New to using Realm or supporting our church online? Below are some frequently asked questions to help get you started!

What is Realm?

Realm is an online resource for our church community at MPUMC. Through Realm you can access and update your personal contact information, find fellow congregants, register for events, access your giving history and much more.

I have never created my account with Realm, how do I register one?

Visit https://onrealm.org/MyersParkUMC/SignIn and click on Register Now.

Note: It is best to register your account from a computer. But if you must register from your phone (and we know how convenient that is), download the free Realm app, *Realm Connect*, from the App Store and access the registration from there.

I have created a Realm account but cannot remember my password – what do I do?

Visit https://onrealm.org/MyersParkUMC/SignIn and click on Forgot Your Password. It will ask you to enter your email address and send an email with a temporary password to login.

I have created a Realm account but cannot remember my username – what do I do?

Your username is your email address you used to register your Realm account. If you forgot which email you used to register your account, contact Jeanne Poole, our membership coordinator, at jpoole@mpumc.org or 704-376-8584.

How do I make a gift online from my desktop or laptop computer?

Visit https://onrealm.org/MyersParkUMC/-/give/now and fill out the form to make your gift.

How do I make a gift from my mobile device?

The easiest way to do this is through the *Realm Connect* app which can be downloaded from the App Store. Once downloaded, click on *Giving* on the bottom toolbar and *Make a gift* at the top of the screen.

I made a gift online – how do I know it has been received?

You will receive a confirmation email to the address you entered when submitting your gift online. When you login into your Realm account, the gift will also show as *pending* on the Giving page of your profile. If you do not receive this confirmation email and the *pending* gift does not appear in your Realm account, your gift has not been processed. If you have further questions, please contact Linda Edwardsen in the business office at lindae@mpumc.org or call 704-295-4842.

Will I receive a receipt when I make a gift online?

Yes. The confirmation email you receive will also serve as your tax receipt. You can also access your giving history by logging into your Realm account.

I am interested in setting up an online gift to give multiple times throughout the year – how can I set this up online?

Visit https://onrealm.org/MyersParkUMC/-/give/now and click the option for Give Multiple Times. This option will allow you to customize the frequency you would like to send offerings to our church.

I am interested in setting up a recurring gift through my financial institution; how can I set this up?

Most financial institutions offer an option to set up automatic bill pay which enables you to send a monthly offering directly from your bank. Check with your personal bank to explore how to set up supporting our church on a recurring basis.

How can I access my giving history through my Realm account?

- **On a computer:** Visit https://onrealm.org/MyersParkUMC/SignIn and sign into your account. Click on your name at the top right corner and select *My Profile*; click on *Giving* on the left sidebar; on the next screen use the filter icon at the top to select different years or funds and use the print button to generate a PDF report of your giving statement.

- **On a mobile device:** Login to the Realm Connect app. Click on giving on the bottom toolbar. You can view your giving history on this screen.

Why is Realm the only way to give to our church online?

We have found the most secure and cost effective platform for our church at this point in time.

Is it safe to give online?

Yes; Realm is a secure giving platform and our church Information Technology Manager consistently evaluates our internet security.