Two-Step Verification

Frequently Asked Questions

What is two-step verification?

Two-step verification is an enhanced security feature for your Realm account that helps prevent anyone with unauthorized access from getting into your account. A user is only given access to a system after providing two pieces of information uniquely identifying that person, such as entering your password and a one-time code that is sent to your phone.

Why is two-step verification important?

- **Enhances Security** – Reduces the risk of unauthorized access to your Realm account.
- **Reduces Password Vulnerability** – An attacker can't access your account without the second factor, even if your password is compromised.
- **Protects against Phishing** – Provides an effective defense against phishing attempts, where cybercriminals can try to trick you into revealing their passwords.

Is two-step verification required to log in to Realm?

Your administrator chooses if they want to require two-step verification for your ministry. It is not turned on by default. The admin can decide the following when it comes to two-step verification:

- By default, two-step verification is OFF for all users. When not required by the church, users can turn on two-step verification if they desire.
- Enabled as **required** for staff only. This means your church has made two-step verification a **must** for all staff to log into your account.
- Enabled as **required** for specific staff roles. Only specific staff roles are required to use two-step verification.
- Enabled as **required** for all users. This mean everyone in your church has made two-step verfication a **must** for everyone in your church to log into their Realm account.

How does two-step verification affect Realm?

Two-step verification is a powerful security measure that adds an extra layer of security to your Realm account. By default, it will not be required. Your church determines if it's required to sign into Realm. You will only see a change in the login experience if you have turned on two-step verification or your church has required you to turn it on. On your next log-in, you will need to use two-step verification.

What methods can I use to gain access to my account?

Two-step verification is a security process that requires not just a password but additional information or a verification method to access an account. For Realm, it includes:

- Something you know: This is your password.
- Something you have: A code sent via text message or email.

How does two-step verification for email work?

When you log in, you will receive an email at the address associated with your account. The email provides a numeric code, which you must enter on the login screen to verify your identity.

How does two-step verification for text messaging work?

When you select verification by text messaging, you must first register your mobile number. Once registered, you will receive a text message to the mobile number associated with your account. The text message provides a numeric code, which you must enter on the login screen to verify your identity.

How do I opt-in to use two-step verification within Realm?

You can enable two-step verification within Realm from the **My Account** page. Log into Realm, click your name in the top-right corner, select **My Account**, confirm your login credentials, and then enable two-step verification.

You can also enable two-step verification via the Connect App by clicking on your profile photo, **Manage My Account**, and enter your login credentials again to confirm the right person is looking to make changes. On the next screen, if your church has made two-step verification optional, click enable and set up your verification methods. If your church has made it a requirement, you will be prompted to set up your verification methods upon logging in.

To enable email verification:

1. Turn two-step verification **ON**. Then confirm.

2. Click **verification email**. This will send an email to the address associated with your Realm Account.

3. Go to your email account, open the Realm verification email, and copy the numeric code.

4. Return to the Realm sign-in page, enter the verification code, then click **Verify**.

5. Save the list of recovery codes somewhere safe but accessible. You can use these codes to sign into your account if you lose access to your second form verification.

6. Click **Confirm**.

Note: Setting up multiple two-step verification methods reduces the chances of needing to use recovery codes.

To enable text message verification:

1. Turn two-step verification **ON**. Then confirm.

2. Click **Text Message**.

3. **Optional:** If this is your first time enabling text verification, you must enter your mobile number to register it and continue.

4. Return to the Realm sign-in page, enter the verification code, then click **Verify**.

5. Save the list of recovery codes somewhere safe but accessible. You can use these codes to sign into your account if you lose access to your second form verification.

6. Click **Confirm**.

How do I opt out of two-step verification?

You may only opt out of two-step verification if your church hasn't made it a requirement. If your church requires it, you **must** use two-step verification to access your account.

If two-step verification is optional for your church and you've previously opted in, here's how you can opt-out:

1. Click your name in the upper-right corner and select **My Account**. You'll need to enter your login information for security purposes.

2. Change **Two-step verification is currently ON to OFF**. Then confirm.

How often will I need to use two-step verification?

You must provide verification each time you log in. However, your login credentials are remembered for up to two weeks if you don't log out. Every 90 days, you must log in again using two-step verification to ensure further account security.

If I no longer have access to my second method of verification, how can I get into my Realm account?

If you can't access the email address or mobile device you use for two-step verification, you can use a recovery code:

1. Sign in to Realm.

2. Click **Add/Update Method**.

3. Click **Use Recovery Code**.

4. Enter your recovery code in the text box and click **Use Recovery Code**.

5. You can add or remove a two-step verification method or click Done to sign in.

Can I change my verification method?

If you've already enabled a method of two-step verification to sign in to Realm, you can add another or remove a method by updating your verification methods. You can choose which verification method you use each time you log in.

To add another method:

1. Sign in to Realm.

2. Click **Add/Update Method**.

3. Verify your account with the method you already use.

4. Select a new method of verification from the available methods.

5. Follow the instructions to add an email or text message method.

I'm part of two churches that use Realm. What happens if only one of them makes two-step verification a requirement?

Let's use this example: You attend church A, which doesn't enable or make two-step verification a requirement, but you are also a staff member of church B, which does require you to use two-step verification. Because two-step verification is configured at the user level, not per Realm site, you must use two-step verification when logging in to either church. What does this mean? Let's look at this example:

Jane is part of two churches that use Realm – Church A and Church B. Church A decided to make it a requirement for logging into Realm. Church B makes it optional, which means congregants do not have to use two-step verification if they do not want to.To avoid using
two-step verification for both, Jane must use different email addresses to log in.

Jane uses jane@example.com to log into both churches' Realm sites. Because Church A made two-step verification a requirement for logging in, Jane must use two-step verification for both churches to which she belongs. This is because two-step verification is turned on at the user level, not at the Realm site level.

Can I still sign in using my Google or Apple credentials?

You can use Google or Apple to log into Realm, which uses its two-step verification method, bypassing the need to set up two-step verification through Realm.

How does ACS Technologies ensure that your information is safe?

ACS Technologies has strong information security practices in place to protect customer data, including:

- Staff members devoted to operations to detect and thwart cyber intrusions.

- Annual cyber-security training and random social engineering tests to increase awareness for all ACS Technologies employees.

- A layered technology solution with physical, technical, and administrative controls to reduce the risk of data breaches.

- Compliance as a PCI DSS Level 1 service provider.

In addition to formal policies and software service agreements, we strive to keep you informed of industry best practices and how to safeguard your ministry operations against the latest scams and social engineering tactics.

Check out our *Privacy and Resources Center* for more information.