



## May Tech Tips

*Current Version: 26.24.1*

### Membership Training

Church Windows offers a variety of free resources to help you learn all the functions and capabilities of the program. Training documents and videos can be found in our Resource Center. You can sign up for live Webinars on our Free Training Webinars page—all at no cost. Below is some basic information to help you get started in the Membership module from our Help Files:

[Membership – Adding Families/Creating Individuals](#)

[Membership – Setting up Groups/Classes](#)

[Membership – Assigning Groups/Classes](#)

[Membership – Building a New Membership Report](#)

### Database Cleanup Tips

With summer approaching, you may have more time to dedicate to improving your Church Windows database. Here are some things to consider:

- **Simplify queries:** Keep field codes simple and consistent for best results.
- **Prioritize important information:** Set up your records to highlight the essentials.
- **Check for empty fields:** Check for blanks in key fields.
- **Create your own reference:** Make a list of code definitions so that everyone at your organization who uses Church Windows is on the same page.
- **Delete unused codes:** Redundant or unused codes can be deleted or made inactive for the sake of clarity.
- **Protect your data:** Don't forget to backup before any major overhauls.

### Cyber Security Tip from Kloud9 IT: Keep this in Mind When Using Social Media

There is no Delete button on the Internet, so here are a few things to keep in mind...

Even if you keep your social media private, when relationships change, this goes out the window. People know how to take a screenshot, and that post you made (even if deleted) can come back to haunt you.

Further, your friends' accounts can get compromised or accessed by others. Are you going to be comfortable in 10 years with what you post today? It will be archived forever, so don't post anything that could be taken wrong way. Off-color jokes, pictures and posts about less-than-professional activities are never fully gone.

Second, even if you don't plan on actively using Facebook, Instagram, Twitter or LinkedIn, we recommend going in and reserving your page to prevent a scammer from setting up a fake account to connect with your friends and con them out of money or worse.

### **Free Training Webinars**

Church Windows provides free, live training webinars every month on many 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. Still, 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 anytime 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](mailto: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](#)

### Church Windows Web

If you are having trouble logging into your virtual desktop, please call or submit a ticket with your server.

<b>RDI</b>	Phone: 877-287-9867 Email Support: <a href="mailto:support@rdi-it.com">support@rdi-it.com</a> Website: <a href="http://www.rdi-it.com">www.rdi-it.com</a>
<b>Kloud 9</b>	Phone: 216-393-2484 Email Support: <a href="mailto:servicedesk@kloud9it.com">servicedesk@kloud9it.com</a> Website: <a href="http://www.kloud9it.com">www.kloud9it.com</a>
<b>Summit Hosting</b>	Support Ticket: <a href="http://ticket.summithosting.com">ticket.summithosting.com</a> Website: <a href="http://www.summithq.com">www.summithq.com</a>