

Realm & Manchester UMC Website Frequently Asked Questions

REALM

What is Realm? *Realm is a real ministry tool.*

Realm is an online ministry tool designed for real time connection. It helps Manchester UMC connect with you and you connect with us. As a part of our Manchester UMC family, we think you'll love it. Realm allows you to manage your personal information and who is allowed to see it, keep in touch with the groups that matter to you, and view your giving.

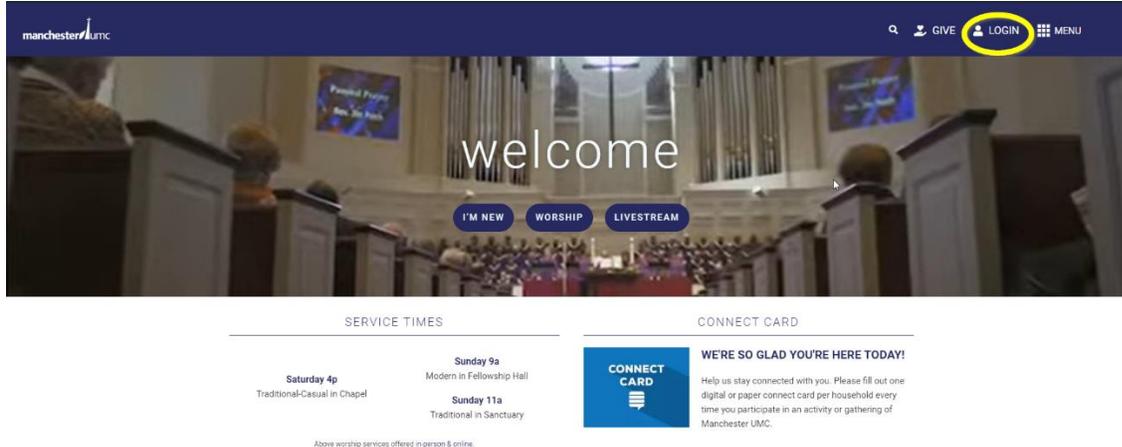
Why use Realm? *Realm strengthens church connections.*

Being a part of Manchester UMC doesn't just happen when you're on our campus. Realm helps us serve you better throughout the week, whether you are on campus, at home or away. Everyone can be connected from anywhere at any time, right from our mobile devices. Realm helps us engage everyone in the life of our church community by supporting the healthy relationships essential to our mission of discipleship. We'll stay organized, and you'll stay informed about all of the opportunities for worship, faith formation, service, fellowship and fun. When we share life together, we will grow together.

Logging In, Troubleshooting and Updating Your Account

How can I login to Realm? *After your initial login to set up your account, Realm will automatically recognize you.*

1. Visit the Manchester UMC website at <https://manchesterumc.org>
The username and password are the same for both the website and the app.



2. Download the Realm Connect App, which can be downloaded free from the App Store (Apple) or Google Play (Android). NOTE: The username and password are the same for both the website and the app.



Realm Connect App

3. Enter your account email address and a password that meets the password requirements.
4. If you forgot your password, select "Forgot My Password" option. Realm will send you an email to the email it has listed on your account.

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If you haven't received an invitation, we may not have an email on file for you and we were not able to send you an email invitation. Please contact us by sending an email to Realm Support at Support@manchesterumc.org so that we can add your email to our database. We will then send you an invitation to join Realm.

How can I update my personal information? *You can update your information in the My Profile area.*

1. Login to Realm from our website.
2. Next to your name (top right), use the dropdown menu to select "My Profile".
3. Click the "Edit Profile" button to update your profile information. You can edit your Contact information and Personal information by clicking on the tabs. Make any updates and click "Save".

How can I change the email that I login to Realm with? *Your email can be updated in the Manage Account area.*

1. Next to your name (top right), use the dropdown menu to select "Manage Account".
2. Click the "Edit Profile" button to update your profile information. You can edit your Contact information and Personal information by clicking on the tabs. Make any updates and click "Save".
3. In the Account email section, click "Update Account Email", enter your new email (twice to confirm) and enter your current password. You will be logged out and will need to login again using your new email and current password.
4. A confirmation email is sent to both the old and new email.

I have a new member in my family. How can I do that in Realm? *Congratulations! Please let our church office know by calling 636-394-7506 so we can add your new family member to Realm.*

Not Receiving Emails from Realm?

I'm not receiving any emails. How do I update my notifications? *You may have your notifications turned off. To update your Notification settings, please follow these instructions:*

1. Next to your name (top right), use the dropdown menu to select "Email Settings" or "Notification Settings".
2. Click the arrow down button next to each Group that you are in (including Manchester UMC) and update the Inbox and Newsfeed notifications by changing the "" (OFF) to a (ON).
3. Check your Junk or SPAM folder. You will need to move this email from Realm to your "In Box" in order to receive future emails from Realm.

