



Communication Guide: Highlighting Key Features

How to Use This Guide

This guide contains general descriptions about key features found in Realm. You may copy and/or modify the descriptions to suit your needs. Some churches post this information online. Others distribute the content in their own printed materials.

In this document, we share:

- Announcement wording example to introduce Realm to your congregation
- Who can invite people to log in to Realm
- Text to encourage people to download the Realm Connect app
- Links and QR code to use to connect your website to the Realm Connect app

Setting the Stage

Congratulations on your decision to use Realm to support your ministry and connect your church family. We've designed Realm and its companion app, Realm Connect, to make the most of ministry whenever it happens—as your church lives out its faith between the Sundays. But to fully tap into its ministry and life-changing potential, you need your congregants to engage with it. That's where this document can help.

Introduction to Realm

You can't just tell people to go sign in or download something new on their phones without helping them catch the vision. Churches are most successful connecting with their congregation on Realm when they intentionally communicate its goals and purpose. There are many good reasons for people to use Realm, and we've prepared some content to help guide you through the rollout process.

You could say something like:

"Our church is moving to a new kind of record keeping solution called Realm. It primarily serves the administrative needs of our staff, but it also offers some exciting opportunities to support the way you are involved. Not only will this improve work life for our ministry staff, it will make it easier for our church family to connect with each other, keep up with what's going on, and grow as a connected community of believers."

Or, you could summarize it for them:

"There are three things you should know before we highlight what you can do:

1. We're updating the administrative tools our staff uses to run the daily operations.
2. We're adding more ways to communicate, all while leaving current methods in place.
3. You determine how much you want to make this part of your experience with our church, but we encourage you to participate."

Inviting People to Realm


Users with permission can email a Realm invite at the same time they first add an individual's information—as long as an email address is entered.

Add New Profiles

New Profile


[+ Add a family member](#)

Profile Type *

Name * 
Like this: Mr. James Aaron Jr. (Jim)

Label Name

Family Label Name

Address 

Email

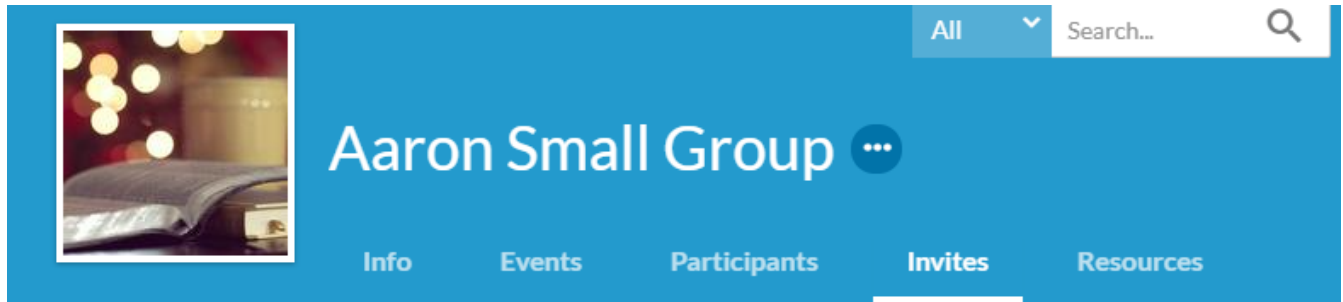
Send a Realm Invite

But after a profile is entered, users can still send invitations to join Realm, assuming the recipient's email address is stored.

From recipient's profile page:

The image shows a user interface for a recipient's profile page. At the top left, there is a placeholder for a photo with the text "WITHOUT LOGIN" and "Add an Individual Photo". Below this is a blue header bar with a profile icon and the name "T...". A context menu is open over the profile, listing several actions: "Edit Profile", "Send a Realm Invite" (highlighted with an orange border), "Get Married", "Start New Household", "Change Household", "Merge Record", "Print Profile", "Mark as Personnel", "Mark as Inactive or Delete", and "Mark as Deceased". Below the header, there are tabs for "Info", "Pathways", and "Events". A blue "Edit" button is visible. The "Contact Information" section is partially visible, showing fields for "Name", "Home Address", and "Mailing Address".

From group page invites tab:



⚠ There are 15 individuals in this group who have not been invited to Realm and are eligible to sign up.
[Invite them now.](#)



Jane Aaron
jane@example.org
(843) 555-3213

Invite sent by Anne Conley on 12/08/2020.
No reminders have been sent.

[Send a Reminder](#)



June Adams
juneadams@example.org
(843) 555-9077

No invitations have been sent.
No reminders have been sent.

[Send Invite](#)

Users can also send invitations in mass using a custom query.

For more details, please refer to: https://go.acst.com/invite_to_realm

How to Participate

Get the Mobile App

The easiest way people can access Realm is with their mobile device. Although it's not required, it certainly is a popular and convenient way to connect. If your church is signed up for the app-enabled version of Realm, you can encourage people to download the Realm Connect app like this:

Let's Connect!

Stay connected to our church wherever you go by downloading the free Realm Connect app for iPhone and Android devices. Use it to communicate with your groups and teams, RSVP to events, manage your giving, update profile information, and more. It makes it easier for us to connect throughout the week and know what's happening.

