



GLOBAL
METHODIST CHURCH

Realm Transition FAQs

The Global Methodist Church will begin the transition from our current payment processing software to a new system called Realm. Below are some FAQs that should address most inquiries regarding the process. If you have any additional questions, please contact us at finance@globalmethodist.org.

Why does my church need to apply for a Realm account instead of allowing us to create it ourselves?

Your church already has a profile in our Realm site, where your giving history is stored. If churches make their own accounts, it will lead to a duplicate record. By having us invite you to set up an account, it ensures that you will link with your existing record. Also, if churches try to give online without being logged in to their account, not only will it create a duplicate, but also the appropriate fields to collect church name are not available. This will cause the system to create an individual profile versus a church profile. Duplicate entries will result in confusion and necessitate additional expenses and work to rectify.

How long does it take for Realm applications to be processed?

Initially it may take as long as a week. You should expect an email from finance@globalmethodist.org notifying you that a Realm invitation has been sent. The Realm invitation will be a system generated email so check your junk folder.

I received my Realm Invitation, now what?

Instructions are posted on the General Church Connectional Funding page to walk you through next steps if you need assistance. Our finance team is available to help, as well and you can email them at finance@globalmethodist.org or by phone at 540.898.4960, option 1.

If my church collects a special offering or wants to contribute to other Global Methodist ministries, can we do that through Realm?

We have established dedicated funds for ministries like Disaster Response or Convening Conference which churches can contribute to. Our intention is to exclusively accept donations for these particular ministries.

Can I pay my Conference Connectional Funding via Realm?

No, we do not receive payments on behalf of the provisional annual conferences. You should go to your [conference's website](#) for instructions and you can locate links to all conference websites on the Provisional Annual Conferences page, under the Connect section of our website.

I already have a Realm account with my conference. Do I need a separate one for the General Church (i.e., the denomination)?

The Global Methodist Realm site functions as a distinct platform from your conference's or church's site. Each requires a separate login.

What if I notice a discrepancy in my giving history?

Contact us at finance@globalmethodist.org. We will research the discrepancy and make all necessary corrections.

What if my church changes treasurer or my treasurer changes email addresses?

Contact us at finance@globalmethodist.org. As administrators, we can make this change. An email will be sent to the new email address notifying you that the change has been made. Once you receive that email, you can go to the [Realm login](#) page, enter the new email address, and click “Forgot your password.” Follow the instructions from Realm to establish a new password.