If you would prefer to receive only one email per day, turn Newsfeed and Inbox OFF and turn ON the Daily Digest Email, which will email you once per day – only if there are any notifications.

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I logged into my Realm account, but I don't see my contributions. *It is possible that you established a new account when you logged in.*

During the process of setting up your Realm account, you may have created an additional profile for yourself. If you entered a birthday or phone number that is different than the one that we have on file for you, a duplicate account was created and you will not see your giving record since they are associated with the original account. Please email Realm Support at Support@manchesterumc.org.

Can't remember your password? *It will happen! But don't worry, it's easily resolved.*
You can click the "forgot your password?" link from the Realm login screen and quickly reset your password. If you have problems, email Realm Support at Support@manchesterumc.org.

Realm Privacy and Security

How secure is my family's information in Realm? *Realm puts you in control of how much or how little information about you and your family you share.*

Watch this video to put your mind at ease and know that Manchester UMC and Realm take your privacy concerns seriously: <https://player.vimeo.com/video/176604542>

What about my privacy? *Realm is safe, private, and secure.*

Privacy is so important, particularly in light of all the cybersecurity threats today! Therefore, it is one of our greatest concerns. Realm is only made up of members and visitors at Manchester UMC, it's not like a social network that's open to everyone. Realm keeps your data safe and gives you control over what information you share and who can see it.

How do I update my Privacy Settings? *You can update privacy settings in the Manage Privacy section using the dropdown menu in the top right with your name.*

Although only church members are in Realm, you may want to update your settings so that only Leaders and/or members of the Groups that you are in can see your contact information. [We recommend setting your contact information to "Leaders & group volunteer team members" and personal information to "Users with permission only" \(church staff\)](#). Click on "Custom Privacy" and update each of the fields (address, phone, email, personal information).

Next to your name (top right), use the dropdown menu to select "Manage Privacy".

- Click on the "Custom Privacy" button and then choose different privacy levels for specific contact fields and personal information. Note that this information is always visible to staff. Click "Save".

How can I register for an event? *Realm makes it simple and easy.*

1. Log in to Realm.
2. On the left-hand menu select "Events."
3. Select the event that you are interested in to find out more information.

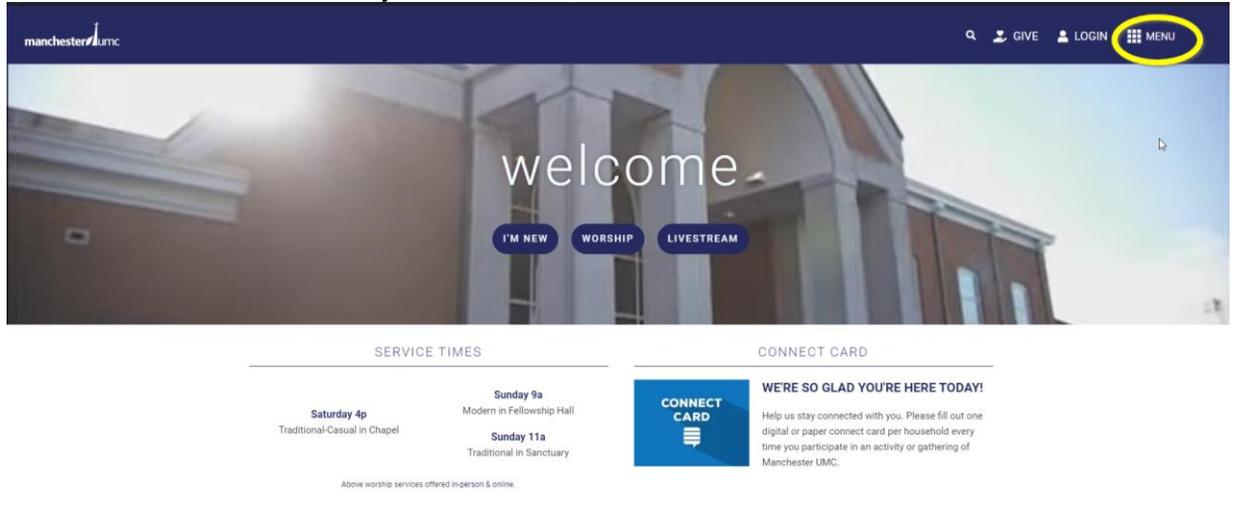
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Manchester UMC Website

