

# Realm FAQs

## What is Realm?

Realm is the Village Church's online ministry tool to help us connect with each other.

- Realm allows you to register for church events, such as Bible studies, retreats and Vacation Bible School.
- Realm gives you control over your and your family's information and giving
- Realm allows you to be connected with your group members
- Realm is used to communicate emergency information such as activity cancellations
- Realm is safe, private and secure

## How do I get a Realm account?

You can go to the Information Center in the church lobby on Sunday mornings and request a Realm account or email [village.church@vcgurnee.org](mailto:village.church@vcgurnee.org) and request a Realm account.

You will be sent an email containing a link to set up your account. Click the link through your browser (not the app) and enter your information and create a password.

Once your account is set up, you can log into the Realm Connect app using this account information.

## How do I get the Realm Connect app?

For an android phone, go to the Google Play store, and search for "Realm Connect".

For an iPhone, go to the App Store, and search for "Realm Connect".



## What if I forget my password?

Via either the computer or app, when you try to log in, there will be a "Forgot Your Password?" prompt. Click on that and follow the directions.

## How do I update my personal information?

The best way to update personal information is from a computer. The Realm Connect app only has a few fields that can be updated.

1. Log into Realm from a computer
2. Click on your name in the upper right hand corner
3. Select My Profile
4. Click Edit Profile under your picture
5. Two tabs pop up – Contact Information and Personal Information
6. Under Contact Information, update name, address, phone numbers and emails
7. Under Personal Information, update birthdate, marital status, allergies, emergency contact, medical information, etc.
8. Click the blue Save button

## How do I add a child/family member to my account?

The best way to add a child/family member to your account is from a computer. The Realm Connect app doesn't have all the fields available for Personal Information to be added.

1. Log into Realm from a computer
2. Click on your name in the upper right hand corner
3. Select My Profile
4. Click Add Family button on the right hand side
5. Enter name, relationship, birthday and email
6. For children, put email of parent who should receive child communication
7. Click Add

8. If newly added person should have an account, check the box. (Not needed for children.)
9. Click Add again
10. Click on the profile of the newly added individual
11. Click Edit Profile
12. Two tabs pop up – Contact Information and Personal Information
13. Under Contact Information, update name, address, phone numbers and emails
14. Under Personal Information, update birthdate, marital status, allergies, emergency contact, medical information, etc.
15. Click the blue Save button

### **How do I manage my notifications from Realm?**

If you are using the Realm Connect app, we recommend managing notifications from the app so you can manage both email and push notifications at the same time.

#### **From the Realm Connect app: Android**

1. Open app
2. Click on the 3 lines in the top right hand corner (hamburger menu)
3. Click on Groups
4. Click on the group you want to manage notifications for
5. Click on the INFO menu at the top right
6. Click on Notification Settings
7. Click on the arrow next to Inbox Activity and Newsfeed Activity
  - a. To manage email notifications, check only the boxes for the type of notification you want to receive under the Email column
  - b. To manage push notifications on the Realm Connect app, check only the boxes for the type of notifications you want to receive under the Push column
8. Click SAVE in the upper right hand corner

#### **From the Realm Connect app: iPhone**

1. Open app
2. Click on the three dots over the word More on the bottom of the screen
3. Click on Groups
4. Click on the group you want to manage notifications for
5. Click on Settings
6. Click on the drop down arrow next to Inbox Activity and Newsfeed Activity
  - a. To manage email notifications, check only the boxes for the type of notification you want to receive under the Email column
  - b. To manage push notifications on the Realm Connect app, check only the boxes for the type of notifications you want to receive under the Push column
7. Click Done in the upper right hand corner

#### **From a computer:**

1. Click on your name
2. Scroll down to Notification Settings
3. Click on the drop down arrow of the group you want to manage notifications for
4. Click on the drop down arrow next to Inbox Activity and Newsfeed Activity
5. Choose which emails you want to receive
6. There is no Save button; your preferences will be automatically saved

### **What if I am not receiving any emails?**

It is possible you have unsubscribed when you received an email in the past. This will need to be overridden by the software firm. Please email us at [village.church@vcgurnee.org](mailto:village.church@vcgurnee.org), and we will take care of this for you.