

St. John Neumann  
Faith Formation Registration  
**Frequently Asked Questions**

**How do I register my child for a Faith Formation class?**

All registration is taking place online. You will need to login to your Realm Account. Please follow these directions for registering your child: [Faith Formation Registration Directions](#)

**What if I do not have a username or login for my Realm account?**

If you do not already have a Realm log-in, but have registered online in the past using the Access ACS system, click on **Forgot your Password?** Follow the instructions on resetting your password.

If you have never registered online before and/or this is your child's first year of Faith Formation at SJN, e-mail [reregistration@saintjn.org](mailto:reregistration@saintjn.org) and ask to be invited to Realm.

**How do I change the session I registered my child for?**

If you wish to change the Registration Type (i.e. grade and/or session), you must **cancel** the registration entirely for that child and re-register. You will receive a refund when you cancel (this will take approximately two weeks to process) and be asked to pay again when you re-register. To re-register, click on **Edit Who's Coming** and follow step 8-11 in the Registration Directions.

**How do I make a change to my current registration?**

Follow these directions to make any other changes to your current registration: [How to Edit My Current Registration](#)

**How do I know if a session is sold out?**

If a session is sold out, you will be unable to register for that session. Please choose another session.

**If a session is sold out, can my child still be placed in that session?**

You cannot register for a session if it is sold out, as there are a limited number of spots available for each session. If you would like to be on the waiting list for another session, please email [reregistration@saintjn.org](mailto:reregistration@saintjn.org). Note: there is no guarantee that your child will be placed in the session you are on the waiting list for. We advise you register your child for an open session as soon as possible to ensure a spot in a class.

**What if I do not have computer access?**

If you have a smart phone, you can download the RealmConnect app, log into your account, and register using the app. Alternatively, a computer is available to you in the Faith Formation Office.

**What if I am in need of financial assistance?**

If you are in need of financial assistance, please contact the Faith Formation Office at (703) 390-2348 to speak with a staff member.

**May I pay with a check?**

We are asking for all registrations to be processed online through Realm. When you get to the payment screen (**add payment** on the right-hand side), you may select a method of payment from the drop down menu. Choose Checking and enter your account and routing numbers.

**May I pay with cash?**

We are asking for all registrations to be processed online through Realm. You may pay with a credit or debit card or withdrawl from your checking or savings account. If you are unable to pay using these methods of payment, please contact the Faith Formation Office at (703) 390-2348 to schedule a time to register with a staff member.