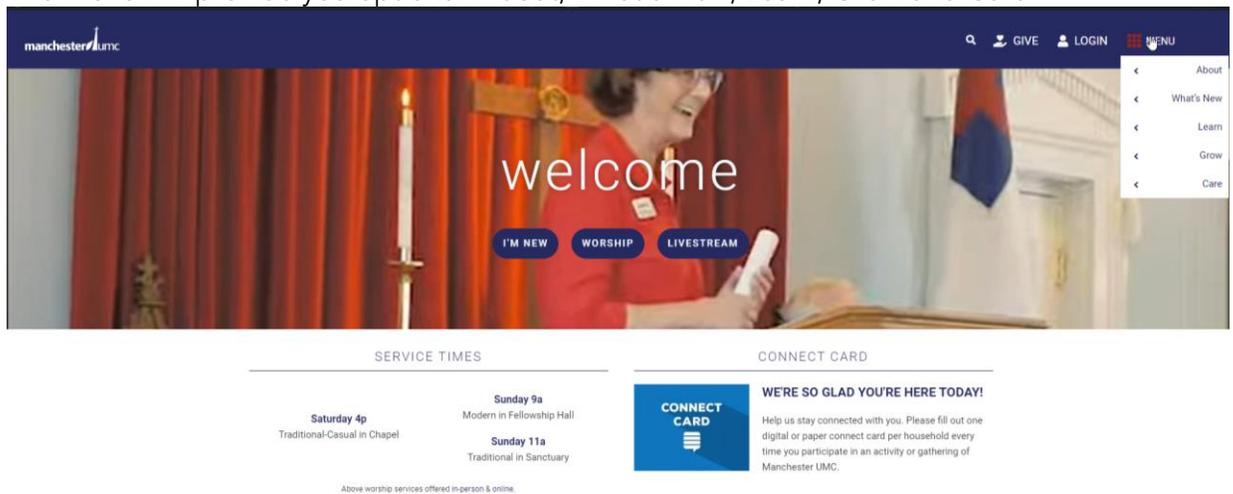
How can I find a Class, Group or Ministry to join?

The best way to learn more about the classes, groups, and ministries at Manchester UMC is to go to the Manchester UMC website: www.manchesterumc.org

