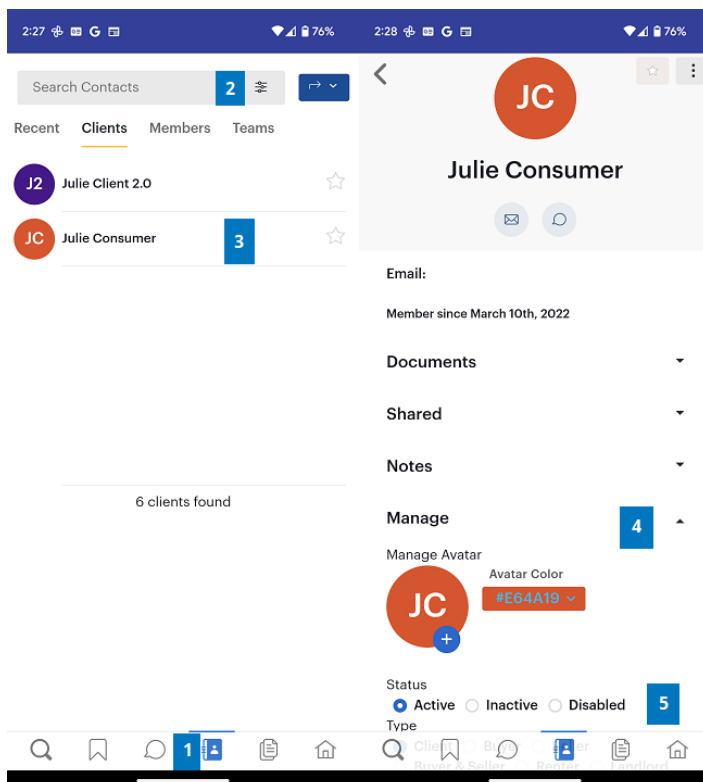# REALM™

Tips & Tricks

How to Manage a Client's Status in REALM on your Mobile Device

To block a client's access to REALM on a mobile device:

1. Select **Contacts** from the menu bar.

2. Select the **layer menu** ⚏ and place a bullet beside the status of the contact. Select from active, inactive, or disabled.

3. Select the client that you would like to change.

4. Select **Manage**.

5. Under **Status**, select **Active, Inactive or Disabled***.

An inactive client can still log into Realm, perform searches, and send the agent a message

A disabled client will no longer be able to log in; at a log in attempt, the message returned is "your sign-in can't be completed at this time"

If you have any questions, please contact us at Help@REALMmlp.ca.