- News— Keeps everyone up-to-date with the latest posts, photos, and events for your groups and teams
- Posts— Post messages to your group and comment on posts by others in your group or team
- Photos— Capture your moments together and share them with your group or team

- Events— See event details, submit your RSVP, and sign up to bring something
- Files— Access your group or team's shared files
- Chat— Send your entire group, team, or select individuals, a chat that starts a conversation
- Inbox— Group or team leaders can send an email message to the entire group, team, or select individuals
- Participants— See names and basic profile details for the people in your group or team, based on their privacy preferences
- Notification Settings— Manage your preferences for group and team notifications and emails

Provide Links to the Realm Connect App

Add an iTunes download link to your church website:

HTML: ``

Direct: <https://itunes.apple.com/us/app/connect-our-church-community/id1052274581?mt=8>

Add a Google Play download link to your church website:

HTML: ``

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

Scannable QR Code



Feel free to share the direct links with the people in your church.

iPhone: <https://itunes.apple.com/us/app/connect-our-church-community/id1052274581?mt=8>

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

Encourage Everyone to Update their Profile

Consider language like this:

"Everyone in our church gets a unique profile. Your profile contains everything you want people to know about you. Your profile also enables you to join a small group, RSVP to events, track your giving, update your contact information, change family details, set notification preferences, or replace that outdated family photo.

Optional Details

By keeping your information current, you are helping our staff, group leaders, and our church community. Your Profile includes:

- Contact Information* (e.g. name, address, email, phone)
- Photo
- Family Members
- Personal Information (e.g. marital status, birthday**, etc.)
- Connected Social Media accounts

*You can decide later what data you want to hide online by setting your privacy preferences.

**Feel free to enter your full birthday. The year and your age will not be displayed on your church directory profile."

Stimulate Participation in Groups

Suggested: "Groups and classes are an important part of our church, and now you can connect with the people in them throughout the week. You can keep track of upcoming meetings, who's bringing what, and what's going on in each other's lives."

Manage Your Congregants' Giving

Share information like this if your church accepts online or mobile giving through Realm.

"Review your giving history or make new donations online or on your mobile phone. Sign in to look over your year-to-date giving, check pledge progress, print a contribution statement, or make a new one-time or recurring donation. It's always available and kept secure in an online environment.

Ways to Give:

"No matter how you choose to give toward our ministry, you can review all of your giving history online anytime.

- Check or Cash
- Online Gifts (one-time or recurring)
- Text Giving*
- Pledges

*Requires a unique keyword for our church. Text [our church keyword] and amount to 73256 on your smart phone."

Register for an Event

Set up events that allow online registration through Realm, and explain the advantages this way:

"View upcoming church events and register for the ones you'd like to attend. If an event's registration requires payment, you'll see its cost, any required deposit amount, acceptable forms of payment, and its no-refund date, if applicable. You can also manage your active registrations and see any outstanding balances."

Notes About Privacy

We've discovered that privacy concerns can be an obstacle to getting congregants signed in and using Realm. Convey the following information to put their minds at ease:

Your Information is your Information

1. You have complete control over who can see your contact and personal information.
2. Contact information is never public or searchable on the Internet. Any information you elect to make visible to your church family is always protected behind a login.
3. Authorized users will always have access to your profile information.
4. You and certain authorized users may update your profile information. In some cases, your group leader may update your contact information if you have made it visible to group leaders.
5. For safety reasons, sharing contact and personal information for children under 18 is limited. Parents determine whether or not to display their child's name in the church directory.
6. Children under 13 may not participate and will not be able to sign in.

What People May See

By default, the viewing of your contact and personal information is limited to members of groups you are in, group leaders, and staff members. If you choose to, however, you can make your information visible to the entire church. But if you prefer to be more private, you can customize how people see specific information.

- Contact information: Name, Address, Phones, and Email.
- Personal Information: Marital Status, Family Position, Member Status, but you also have the option of sharing your birthday, gender, allergy information, and skills with people in your church.

*If you are a group leader or host an event, certain contact information may be visible regardless of the settings you choose.

Privacy Settings

- Everyone— Like a church directory listing, everyone in our church will be able to see whatever profile information is marked as visible to everyone.
- My Groups + Group Leaders + Church Staff— This setting means information will only be shared with the people you are involved with at church. This is the default setting.

- Group Leaders + Church Staff— You would use this setting if you wanted to keep some profile information hidden from anyone who is not a group leader or on staff.
- Church Staff Only— This setting effectively removes you from the church directory. Your information will only be available to authorized church staff.**
- Custom Privacy—Choose different privacy levels for specific contact fields and personal information. You can do this in two places: when you edit your profile information or when you manage your privacy settings.***

**While you can hide the majority of your information from most of your church, you should know that, regardless of your settings, contact data will still be visible to certain members of our church staff.

***The Directory page shows all individuals who have a login, along with individuals without a login who have been opted-in to the directory. Currently, individuals with a login cannot opt out of being listed in the directory.

Family Privacy

A family member with a primary position such as "Head" or "Spouse" can change privacy settings for other members of the family and opt family members into the church directory. Birthdays are required for children (as a means to prohibit access), but it's up to you if you want to share the birth date with your church family.

Feel free to post this privacy statement video on your site.

Embed code: `<iframe src="https://player.vimeo.com/video/176604542" width="640" height="360" frameborder="0" webkitallowfullscreen="" mozallowfullscreen="" allowfullscreen=""></iframe>`

Direct link: <https://player.vimeo.com/video/176604542>

For more details, please refer to Realm's Privacy Policy at: <http://www.acstechnologies.com/company/privacy-policy>



If you have any questions or would like to speak with one of our experts, please give us a call at 1-800-669-2509.

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