1. Click on the Menu (circled in yellow)

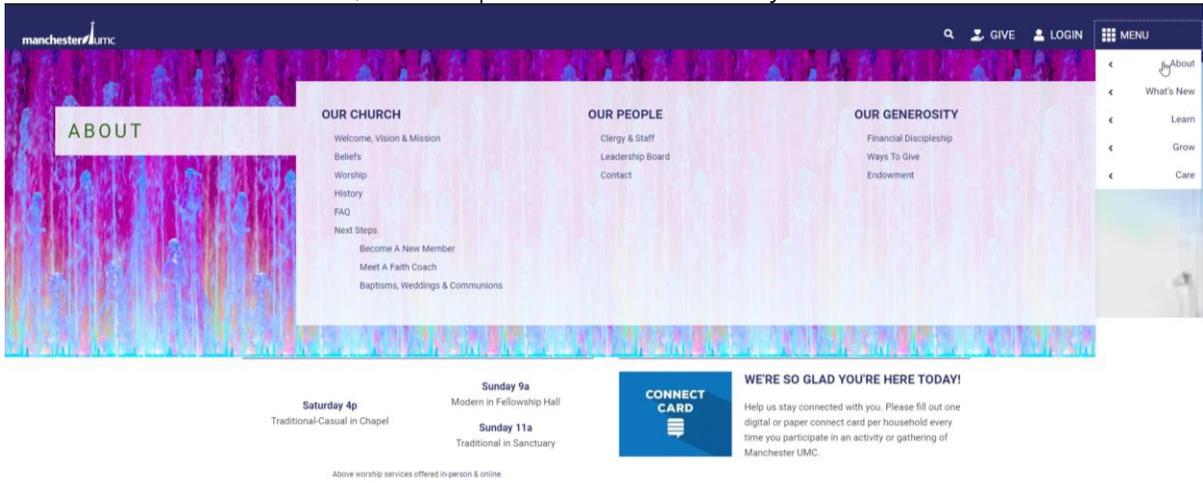


2. The Menu will provide you options: About, What's New, Learn, Grow and Care

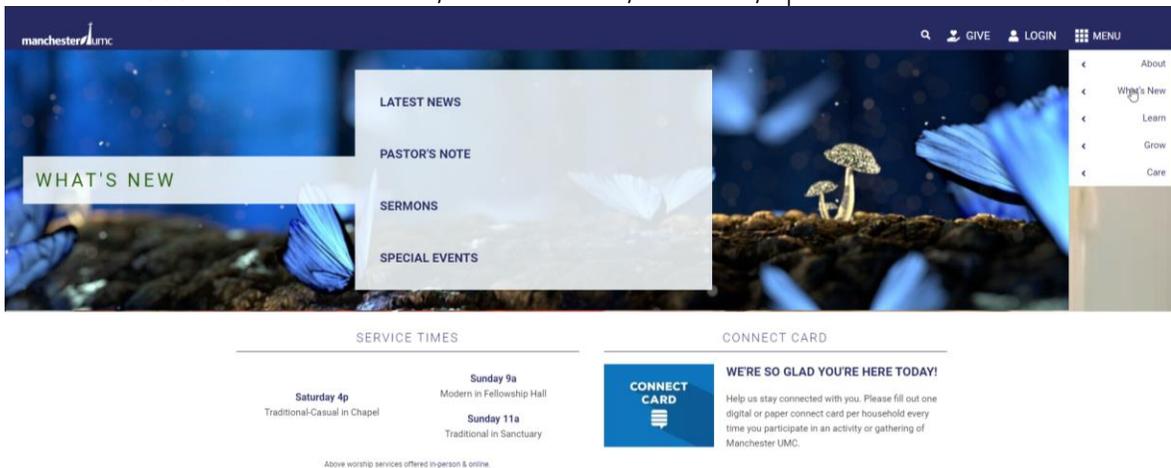


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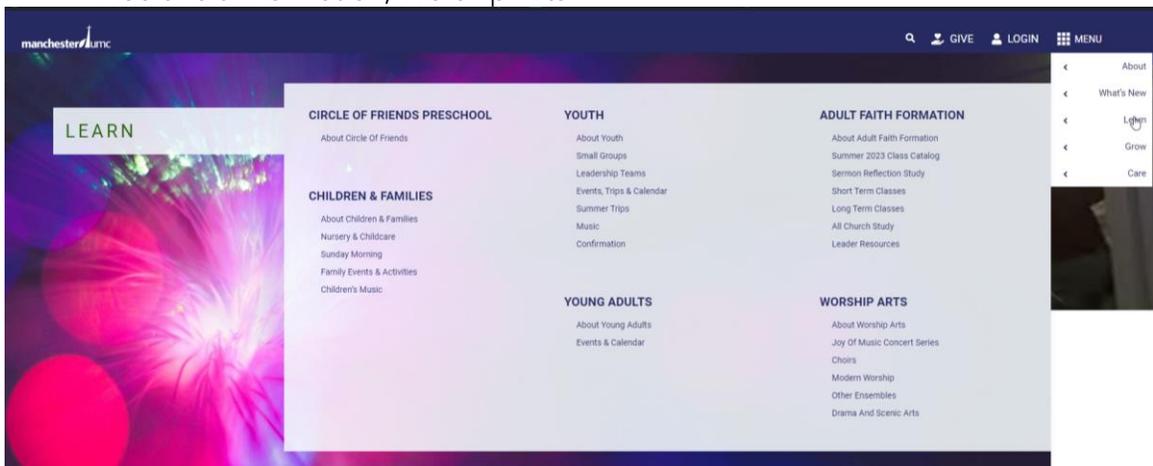
a. About: Our Church, Our People and Our Generosity



b. What's New: Latest News, Pastor's Note, Sermons, Special Events



c) Learn: Circle of Friends Preschool, Children & Families, Youth, Young Adults, Adult Faith Formation, Worship Arts



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d) Grow: Social Justice, Missions, Connections

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GROW

SOCIAL JUSTICE
 About Social Justice
 -Awareness
 -Education
 -Action
 Walk Justly
 Events & Calendar

MISSIONS
 About Missions
 On Site
 Off Site
 Seasonal
 Missions Calendar

CONNECTIONS
 About Connections
 Events & Calendar
 New Member Classes
 Community Dinners
 Fellowship Groups
 Health & Recreation
 Hospitality

◀ About
 ◀ What's New
 ◀ Learn
 ◀ **Grow**
 ◀ Care

Saturday 4p
 Traditional-Casual in Chapel

Sunday 9a
 Modern in Fellowship Hall

Sunday 11a
 Traditional in Sanctuary

CONNECT CARD

WE'RE SO GLAD YOU'RE HERE TODAY!
 Help us stay connected with you. Please fill out one digital or paper connect card per household every time you participate in an activity or gathering of Manchester UMC.

Above worship services offered in-person & online.

c) Care: Prayers, Care, Organ Donation, Cemetery

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CARE

PRAYER
 Prayer Request
 Talk To A Pastor
 Join The Prayer Team

CARE
 Stephen Ministry
 Prayer Shawl Ministry
 Altar Flowers
 Greeting Card Ministry

ORGAN DONATION
 About Organ Donation
 Donor Information

CEMETERY
 About Cemetery
 Endowment

◀ About
 ◀ What's New
 ◀ Learn
 ◀ Grow
 ◀ **Care**

Traditional-Casual in Chapel

Sunday 11a
 Traditional in Sanctuary

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