



# Myers Park Baptist Church Connect



## FREQUENTLY ASKED QUESTIONS

### What is Realm?

Realm by ACS Technologies is a comprehensive church management software designed to help churches manage their administration, accounting, and community engagement all in one place. Here are some key features:

- **Membership Management:** Tracks church membership databases, simplifying the lives of staff, volunteers, and attendees.
- **Communication Tools:** Allows churches to share posts, photos, and events with the entire congregation or specific groups.
- **Mobile Apps:** Includes mobile apps like Realm Connect for congregation engagement and Realm Shepherd for pastoral care.
- **Group Management:** Facilitates the creation and management of small groups, teams, and ministry areas.
- **Attendance Tracking:** Provides tools for tracking attendance at events and services, including check-in systems for children.

Realm aims to bring the whole church together, creating real ministry opportunities that help churches thrive.

### Why should I use Realm? I already get the MPBC Weekly.

Realm brings our church community online, so that we can stay in better contact. You can manage your personal and contact information, donate, see your giving history, and connect easily with others in the congregation all from a computer or mobile device. A private environment only for our church, Realm requires each user to log in with an email address and a password.

### What is the website link to access Realm on my Computer or Tablet?

To login to Realm go to <https://onrealm.org/> and enter your username and password.

### How do I add Realm on my iPhone and iPad?

The quickest and easiest way to stay connected with all things MPBC wherever you go is with Realm's mobile app named **Realm Connect - For Our Church**. It is available for Apple and Android devices. This free app enables staff, leaders, and members to communicate with members easily. It allows you to give safely and quickly and track your giving. The app also helps to keep everyone engaged through signing up and/or registering for events, classes, and groups. Although you are not required to use the app to participate in groups and events you want to participate in, it makes it a lot quicker and easier.

**For iPhone and iPad users**, visit the App Store or click on this link <https://itunes.apple.com/us/app/connect-our-church-community/id1052274581?mt=8>

## How do I add Realm on my Android devices?

(See content above for more information about the app)

**For Android users**, visit the Google Play Store or click on this link

<https://play.google.com/store/apps/details?id=com.acstechnologies.android.realm.engagement>

## How do I make a donation to the church?

You can contribute any amount right from your computer or mobile device using the Giving button. You can also schedule contributions to recur over time.

- 1) Sign in to Realm.
- 2) Click **Giving** in the main menu in the right column (on your computer) or along the bottom of the screen (on your mobile device).
- 3) Click **Give** (on your computer) or **Make a Gift** (on your mobile device). If you don't see this button, contact Judy Freeman [jfreeman@myersparkbaptist.org](mailto:jfreeman@myersparkbaptist.org) in the church office and ask about online giving.
- 4) Enter the amount you want to give, then select the fund.
  - a. If the fund has the memo field enabled, complete this field to add a note.
  - b. To give to more than one fund at once, click **Another Fund**.
  - c. If your gift is in memory of a loved one, please select **Memorial Gift** by using the dropdown arrow in the **Fund** section and use the memo line to add the name of who your gift is in memory of. Unless otherwise instructed by the family, memorial gifts are applied to our Sunshine Fund, but for proper acknowledgements to be sent, please choose Memorial Gift rather than Sunshine Fund when making your online memorial donation.
- 5) Select a gift frequency.
  - a. **Give Once**—Select a date to give a one-time gift.
  - b. **Give Multiple Times**—Select a frequency by which your gift will recur. If you set up a recurring online gift, you will receive an email when the end date has been reached.
- 6) Click **Continue**.
- 7) Enter your payment method or select one that you saved.

Optional: If you want to add a new payment method, select **Enter a different payment method** than the one you already have.
- 8) Click **Give**. A confirmation message will be displayed.
- 9) If you want to turn your one-time gift into a scheduled gift, select the check box and a frequency for the gift. Otherwise, click **Finish**.

**Note:** During months that have fewer than 31 days, recurring gifts scheduled for the 31st of each month will process on the last day of the month.

