

## GETTING STARTED ON REALM TUCW's Congregational System



### Frequently asked questions (FAQs)

#### *How do I get started on Realm?*

You start by setting up your login. To do that you must respond to the email invite from onrealmmail.org with the subject line "...Join your church family". Click on the link and your email address should be in there. Then it will ask you to create a password. Remember to save that password in some way (write it down, or let the computer remember it). When the big envelope shows up on the screen, go check your email inbox again for an account confirmation email. Click the link in that email and that will ask you for your phone number. When your account is confirmed you will be able to log in.

#### *How do I log back in later?*

Click on the Pledging/Realm tab in the upper right corner on our website. Then click on any blue word "Realm". If you don't remember your password then click on "forgot my password" on the sign in screen and it will email you a link to reset it. It is handy to bookmark or set as "favorite" the sign-in page <https://onrealm.org/> so you can find it again easily.

#### *I typed in my telephone number and it didn't work, what now?*

Hold on to the second confirmation email asking for your phone number. If you tried all your different phone numbers (home, cell etc) and that still doesn't work, then please email us with your correct phone number and wait a few work days for it to get through the system, then go back to the confirmation email and try again. If you need a new invite sent, email Diane (diane@uuwestport.org), or Sue (sue@uuwestport.org). If you still don't see an invite, check your spam or junk folder for an email from onrealmmail.org. If you see that invite email, click on it and follow the above steps. If you still can't find it, email, Diane so she can confirm your email address and send you a new invite.

### Groups:

Lifespan Faith Development (LFD) classes, many Choirs, Task Forces and committees are active as Groups in Realm so click on "Groups" in the left bar of your profile to see more. For those of you volunteering in LFD, this is a key source of information for your class. You can find shared documents and other resources on Group pages as well.

To join a Group, just click on the blue "+ Join Group" button on the upper left and your message will go to the group's leaders.

**Privacy, contact information and your family members' profiles:** Realm is limited to our congregation and staff only. People surfing the world-wide web do not have access to this system; it is by invitation only.

#### *How do I figure out who can see my information?*

There are several levels for the privacy settings. The most broad is everyone in our congregation or "Everyone". This does not mean it shows to the world at large, just those from our congregation who are on Realm. More restricted settings that are possible include your groups (like LFD Groups) and the respective leaders of those groups. Staff will always have visibility of your information. Remember, this will be the way other congregants can find you -- our online directory -- so don't limit it too much. You can click on the "?" to get more on privacy settings.

***I have moved – can I change our contact information?***

Yes, please do. Once you have entered it on your profile, it should update it automatically for your whole family. Don't forget to hit the "Save" button at the bottom.

***Can I upload a photo of myself?***

Yes, please do. A photo of your face would be most helpful for your fellow congregants to recognize you. You can also upload a photo of your family together.

***How do I enter email addresses for other family members?***

Parents and spouses are welcome to add and edit the contact information for their other family members. Please do not, however, enter your email address into another family member's primary email address line. Each email address for each profile must be unique. If you do not want a child to receive emails, do not enter anything in the child's primary email address line.

**For Help:** Use the **?** button in the upper right corner of your profile to find answers to lots of questions you may have. It opens a wiki site which has a chapter on all the different things you can do in Realm.