Introducing Realm:
United Parish's Online Directory and Database

What is Realm?
Realm is a secure online tool for members and regular attendees of United Parish. It's a website and a mobile app. It's free and easy to use. Realm is a member portal that includes:
- Online church photo directory
- Your giving history and pledge information
- Communication tools to be in touch with other groups and ministry teams

How do I access the Realm website and app?
Our church's Realm website is onrealm.org/TheUnitedParish. It can also be accessed by clicking "Member Login" at the top of our church website, upbrookline.org. The free app is available for download on Apple and Android devices. Search "Realm Connect." It is listed as "Connect: Our Church Community" by ACS Technologies.

How can I get an invitation to join Realm?
You can contact the Church Office at office@upbrookline.org, or you can fill out the "Invitation to Join Realm" form at upbrookline.org. Once our staff enters your basic information into the database, you'll be emailed an invitation to join Realm and claim your church record. Check your Spam/Junk folder just in case! The invitation will be from notifications@onrealmmail.org and the subject line will read "The United Parish in Brookline: Join our online directory!"

How do I set up my account on Realm?
1. Check your email for the invitation from Realm. Click the link that comes after "Create an account."
2. You will be taken to the Registration page. Create a password.
3. Check your email.
4. Verify your email address.
5. Log in to Realm at onrealm.org/TheUnitedParish.
6. Verify your identity by entering either your phone number or birthday.

You will now be logged in and will see the homepage. Explore your groups, account settings, giving history and the directory. If you have questions about a certain page, click the question mark in the top right-hand corner.

How do I opt-in to the online church directory?
You need to update your privacy settings:
1. Click the blue box "Manage Privacy".
2. The default is "Leaders & group/serving team members" or "Leaders." If you keep it at the default, you will <u>not</u> be included in the directory for other church members to see. **If you want to be included in the church directory, you must opt-in by selecting "Anyone in the church."** That means anyone in United Parish's Realm database can see your contact information.
3. If you don't want all of your information listed, and only some of it, select "Custom Privacy" and choose your privacy level. Click "Save" at the bottom. You will receive an email notification alerting you that a change has been made to your privacy settings.

Who can see my information?
Only members of United Parish who have been invited to join may log in to Realm. Once you are invited and log in, you may choose your own privacy settings that you are comfortable with regarding your contact information (address, phone, email) and personal information (birthday, marital status etc.). Your giving information is only visible to you, our treasurers, and authorized members of staff.

How do I access the church directory?
Realm is our new online directory. The directory is only useful if everyone logs on, updates their contact information, and opts-in to the directory by unlocking their privacy settings. If you do not opt-in, your information will not be visible to other church members. Once you log into Realm, click "Directory" on the left-hand option menu. There you will find the contact information of all those who have logged in and opted-in by updating their privacy settings.

Do I have to participate in the online church directory?
No. You are in control of your privacy settings. You do not have to share your information if you feel uncomfortable doing so. You can choose what information you want to share. You can decide who sees your information. (Please note that church staff will always be able to see your information.) We are suggesting that you "unlock" and share your home address, phone number, and email address – in the same way you would if we had a traditional, printed, spiral-bound church directory.

Can I get a printed copy of the directory?
The Realm website is replacing the old printed versions of the directory. Printable PDF copies of the directory will be emailed, and printed copies can be mailed to members without computers or by special request. Realm is THE place to find someone's contact information. To ensure we always have the most up-to-date records, we need your help, so please opt-in and keep your contact information accurate.

How do I update my contact or personal information?
Please help church staff and treasurers by keeping your contact information up-to-date!
1. Click your name at the top right-hand corner and select "My Profile" from the drop-down menu.
2. Click the blue box "Edit Profile."
3. Edit your Contact Information. Update or confirm your name, home address, phone numbers, email addresses, and include optional links to your social media. Click "Save" at the bottom.
4. Edit your Personal Information. Update or confirm your birthday, gender, marital status, allergies and pronouns. Click "Save" at the bottom.

Realm contains my giving information. Is Realm secure?
Yes. Realm uses bank-level encryption. Realm is part of ACS Technologies, which is the largest provider of church database software, serving over 40,000 clients, including several churches in the Brookline area.

How do I view my giving information?
You may check your giving history and pledge progress at any time by logging into Realm and clicking "Giving" on the left-hand side.

What if I forget my password?
Go to onrealm.org/TheUnitedParish. Click the blue "Forgot your password?" link. This link will take you through the process of creating a new password. Your username is the email address you used to create the account. If you get stuck, please contact the Church Office at office@upbrookline.org and we can send your username and password reset.

What if I still have questions?
Please contact Parish Administrator Sarah Fitzpatrick at office@upbrookline.org or 617-277-6860. You may also visit the Realm online help page at https://help.acst.com/ or call Realm customer support at 1-800-669-2509.