## How do I access the member directory?

To find contact information for other members, lay leaders, or staff there are a few easy ways to do it.

- 1) Sign in to Realm.
- 2) There is a search bar on the top bar of the main page to the left of your name (on your computer) or at the top left - look for the search icon 🔍 (on the app on your mobile device).
- 3) Type in the last name of the person you are looking for and it will pull them up in the Directory.
- 4) You can also click **Directory** on the main menu in the right column (on your computer) or . . . **More** along the bottom of the screen and then click on **Directory** in the menu (on your mobile device).
- 5) There is a search bar at the top of the list to make it easier to search for who you are looking for.

## How do I join a group?

Joining a group helps you get more involved and strengthens your fellowship. You can search for a group and send a request to join.

- 1) Sign in to Realm.
- 2) In the menu on the right, click **Groups**.
- 3) Click the **Find Groups** tab.
- 4) Click **Network** for social groups or click **Serve** for Ministry Affinity Group.
- 5) To filter by meeting day, click a day of the week.
- 6) To search for a group by name, enter your search in the **Filter Groups** text box.
- 7) Click the name of a group to see its details.
- 8) Click **Join Group**, then click **Send request** to let the group leader know you want to join.

## How do I join a class?

Joining a class helps you get more involved and strengthens your fellowship and spirituality. You can search for a class and send a request to join.

- 1) Sign in to Realm.
- 2) In the menu on the right, click **Groups**.
- 3) Click the **Find Groups** tab.
- 4) Click **Class**.
- 5) To filter by meeting day, click a day of the week.
- 6) To search for a class by name, enter your search in the **Filter Groups** text box.
- 7) Click the name of a class to see its details.
- 8) Click **Join Class**, then click **Send request** to let the class leader know you want to join.

## How do I create an event/meeting for my group or class?

In addition to regular meetings, groups often hold other gatherings such as parties, picnics, etc., that might occur one time or are recurring events. If you select **Require registration for this event** from the church group's event tab, the event will become a registration event.

Note: These instructions are for group and class specific events only, to request a churchwide event, please fill out the **MPBC Event Application** <https://form.jotform.com/241075067673156>. Churchwide events will be handled by church staff.

**Writing Assistant** - When you start typing in a text box, and this icon displays next to it, you can click the icon to open the writing assistant. Using this assistant, you can check your spelling and grammar or rephrase what you've written in a friendly, formal, or inviting tone. You can also generate written content from keywords that you provide.

- 1) In the menu on the right, click **Groups > All Groups**.
- 2) Locate your group and open its page.
- 3) Click the **Events** tab and click **Add an Event**.
- 4) Complete the fields. Fields with a red asterisk are required.  
Optional: After you've entered information into the **Description** text box, you can click the writing assistant icon to use the writing assistant.
- 5) To add an image to the event, click **+Add a photo for this event**, then select your image file. To remove the image, click the . . . **more options** icon and select **Delete Photo**. You can add a new image if you need to.

- 6) To edit the event image, hover your mouse over the image, then click the **pencil icon**. Use the left scroll bar to rotate the image and the right scroll bar to resize the image. Then click **Apply**.
- 7) For recurring events, enter a start and end time, and then select a frequency from the **Repeats** menu. For events that will recur into the indefinite future, select **No End Date**.
- 8) Select the event's location. If you are hosting the event online, enter the meeting URL or information in the **Online Meeting** Link text box.
- 9) If you select **Allow simple RSVP** in the **Signups** section, members can indicate if they are coming to this event with a simple yes/no.
- 10) To allow registrants to bring items for an RSVP event, click **+ Add item to bring**, then enter the item's name and number of items you need.
- 11) If the **Share on Newsfeed** option is available, select this to post the event on the group's Newsfeed and notify group members.
- 12) If the event provides childcare, you can indicate this by selecting **Childcare provided**.
- 13) Select **Make this the group's primary event** to make this a primary event that displays in congregants searches.
- 14) Click **Save**.

