



Getting Started with Realm

Frequently Asked Questions

What is Realm?

Realm is the new online database being used by the Hills Church. It replaces the former database used by the church with a newer, cleaner, more visual design that makes it much easier to use.

What can I do in Realm?

At launch, Realm will allow you to obtain access to an online **Directory** of church members with their mailing address, e-mail address, phone number, and photo (if available). Realm also includes your **Giving** information, including Stewardship pledges and contributions and other gifts. This area is completely confidential and *only* accessible to each individual member. Going forward, Realm will be used as a tool for other aspects of church life, including **Groups**, Support Board and Ministry Team listings; **Events** calendar listings, RSVPs, and Check-in; and more.

What do I need to do now?

For the initial launch of Realm we are asking all church members to do three things:

- 1) Log in to Realm on your home computer
- 2) Review your profile (more info below)
- 3) Download the Realm Connect app on your mobile device and log in there

How do I get access to Realm from my home computer?

To get to Realm on your laptop or desktop computer:

1. Go to the Realm page on the Hills Church website, <https://www.hillschurch.org/realm/>
Follow the three steps on that page: 1) Read the FAQ document; 2) Watch the tutorial video; 3) Log in to Realm
2. Read the “Hills Church Realm Privacy Statement” – to see the protections and limitations you agree to by participating in the database
3. *If you had an account and logged in to the previous ACS database:* at the Realm “Sign In” page, click on “Forgot Your Password” and follow the instructions to reset your password. Make a note of your new password and follow the steps to log in.
4. *If you never logged in to the previous ACS database or are not sure if you did:* follow the instructions in Step 2 above and if you do not receive an e-mail to reset your password let us know via the support e-mail address (see below).





I successfully logged in to Realm! Now what do I do?

To review your profile:

1. On the top right click on your name and go to “My Profile Views” > “Connect”
2. Click on “Edit Profile” and double-check your information to ensure it was entered properly or transferred correctly from the former database. Make any changes you feel are necessary and click “Save” or if you have no changes click “Cancel”
3. Click on “Personal Information” up above on the page and follow the same steps
4. If you do not have a photo showing, you can upload a picture from your computer by clicking on the pencil icon on the circle next to your name and following the steps shown
5. Click on “Manage Privacy” to see the options. The default setting is “Anyone in the church” so that other members can see your profile and contact information. We encourage all members to retain this setting but if you choose you can restrict who sees your profile information. Click “Save” or “Cancel” as needed.
6. *You are done!*

How do I log in to Realm from my mobile phone or tablet?

There’s a mobile app for Realm called “Realm Connect.” Access the app following these steps:

1. Go to the Realm login page via Step 3 on the [Hills Church Realm page](#), then click on the App Store or Google Play; (or) Go to the App Store or Google Play and search for “Realm Connect.” The Apple icon is a turquoise-colored square with a star and mountain; for Android it’s a blue square with a star and white lines. Download and open the app.
2. Follow the steps on screen. If you are logging in to Realm for the first time and do not yet have a password, follow the steps above for logging in on your home computer.
3. *You are done!*

What else can I do in Realm after logging in?

Once you are in Realm you can explore the various features mentioned above. For example, you can access the member **Directory** with **Profiles**. To find a church member, on your computer type a name in the search box at the top of the screen; in the app, select the magnifying glass at the top and type in a name.

What if I run into a problem logging in or using Realm? How do I get help?

If you still have a problem logging in or reviewing your profile, e-mail the Hills Church Realm Launch Team with your issue at realmsupport@hillschurch.org.

The Hills Church Realm Launch Team looks forward to seeing you in Realm!

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