

Come into the Realm..... UUWestport's new membership and online giving system.

FAQ's

How do I handle the invite?

You've gotten the invite from onrealmmail.org. 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 your account confirmation. Click the link in that email and that will ask you for your phone number. Try putting in your cell number if you first tried your home number and vice-versa. Also try putting dashes into the format so 203-227-7205 instead of 2032277205.

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

Hold on to the second verification email. If you tried the dashes format and that still doesn't work, then please email us with your correct phone number and after a few work days and we've entered it, then go back to the verification email.

I've heard about this thing but still haven't seen the email invite, what now?

Make sure you check your spam or junk folder for an email from onrealmmail.org. If you see an invite email from that sender, click on it and follow the steps to setting up your account.

How do I set my privacy to let the people I want to see it?

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 RE Groups) and the respective leaders of those groups. Staff will always have visibility of your information and you can set your privacy to the tightest level such that only staff sees it. You can click on this link to get a handy "how-to" on setting your privacy levels of your information.

<http://wiki.acstechnologies.com/display/realm/Members%27+Guide>

For Help:

Use the **?** button in the upper right to find answers to lots of questions you may have. It opens a wiki site which has a chapter on just about everything you can do in realm.

Online Giving:

This Realm portal will be how you will enter your credit/debit card details so that you can pay your next fiscal year's pledge starting 1 July that way. You do, however, have the option in this system to pay with eCheck which has smaller flat fees as opposed to the percentage fee that the credit card processors charge. If you click on the "Giving" tab in your profile that is where you can set up any new payments you wish to for the next fiscal year. You can set the amounts and frequency directly yourself. The current credit card system will shut down at the end of June. It will work better for our accounting system if you set the start date in the Realm Giving section to a date after 1 July, 2015. Also, to have the new payments count towards your next year's pledge, choose the "Pledged General Support Fund".

I made a mistake in entering the amount/frequency of recurring credit card payments – how do I fix that?

If you want to change a scheduled gift, you go to your profile, click on the "Giving" tab, then click the "Scheduled" button. If you hover over the next scheduled gift, you will see a small blue button with a

“gear”. 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 date of the frequency, and the account itself (if you have a different card or account saved, for example). Once you click the "Saved" button at the bottom, it will save that information for future gifts. If your goal is to completely cancel a gift (and all future occurrences as well) and your card information from Realm, you will select the gear in the upper black-bar right corner and choose "Manage Account & Settings", then click on the "Payments" tab. On the right side of the gift, you'll find the blue gear button and click on that. It then shows two options: "Edit Account" and "Delete Account" and you select the one that you want.

These links explain how with more detail. <http://wiki.acstechnologies.com/display/realm/Your+Giving>
<http://wiki.acstechnologies.com/display/realm/Change+Your+Payment+Methods>

I see something on my credit card statement that says Vanco, what is that?

Vanco is our CC processor so sometimes you may see a message from them regarding your payment.