

## *TUCW's congregational system.*



### Frequently asked questions (FAQs)

#### ***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.

#### **Online Giving:**

You have two options within Realm for making an online contribution – credit/debit card and eCheck. We cannot hold any credit card information here at UUWestport. **You must enter your card information yourself on Realm.** You are of course welcome to contribute with your online bank's bill paying feature if you wish or other methods listed in the Pledging tab on our website.

Click on "**Giving**" on the left side in your profile and then on "**+Give**" and fill in the boxes. You must first have a pledge entered before you can start contributing towards it – if your profile does not show a pledge then please email your amount to the office ([Dorothy@uuwestport.org](mailto:Dorothy@uuwestport.org) or [Sue@uuwestport.org](mailto:Sue@uuwestport.org)).

To have online contributions count towards your pledge, choose the **Online Gifts to Pledge fund**. For the payment frequency, make sure you are careful to set the right frequency so that your card doesn't unexpectedly get charged more often than you wanted. To get a pdf statement of all gifts for the calendar year, click on the printer symbol on the far right.

#### ***How do I change or correct a mistake in the amount/frequency of my recurring credit card charge?***

If you want to change a future scheduled gift, you go to your profile, click on "Giving" on the left, then click the "Scheduled" button. If you hover over the next scheduled gift, you will see a small blue button with 3 dots. Click on that. You will have two options here as well: "Edit" and "Cancel". If you choose "Cancel", it will remove this gift from the scheduled occurrence. If you choose "Edit", you can change information about the gift such as the amount, the frequency, and the credit card or bank account. Remember to click the "Saved" button at the bottom.

If your goal is to completely cancel all future occurrences as well as your card information from Realm, you need to click on your name in the lower left corner and choose "Manage Account & Settings", then click on the "Payments" tab. On the right side of the gift, you'll find the blue 3 dot button and click on that. It then shows two options: "Edit Account" and "Delete Account" and you select the one that you want. To read more on these functions, click on the "?" in the upper right corner.

**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.