



February Tech Tips

Current Version: 25.23.1

Introducing Notebird

You can now access your church membership data from anywhere – on any laptop, tablet or smartphone – using Notebird. Our newest integration partner, Notebird, is a web-based platform that helps churches track and organize pastoral care.

[Learn More about Accessing your Membership Data from anywhere with Notebird](#)

Free Easter Templates to Boost Giving

Vanco, Church Window's online giving partner, is offering a free Easter Giving Kit to simplify promoting giving on Easter Sunday. This kit is filled with a variety of templates to help your church spread awareness about how your members and visitors can support your causes. Elevate contributions and engagement effortlessly this year with these ready-to-use templates!

[Get the Easter Kit!](#)

Vanco has a Fee-Free Promotion for New Users!

Kick off your journey into giving by encouraging your congregation to embrace online giving with Vanco ahead of the Summer Slump! We're offering free one-on-one implementation services and ONE MONTH* of no processing fees on up to \$50,000!

Sign your church up with Vanco before March 15 and you'll receive free implementation services! And we won't charge any processing fees in May on gifts up to \$50,000 in total. After you sign up, we'll help you share the news of your new online giving platform with your members to help you maximize giving ahead of the Summer Slump.

[Sign up with Vanco today!](#)

Accounting Tips

Closing an Accounting year is optional and not required. We do not recommend closing an accounting year until a professional audit is complete.

In February, we frequently hear that the January bank reconciliation is not reconciling: this is often due to ending balances for 2023 and beginning balances for 2024 not matching. To resolve this, go to **Accounting → Special Functions → Manage Years → Update Beginning Balances**. This will bring any

changes to the end balances of the prior year forward as your beginning balances for the current year. You can update the beginning balances as often as you deem necessary

New Church Windows Users

Sometimes, it will be necessary for a Church Windows administrator to pass their responsibilities onto someone new. To avoid any confusion that comes with this process and set your new administrator up for success, make sure the following information is clearly posted:

- Church Windows' support phone number (800-533-5227) and email (support@churchwindows.com).
- Our website (churchwindows.com).
- Our regular office hours (Monday – Friday, 9:00am – 5:00pm EST)
- Your church's unique customer number.
- The version of the Church Windows program you are currently using (as of February 2024, the current version of CW is v25.23.1).
- The administrator's username and password for security. We recommend that the new administrator sets up their own login and password, and then mark the old administrator's login as inactive.
- Indication of which computer is the server, if you are using a network.
- And if applicable, the CWWeb username and password, along with your server company's information (see below).

Free Training Webinars

Church Windows provides free, live training webinars every month on a number of different subjects. Here, attendees can chat directly with a trainer and ask relevant questions. If you are unable to attend the live presentation, each webinar is recorded and can be accessed at any time on our website.

[Browse and Sign Up](#)

[View Past Webinars](#)

Resource Center & Help Files

Our support techs are available to help you with any issue you might encounter, but you may find that many of your questions can be answered by having a look at our Help Files or searching our Resource Center for webinars and downloadable pdfs. You can access our Help files in Church Windows at any time by pressing the F1 button on your keyboard. This will automatically open the Help article most closely related to the area of Church Windows you are currently working in.

[Resource Center](#)

[Help Files](#)

Emails and Updating Your Information

Stay up-to-date with Church Windows news, tech tips, and software updates by making sure we have the correct email and contact information for your organization. You can do this by emailing

info@churchwindows.com and providing your current contact person and email address. You can also give us a call at 800-533-5227 to verify.

Backing Up

Remember to backup your data regularly to prevent losing your work and having to re-enter information. It's quick and easy. Don't rely on someone else. A secondary backup never hurts, even if your data is hosted on Church Windows Web.

Church Windows Web & General Backup Information

CWWeb Servers: Expiring Passwords

Depending upon what server you are on, Web users may find that you will be prompted to change your password every so often. The process is different from one server to another; here is what you will need to know:

RDI	Phone: 877-287-9867 Email: support@rdi-it.com Website: https://passwordreset.vospro.net/home.html?3	Passwords for RDI expire every 120 days. You will start receiving a warning of this seven days prior to expiration. You will not be locked out of your account when the password expires, however you may receive a warning from Citrix: "Try again after some time or contact help desk." Contact RDI to resent your password.
Summit	Email: support@summithosting.com Website: http://ticket.summithosting.com/hc/en-us	If you are on Summit, your password will never expire. However, you may be locked out of your account for 30 minutes if you fail to enter your password correctly after three tries (note: your password will not be changed if this happens). You can reset your password through the Tru-Grid reset password feature, or by contacting Summit directly.
Kloud 9	Phone: 216-393-2484 Email: servicedesk@kloud9it.com Website: https://churchwindows.onkloud9it.com	Kloud 9 passwords expire after 180 days, and you should receive a warning of this three days prior to expiration. You will not be locked out of your account, even after three failed attempts to enter it correctly. Reset your password by contacting Kloud 9.