## How do I create and send an email to my group or class?

Users with permission can email some or all of the members of a group or class. Administrators and users with permission can email members of a group or class. As an administrator or user with permission, you are automatically copied on any email you send to your group or class.

If a group or class member has the family position of Child, his or her parents will also receive the email. If the child is connected to multiple families, the parents in both families will be emailed.

After you send an email, you are told the number of group or class participants who received it and the number of group or class participants who did not. You can then have this list sent to you or immediately download it through your browser. The spreadsheet contains each individual's contact information.

Some things to keep in mind with emails:

- An email cannot be saved as a draft or viewed once it is sent.
  - If you need to view the email once it is sent, include yourself on the recipient list. Group and class leaders are automatically included in the list.
  - If you are drafting a rather long email or feel like you will need extra time to write, consider drafting the email in Microsoft Word or some other word processing program then cut and paste it into Realm.
- 1) On the menu on the left click **Groups > All Groups**.
  - 2) Click the name of the group from the list.
  - 3) On the group's main page, click **Send Email**.
  - 4) To choose which individuals receive the email, first click **Select specific people**. Click the **To** drop-down menu, then select each individual from the list. By default, everyone in the group will receive the email unless you select specific people.
  - 5) Enter a **Subject** and **Message**.
  - 6) To attach a photo or document, click **Add a file**. Click **Choose File** and locate the file on your computer. Note: You can add attachments, such as photos or documents, to your email. The total size of all the attachments in the email cannot exceed 5MB.

If a file is larger than 5MB, and you have a URL for that file, you can paste a link to that file in your email instead.

Due to a known Safari limitation, you can only attach photos and videos using Realm in a browser on an iPad.

You can attach the following file types:

- .xls
- .xlsx
- .doc
- .docx
- .pdf
- .png
- .jpg
- .jpeg

- 7) If you want to schedule the email to send at a later date, select the date and time from the **Send Email** drop-down menu.
- 8) Click **Send**.

## How do I create and send a text message to my group or class?

You can send a message to your group or class. Similar to writing an email, you can send a message to everyone in your group or class or just certain people. You determine who receives replies from your message when you create it. So, if you want to start a group discussion through replies, or just send an announcement with replies disabled, you can do that. If your group or class has text messaging enabled, you can also customize the text associated with your message. As a group or class leader, you are not copied on inbox messages you send.

1. In the menu on the left, click **Communications > Inbox**.
2. To create a new message, click the **Compose** button in the upper right corner.
3. Select the group you want to message.
4. If your group or class has less than 100 members, you can choose to message specific individuals. Click **Message specific people** and click the **X** button next to the names of the people you want to remove from the message.
5. Enter the message subject and body.
6. To attach a file to your message, click **Attach files**, then select the files you want to include.
7. If your group or class has text messaging enabled, and at least one member has opted in to receive texts, you can preview the text that group or class members receive.
8. Select how members can reply to your message.
  - **Sender Only**— Members can only reply to you, and no one else will see the reply.
  - **Entire Group**— When a member replies, the whole group or class can see it and respond to the reply.
  - **Disabled**— No one can reply to this message.
9. Click **Send**.

Note: You can also send a message by going to your group's (or class's) page, clicking **Send Communication**, and clicking **Compose Your Message**.

## Who do I contact at MPBC for help?

**Giving** - Contact Judy Freeman, Finance Manager [jfreeman@myersparkbaptist.org](mailto:jfreeman@myersparkbaptist.org).

**Logging into Realm | setting up groups and classes | emailing your group or class** - Contact Scott Crowder [jscottcrowder1@gmail.com](mailto:jscottcrowder1@gmail.com).

**Membership status, children, or youth** - Contact Caroline Manning [cmanning@myersparkbaptist.org](mailto:cmanning@myersparkbaptist.org).

