can share a directory and stay in touch with groups and events throughout the week. CCA users can log in with an email address and password, but only after receiving an email invitation.

In Realm, you can manage your personal and contact information, see your giving history, and connect easily with others in the congregation from your phone, tablet, or computer.

- **Profiles:** Your profile is your starting point. It contains your contact information, household members, email preferences, giving history, groups you belong to, and more.
- **Giving:** You can see your giving history through your profile.
- **Groups:** Realm's "Groups" feature simplifies interacting with others in the church, including small groups, ministries, and volunteer teams.

HOW DO I GET STARTED WITH REALM?

If we already have your name and email address on file, you will fall into one of three categories:

1. You have a profile waiting to be activated. Open an email invitation from "Christ Church Anglican" and follow the steps to create an account and set your password. You will then be sent a verification email with a link to verify your account. Your profile is activated!
- or* 2. Your profile may have already been activated by staff because you're a volunteer or because you registered for something recently. If that's the case, you'll get an email invitation to recover/reset your password instead. Humor us and follow the steps to set a "new" password then you'll be IN!
- or* 3. Perhaps you've already used Realm in the course of working with staff; no need to change your password – just keep logging in as you have!

I DIDN'T RECEIVE AN EMAIL INVITATION. WHAT DO I DO?

Check your spam/junk folder to see if you received your email invitation and did not realize it. If the email invitation isn't there, contact dianray0324@gmail.com or bethany@ccanglican.com and we will send you another invitation. We may be trying to use an old email address.

If you did not receive an email invitation and we don't have an email address on file for you, talk to Dian Ray at 432-556-2850 or at dianray0324@gmail.com.

HOW DO I ACCESS REALM?

- **Smart phone or tablet:** download the Realm Connect app by ACS Technologies



- **Computer:** click REALM LOGIN button at top right of our website, ccanglican.com

UPDATE YOUR PERSONAL INFO

Android:

- Touch menu, upper left
- Choose Profile
- Touch edit “pencil” upper right for all items

iPhone:

- Touch “more” ... three dots, lower right, then Profile (iPad just choose Profile)
- Touch edit “pencil” for each item

Computer:

- Click your name, upper right
- Choose Profile or Privacy to edit

Really Important First-Time Checklist:

1. Personal and contact info complete?
2. Include your complete birthdate! Your age and birth year will *never* be displayed 😊 but it will help us find you for specific purposes
3. Upload profile photo!
4. Manage privacy for email, phone, and address
We urge everyone over 18 to choose *Anyone in the Church*
For children, please keep privacy setting *Staff and Leaders Only*

MORE ABOUT PRIVACY - Who can see my personal and contact information? Who can see my children's personal information?

Realm is a private, password-protected system for members of our church community only.

To check your privacy settings, access your profile using one of the methods (Android/iPhone/Computer) described above.

Over 18: We urge everyone over 18 to choose *Anyone in the Church* so other Realm users can see your email, address, phone number, birthday (month and day, **not** year), marital status, and the names of your household members. If you prefer to keep certain information private, you can choose one of the other options.

Children: Privacy settings for children and youth under 18 are set to *Staff and Leaders Only*. Parents, please do not change these settings for your children. Children are given the parents email address so that emails about children's groups will go to a parent.

SHOULD I UPLOAD A PHOTO TO MY PROFILE?

Yes, please! It's helpful to connect names and faces. Headshots are best! To upload a photo from your computer, or device click on the circle containing your initials. If you are having trouble, send a picture to dianray0324@gmail.com or bethany@ccanglican.com and we will add it for you.

CAN I GIVE TO THE CHURCH ONLINE?

Yes, but not through Realm. We are not currently set up to give offerings through Realm, but are exploring the option with them. Online giving can currently be done through PushPay at <https://pushpay.com/g/ccanglican>. Please note that giving from PushPay is manually entered into Realm once it has cleared the bank, so transactions may take a few days to appear in your giving in Realm.

CAN I SEE WHAT I'VE GIVEN?

Yes. You can view your pledges and the current and previous year contribution statements on the Giving page. No one except you and the financial staff has the ability to view your giving information. If you have questions about any of the giving information, please contact Lin at lin@ccanglican.com.

DOES REALM REPLACE THE CHURCH WEBSITE?

No. Realm is an online community for those who call CCA their church home.

CCAnglican.com will always be an at-your-fingertips resource with everything you'd want to know about CCA. Most importantly, our website is the church's public and welcoming online presence to people who are not yet connected or committed.

Help! I'm not getting any email from the church and my groups!

You may need to change your email settings for Realm. Find your Settings (see UPDATE YOUR PERSONAL INFO section above), then select a specific setting for each of your groups