What if I don't see someone in Realm but I know they are part of the church community?

Everyone that has provided their email to the church has an account. They just need to create their login by establishing a password. If they have not set up the login, then the profile only shows to staff.

Can I update my information in Realm, or do I need to submit those changes to staff?

Staff is happy to assist in editing, but you can edit your own information by clicking on your profile and scrolling down to the field you need to edit. Click on the universal pencil icon to edit your address, phone, email, ect.

The church does like to be notified when you change your email address, so please call or email.

Who can change the leaders of a group?

Certain staff have the credentials to change group leaders. Please email Realm@MatthewsUMC.org or see Ashley if you need to make any changes.

Is there a way to organize files posted to a group?

Files are loaded in the order you uploaded, edited or posted. You can edit an existing file by changing the name it is saved under, then it will appear first in the list. OR the person who posted originally can delete the post which will remove a file. Ashley can also help to navigate this as well.

Can I quickly get to an event I've registered for, or do I need to scroll to that date under events?

Go to "My Events" and use the universal magnifying glass search icon to key in the event name to display and click through to that event's details. You can also scroll to the bottom of the "My Events" page to see anything you have registered for.

Can we add a picture on our kid's profile?

Yes, you can but since they are minors the church will not add those automatically. In order to protect your child's privacy the church will not upload photos on your behalf, rather it is up to the parents discretion to add a photo. On Android, Click on your picture and navigate to "My Profile" scroll to your child and click on their name, then click on the circle to add/edit/ upload their picture. This feature is not yet available from iPhone, but it can be done from the desktop. *If you are interested in learning more about customizing privacy settings, please email Realm@MatthewsUMC.org or call the Church Office.*

When a leader "posts" to a group, does that automatically send to their personal email?

Yes, this will automatically go to their email listed in their Realm profile, unless they have turned off "email" notifications for the group. Leaders can click on the participant list to see which notifications are set by individuals within the group. The cell phone beside a person's name indicates that push notification are turned on, and the email icon indicates that they will receive posts in their personal email.

Please submit additional questions to Realm@MatthewsUMC.org.