**Registering for an event** - Contact Carol Cedar [ccedar@myersparkbaptist.org](mailto:ccedar@myersparkbaptist.org).

## How do I update/correct my profile?

It is important to keep your Realm profile information updated. Your profile contains all the information that staff and others with appropriate permissions can view about you like gender, birthday, marital status. The church needs to keep this information current for its records and to give you accurate reports, statements, and updates.

- 1) Sign in to Realm.
- 2) Click your name in the upper-right corner and select **My Profile**.
- 3) Click **Edit Profile**.
- 4) On the **Personal Information** tab, complete or edit the fields displayed. Fields marked with an asterisk must be completed before you can save.  
Note: **Your Age** - Feel free to enter your full birthday. The year and your age only display to leaders and staff members.
- 5) Click Save.

## Update Contact Information

Your profile contains your contact information. Keep it up to date! This is what people in the church use when they want to get in touch.

- 1) Sign in to Realm.
- 2) Click your name in the upper-right corner and select **View My Profile**.
- 3) Click **Edit Profile**.
- 4) On the **Contact Information** tab, enter or edit the fields displayed.
- 5) Note, especially, any fields marked with an asterisk. These must be completed before you can save.  
Tip: **Your Online Security** - Don't be afraid to include all of the information asked for. You can decide later what data you want to hide online by setting your privacy preferences.
- 6) Click Save.

## How can I add a photo to my profile?

Share your smile! Add your photo to your profile page.

- 1) Sign in to Realm.
- 2) Click your name in the upper-right corner and select **View My Profile**.
- 3) Point to the image beside your name and click it.
- 4) Browse to the image you want to use and select it.  
Tip: Ideally, the image you choose should be 172 x 172 pixels. If needed, you can use any photo or graphics program to determine and alter the size of your image.

- 5) Adjust the image size using the slider. If your image is larger than 172 x 172 pixels, you can zoom out until it fits in the dashed-line center square. Anything outside of the square is removed. If your image is smaller, you can zoom in, but you might lose resolution.
- 6) Click **Save**. You might need to refresh the page to see your changes.

### Update Your Photo

You can change the photo that displays on your profile.

Note: Photo Quality - Once you add a photo, Realm makes a copy of it at its new, smaller size and works with that copy from then on. If you return to your profile photo to make changes, you'll only have the new version to work with. So, the quality won't be as good as your original.

For best results, when editing your profile picture, delete the existing photo and use your original again.

- 1) Sign in to Realm.
- 2) Click your name in the upper-right corner and select **View My Profile**.
- 3) Point to the image beside your name and click it.
- 4) Click **New Profile Photo**.
- 5) Browse to the image you want to use and select it.
- 6) Adjust the image size using the slider.
- 7) Click **Save**. You might need to refresh the page to see your changes.

### Delete Your Photo

If you no longer want to display the photo on your profile, you can delete it.

- 1) Sign in to Realm.
- 2) Click your name in the upper-right corner and select **View My Profile**.
- 3) Point to the image beside your name and click it.
- 4) Click **Remove Profile Photo**.

### How do I change my email address?

You can change the email address you use to log into the site. This changes only your login email. If you have an email on your profile page, it will be unaffected. Your profile page information is what others see (assuming your privacy settings don't prevent it). To change that email as well, you also need to update your contact information.

1. Sign in to Realm.
2. Click your name in the upper-right corner and select My Account. You must log in again for security purposes.
3. Click **Update Account Email**.
4. Enter your new email address and confirm.
5. Enter your current password.
6. Click **Save**.
7. Log in with your new account email.

## How do I change my password?

You can change your Realm password at any time.

1. Sign in to Realm.
2. Click your name in the upper-right corner and select **My Account**. You must log in again for security purposes.
3. Enter your new current password, new password, and confirm.

Note: Password Requirements

- Between 8 and 15 characters.
  - Includes no part of your email address.
  - Includes no repeating characters such as aaa.
  - Includes none of the following: < > & ^ \ ; % ` ' /
  - Includes no numeric or alphabetical sequences such as 12345 or abcde.
  - Also, no keyboard sequences such as asdfgh.
4. At the bottom, click **Update**.