

**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 the directions on the [SJN Faith Formation Registration Webpage](#).

¿Puedo registrarme en español?

Sí, venga a la Oficina de Formación de Fe de St. John Neumann de lunes a viernes entre las 9 am y las 4 pm para registrarse en nuestros formularios de registro en español con un miembro del personal que habla español. También puede llamar a Silvia Bustamante al (703) 390-2348 o enviar un correo electrónico a sbustamante@saintjn.org.

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 and ask to be invited to Realm. You will then receive an email invite with a link to create an account on Realm.

What if I forgot my password for my Realm account?

If you have registered through Realm previously, but cannot remember your password, click on **Forgot your Password?** Follow the instructions to reset your password and login.

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 steps 8-11 in the [Registration Directions](#).

How do I make a change to my current registration?

Please follow the directions on [How to Edit My Faith Formation Registration](#) to change current registrations.

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. 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.

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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. Scholarships will be provided for all families in need of financial assistance.

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 withdrawal from your checking or savings account. If you are unable to pay using these methods of payment, please come to the Faith Formation Office Monday-Friday between 9 am and 5 pm or call (703) 390-2348 to schedule a time to register at the Faith Formation Office with a staff member.