

I had an active MyTCF account

If you have not attempted yet to log into Realm, please go to onrealm.org and follow the instructions for #1-5

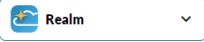
If you had an account, have tried and had trouble, follow #6-10

1. Preferably, use a computer not a phone. Log in to onrealm.org and use your old Password BUT try just one time.
Hopefully you were able to log in just fine.
2. If it doesn't accept that password and there's not a screen with instructions, do "Forgot my Password"
3. Follow the Password Requirements (see back of flyer /attachment). **Read this carefully, then choose your new password.** *Once you create it, you should now be able to log-in just fine!*
4. Go to your name on the top right, and click on the down arrowhead, go to Privacy Settings and set what you would like
 - a. if you were previously in the Directory, we now require your name, your photo and your phone # or email to display.
 - b. Currently the Directory is locked down and only shows names (only those in the Directory see the Directory)
 - c. If you were not in and want to be, please be patient until we get things squared away and we will announce when we are accepting new requests.
5. No go ahead and put in a nice picture of yourself so the staff can know who you are!
6. If you can't log in or get an "Incorrect Credentials" error, that usually means there was an error with the Password.
 - a. Preferably, use a computer not a phone
7. Clear your browsing data
 - a. On each search bar, there are usually 3 dots to the top right, click on that to get to Settings
 - b. Privacy & Security
 - c. Clear Browsing Data/choose what to clear
 - d. Time range: at least 1 hour
 - e. check all is preferable: history, cookies, cached files
8. Go to a new web site search and type onrealm.org
9. Make sure your caps lock is off
10. Do "Forgot my Password" again
too many attempts in a short time, locks it up and could give you the incorrect credentials screen.
11. Follow the instructions carefully on the Password Requirements

I did not have (or don't know if I had) an active MyTCF account

Please send an email to info@trail.org and include:

- 1) your first and last name
- 2) email address
- 3) phone #
- 4) mailing address



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> How To

> **Privacy & Security**

Realm Software Services Agreement

Security and Passwords

Privacy and the Online Directory

> What's New

Password Requirements

For better security, we ask that passwords meet certain conditions.

In order to provide account security, your Realm password must:

- Be 8 or more characters long. There is no maximum limit on length. The longer a password is, the more secure it is. Each additional character makes it exponentially harder to crack.
- Meet 3 of the following additional requirements:
 - Contain at least 1 uppercase character.
 - Contain at least 1 lowercase character.
 - Contain at least 1 symbol (!,@,#,\$,%,&, and so on).
 - Contain at least 1 number.
 - Contain 15 or more characters.

Your password cannot:

- Contain any 3-or-more-character sequence from your username or email. If, for instance, your username is JeffAnderson@example.com, your password could not contain "jeff" or "ander".
- Include 3 or more repeating characters (such as 222).
- Include 3 or more characters in sequence (such as 123, 321, or abc).

Forgotten Passwords

If you enter the wrong password 5 times in a row, you cannot try again for 1 hour.

If you forget your password, click [Forgot your password?](#) Click [Reset Password](#) within the email you receive to [create a new password](#) for your account.