Christ Church Charlotte
CHRIST EPISCOPAL CHURCH

Church Directory Online (Realm)

FREQUENTLY ASKED QUESTIONS

What is Realm?
- Realm is an online ministry tool designed to help our church connect with you and each other. Realm allows you to manage your personal information and who is allowed to see it, view your pledge and giving history, and offers other tools for connection that we plan to use in the future.

What about my privacy?
- Realm is safe, private, and secure.
- The data in Realm is only accessible to Christ Church members who have a log-in. It is **not** like a social network that's open to everyone.
- Realm keeps your data safe and gives you control over what information you share and who can see it.
- This system is actually more secure than a paper directory, which anyone could pick up and photocopy.

What about giving?
- Realm allows you to view your pledge and giving history.
- No one else can see your giving information.
- All gifts to the Church are recorded in your Realm giving record by our bookkeeper, making contributions easy to track.

Where do I find the directory?

CHRIST CHURCH CHARLOTTE APP Available from Apple, Amazon, Google Play	WEB BROWSER on any computer or mobile device
Go to the "Connect" tab in bottom menu. Tap "Church Directory"	https://christchurchcharlotte.org/church-directory *Realm works best with Safari, Chrome, Firefox, and Edge.*

How do I set up my account login?
- All Christ Church members will receive an email invitation and instructions on how to set up their own login. You will create your own password.
- Click the link in the email and follow the prompts.
- Fill in the blanks and click "Continue"
- After completing the process, you will receive a confirmation email with a link to log in using the password you just created.
- Check to make sure that we have your address and other personal information entered correctly under My Profile. If anything is incorrect, you can change it.

I already set up my account. How do I log in again?
- Go to Realm in the Christ Church app or any web browser (see above).
- Click "Sign In"
- Your email address is your user name
- Use the password you created when you set up the account
- After your first login, Realm will keep you logged in on that device unless you log yourself out.

What if I lose my password?
- You can reset your password like most online accounts, with an email address and a security question. If you are unable to do this, the staff can reset your password for you.

What if I'm not online?
- If you are not able to access Realm online, please call Ainslie Wall at 704-333-0378 to update your contact information when needed.

Who can see my info?
- Christ Church members who log in with a password will be able to see the info you designate.
- Christ Church staff will be able to see all of your contact information.
- Only staff in the Christ Church business office will be able to see your giving information.

How can I hide my info or limit what other people can see?
- Under "My Profile" click "Manage Privacy"
- From there you can select a broad category, or you can customize who can see specific types of information.
- Christ Church staff will still be able to access all of your contact information.

How do I update my contact info?
- Go to "My Profile" and click "Edit Profile"
- Be sure to review both "Contact information" and "Personal Information" to ensure we have the most current info on file.
- You also can edit people in your family without creating an account for them.
- You can also call us at 704-333-0378 and we'll be happy to update it for you.
- THANK YOU for keeping your information up to date!

My photo is old, or I don't have a photo. Can I update it?
- Yes! Just click on the photo to add a new photo from your computer or mobile device.

How do I view the Christ Church member directory?
- You can log in to Realm from any web browser or the Christ Church app. (See above)
- The link is always available on our website home page.
- When you are logged in, click the "Directory" tab, and use the Search bar to find your friends.
- If you are on a computer, you can also just type a name into the Search bar at the top of the page. *(This option is not visible on mobile devices.)*

How can I view my pledge and giving history?
- When you are logged in, go to the Giving tab.

Can I make a financial gift through Realm?
- No, at this time you can only view your pledge and giving history.

How can I get the Christ Church Charlotte app?
- You can download it from Apple, Amazon, or Google Play app stores.

Who should I contact if I need help?
- For assistance, please contact Ainslie Wall at 704-333-0378 or walla@christchurchcharlotte.org.

Learn more at www.christchurchcharlotte.org/church-directory