



Grace Online Connection Point

What is Realm?

Realm is a secure, cloud based tool used to help us connect to our Grace family members and groups. We all know that face to face is best but you might be wondering how do I take the next step? Where do I get a phone number, an email address, or a home address? Realm is where you can get the answers to these questions and more.

Some features of Realm:

- Provides a means for members to communicate with each other through the use of a **current** church online directory (names, phone numbers, emails)
- Allows users to update and manage individual and/or family's profiles (contact info & pictures)
- Allows users to view and print their *contribution statement (past or present)
- Users can view and contact home groups, EQUIP classes (adult Sunday AM), ministry groups, and other ministries
- It's available 24/7 from anywhere using a desktop, laptop, tablet or smart phone

*Your contribution statement **can only** be viewed by you, the Finance Committee, and the Grace Realm administrator.

To Do:

- Complete your Realm registration. To register go to <https://onrealm.org/GraceRichmond/account/register?>. Hooray! Some have already registered through our web site.
- Make yourself at home and explore Realm's features!
 - Update your personal information and privacy settings
 - Add your photo
 - Find your group(s)
 - Leave a message for your group
 - Track your personal giving and download your statements
 - Access information from your web-enabled smart phone or tablets

To access Realm:

- Once registered, here are two quick links
 - Grace home page: gracerichmond.org (lower left hand corner)
 - onrealm.org/gracerichmond/signin (You can save the address as a bookmark)

FAQs

- **Who can access Realm?**

- Only members of the Grace family who are in our Realm directory can access Realm. When registering, Realm will require the email address Grace has on file in Realm. If email addresses do not match, then registration is denied. Note: Two people cannot share the same email address for registration and sign on purposes. If you and your spouse share an email, one of you will need to provide a separate email for registration and then signing in. Please contact the church office for additional information.
- Can my children access Realm? By law access can only be granted to children 13 years and older. In addition, our Realm administrator will require parental permission for children under 18 or those who have not completed high school.

- **Is the site secure?**

- ACS Technologies-Realm operates secure data networks protected by industry standard security measures to protect your personal information from loss and misuse including, without limitation, firewalls, encryption, and password protection systems. ACST's security and privacy policies are periodically reviewed and enhanced as necessary.
- Note: Because of the security measures in place, Realm requires that Internet Explorer users update their browsers to IE 11 or later. Because Microsoft is not providing security updates for older version of IE, Realm will not allow access through those older versions.

- **Who can see my information?**

- Your contact information (name, address, phone number, email address) can be seen by Grace staff, elders, ministry leaders, and Grace members who complete the Realm registration process.
- Note: Once you have completed registration, you can change your privacy settings which include who can view your information.
- Additional information such as birthday, church membership status, children's allergies, etc. can only be viewed by authorized users with the appropriate permission level. Permission levels are set by our Realm administrator, Brenda Burnett.
- Your giving or contribution statement **can only** be viewed by you, the Finance Committee, and the Realm administrator.

- **How do I change my privacy settings?**

- At the top, right side of your profile page you will see your name and a gear icon. Select the gear icon.
- Select Manage Account and Settings

- On the Account page, select the Privacy tab
- **Can I update my contact information?**
 - Yes. Once logged in you will see a blue icon with a pencil in the center. Click on the icon and you will be linked to the Edit Info page. We encourage you to keep your contact information current!
- **Where can I change my sign in information and password?**
 - At the top right hand corner of your profile page you will see a white gear icon.
 - Click on the icon and select Manage Account and Settings. On this page you can change your sign in email, password, privacy settings, and notification settings.
- **What if I forget my password?**
 - Go to the sign in page and click on the “Forgot your password?” link
- **How do I add my picture?**
 - It’s easy to add your picture! Click in the Photo Box on your profile page and follow the simple directions. We really encourage you to add your picture to help our Grace family members to connect faces with names.
- **Need help?**
 - In Realm you will see an icon with a question mark at the top right hand corner of the page. Click on the icon and you will be linked to the Realm help center.
 - Contact Brenda Burnett (brenda@gracerichmond.org / 804.740.4148 / 804.334.1928).