



January and February Tech Tips

Current Version: 26.24.0

ATTENTION: Calls from our office and staff will come from a 614 area code or possibly a blocked/unknown phone number. If you are expecting a call back from us, you may want to consider removing any call blocks from unknown numbers.

Free Easter Templates to Boost Giving

We celebrate Lent and Easter with joy and gratitude as this holy time brings hope and love to billions around the world. During this Lenten season, many who don't regularly attend church will join services, both in person and online. This increased attendance can lead to higher tithes and offerings, especially if your visitors know how they can support your missions. While asking for gifts can feel uncomfortable, even for clergy, it's vital to help people connect giving with worship.

To support you, Vanco, our Preferred Partner, has created an Easter Giving Kit with six simple guidelines to increase tithes and offerings. The kit includes:

- 6 promotional PowerPoint slides.
- 4 giving messages for church bulletins.
- A bulletin insert to encourage smartphone giving.
- A pew card for online givers.
- Promotional email copy to encourage Easter giving.
- A letter to mail to your congregation.
- The full 6 guidelines for increasing offerings.
- A guide to setting up or improving virtual ministry.
- An intro video for Easter services.
- A Good Friday video for virtual or in-person services.

This kit makes it easy to inspire generosity this Easter season!

[Get the Easter Kit!](#)

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 2024 and beginning balances for 2025 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 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.