



The Presbyterian Church of Danville

Realm FAQs:

Q: What is the difference between my primary phone number/email and my secondary ones?

A: Your primary phone number and email is associated with all church-related communications. They will also be displayed if you choose privacy settings which allow others to see them. Having a secondary phone or email available to staff is a helpful backup if it isn't possible to reach you with your primary contacts.

Q: Can I hide my information from everyone? Or can I make only certain things viewable?

A: The default privacy setting is to allow group leaders and fellow members of the groups you are part of to see your contact information, groups, interests, etc. If you'd prefer a different setting, you can hide all your information from general users by selecting "Staff Only" in your privacy settings, or you can allow everyone in PCD's Realm to see it. If you just want to hide some things (ex: address) but not others (ex: phone number) use the *Custom Privacy Settings* feature.

Q: Can other people or staff members see my giving history and pledges?

A: No. Only you and the business office have access to your giving history and pledges.

Q: Can I sign up and pay for an event on Realm?

A: Yes. Once the Registration Event has been created by a group leader or staff member, you can search for it and register/pay right from your app or desktop.

Q: Can I add or remove myself from a group?

A: Only staff members can remove members from a group. Group leaders and Church staff have permission to add participants to a group from either the desktop version or app. *Note: if you wish to stop notifications from a group, use *Notification Settings* under your account to manage those. Removing yourself from a group isn't necessary to stop notifications.

Q: What is the purpose of the serving schedule?

A: This allows the staff and group leaders to have an idea of your general availability should you choose to volunteer in some capacity.

Q: Why do I need to enter my skills and interests?

A: This information assists staff and elders in knowing about your gifts and talents. When seeking individuals to serve in various roles, we can use Realm as a helpful avenue of matching disciples with discipleship opportunities.

Q: How do I chat with or message other people in my groups?

A: The group leader or staff administrator for that group has to set those permissions for the group first. Once that is done you can message other group members or chat with them in real time by clicking "Communications".

Q: What happened? I tried to search for another member's contact information and only their name is visible.

A: Some members will choose to limit access to some or all of their contact information by selecting a privacy setting of 'Visible to Staff Only'.

Q: If I allow people to see everything in my profile, what do they see?

A: Your name, photo, your primary email address and phone number, address, birth date (no year), members of your family within your household, the groups you are in, and your skills and interests.

Q: How do I add or change a profile photo using the Connect App?

A: Click on the three dots labeled "More", and then click on "Profile". To delete or add a photo, click on the image in the little circle right next to the picture or empty photo box. Select "New Profile Photo" or "Delete Profile Photo". If adding a new profile photo, it will need to be in your phone already. Browse your photos and select the one you want.

Q: How do I add or change a profile photo using the desktop version of Realm?

A: Click on the photo box, then browse your computer for the photo you want, and select it.

Q: The app is asking me for a Realm invite code, where do I find that?

A: You will not need an invite code if you set up your account on the desktop first, then use the same username and password to log into the app.

Q: How do I find a roster of my groups in the Realm Connect app?

A: Click on the 3 dots ("More"), then select Groups and click on the group you're interested in. Select the list of participants to see the roster.