



## FAQs

**Q.** *What exactly is Realm Connect?*

**A.** Realm Connect is designed to help our church family connect, communicate and build community. It can be used different ways. For people who want to use it on their smart phones, Realm Connect is a simple app, which can also be set up on their computers. For people who prefer to use their notebooks or computers, it's a web page that connects them directly to others in the church. And for church staff, it's a database and a communication tool.

**Q.** *Does this mean I can use Realm Connect on my phone and my computer? Or decide which device I'd rather use and set it up there?*

**A.** That's right.

**Q.** *Can somebody help me sign up for Realm Connect?*

**A.** Yes! Volunteers will be available to help members sign up on Sundays July 14, July 28 and August 11. Bring your phone or your notebook. You'll receive an electronic invitation to open an account on Realm Connect the week of July 8.

**Q.** *How can I learn to use Realm Connect?*

**A.** A how-to publication will be emailed to you and will be housed on Realm Connect in the First Presbyterian group Files. The most current version will always be available there as new features are added to the system.

*Q. I understand we have to sign up for Realm Connect using an email address. My spouse and I share an email address. That isn't a problem, is it?*

A. Realm Connect creates only one account per email address. You'll understand why once you're using it. One spouse may be a member of PW, for example, the other may be in the choir. One may be a Stephen Minister, one may be a Deacon. Here's how you can make it easy: Decide which spouse will use the shared email address, then try creating a free gmail account for the other spouse. It's easy! We'll show you how during signup days on July 14, July 28 and August 11.

*Q. What if I don't want my personal information to be available to everyone? Should I just avoid using Realm Connect?*

A. By using Realm Connect, you actually have more control over who sees your information. It will not be available at all to anyone outside the church. You can control how much information fellow church members can see. Church staff members already have access to your contact information. Only key staff members can see more personal information.

*Q. I don't have a smart phone, so I won't be able to use Realm Connect. Is that right?*

A. Realm Connect also works on your home computer, notebook or other electronic device.

*Q. I don't use a smart phone or computer. How will I get news from the church?*

A. FirstNEWS will continue to be available September-May and once during the summer months. We mail FirstNEWS to those with no internet access and you can pick it up in the narthex, the reception area, outside Frances Browne and in the Welcome Center.

*Q. I want to use my iPad/Notebook to use the Realm Connet app, but the app won't work on the iPad. Am I doing something wrong?*

A. You are not doing anything wrong! The app, which you download from the app store, is for smart phones only. If you are using anything other than a smart phone, you must access Realm Connect through a web browser.

*Q. I don't want to miss the news from my favorite Formation class/choir/PW Circle! Please don't change this!*

**A.** Your favorite groups will have their own direct communication on Realm Connect. You will still receive email communication, it will just originate from Realm Connect. The added benefit of Realm Connect for all the groups you're part of is that you can also respond to each other, react to posts, store files, share images or additional information and more. The name of the **system** is Connect for a reason—it helps you connect more easily. Also, if your address, email address or phone number changes, you or a staff member can update it in one place, and all of your groups will automatically have the new contact information.

**Q.** *What's wrong with the way we do things now?*

**A.** Technology keeps changing. The software we use now is being phased out. And our members have been asking us for a telephone app. So transitioning to this software, which allows for the phone app and the web page for those on computers, made sense. It offers so many ways for members to connect with each other and their groups, update their own contact information, access current documents, avoid using email lists, and more!

**Q.** *When will Realm Connect be fully operational church-wide?*

**A.** It will be introduced to the congregation in July. The staff has been using Realm for a couple of months and have become very comfortable with it. Realm will be the primary method of communication in August. So we're encouraging everyone to start using it now.

**Q.** *Please tell me my phone won't be dinging all day long with notifications.*

**A.** You can choose how often you receive notifications. Some of us on staff, for example, receive one daily notification with a list of the messages that have gone out during the day. So you can choose when to spend a few minutes catching up with what's going on at First Pres. You can even choose no notifications and simply check in whenever you want.

**Q.** *Can I give to the church using the new Realm Connect app?*

**A.** Absolutely. You can use your phone to donate anytime, anywhere—including while the plate is being passed on Sunday mornings. We will also have text giving.

**Q.** *Can the middle-schooler and high-schooler in my family use the app? What about my grade school child?*

**A.** A child must be 13 years old and have their own email address in order to use Realm Connect.

*Q. Who do I contact for help?*

A. Email [realmsupport@firstpres-charlotte.org](mailto:realmsupport@firstpres-charlotte.org) any time. There will also be help in the Welcome Center on Sundays July 14, July 28 and August 11 to help you get started. A How-to Publication will be emailed to you and will be housed on Realm in the First Presbyterian group Files. The most current version will always be available there as new features are added to the system.

*Q. I have more questions. What should I do?*

A. Send your questions to [realmsupport@firstpres-charlotte.org](mailto:realmsupport@firstpres-charlotte.org). We'll not only answer you, we can add questions to this FAQ. Your questions can help us all!