



January Tech Tips

Current Version: 27.25.1

Welcome 2026 – New Year Resources

The holidays and New Year preparations are upon us. The End-of-Year and New Year often bring increased support calls. Due to this, we have extended January hours. Additionally, our website has many resources to help you move into the new year in Church Windows. You don't have to wait until January to open your new year and start working on pledging, budgets, or anything you'd like to start on for 2026.

[New Year Prep & Help Page](#)

January Extended Hours
Monday -Thursday 9:00 am – 7:00 pm
Friday 9:00 am – 5:00 pm
Saturday 11:00 am – 2:00 pm

ATTENTION: Calls from our office and staff to you 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.

Save Time and Simplify Tax Reporting with Aatrix Federal and State eFiling and Reporting.

Complete federal and state tax reports directly from your Church Windows software. This feature automatically generates over 330 tax forms, including state and federal quarterly forms. W-2s, 1099s, and ACAs (1095), are all pre-filled and ready for review, editing, and eFiling.

Key Benefits:

- **User-Friendly Interface:** Forms mirror government versions, which are already completed for easy review and printing.
- **Cost Savings:** Reduce year-end filing costs. \$2.76 per employee using Aatrix's Complete W-2 eFile Service. \$29.99 minimum applies to all W-2 filings
- **Streamlined eFiling:** Effortlessly eFile through Aatrix's secure Single-Point™ eFile Center, with email confirmations for peace of mind.
- **Paperless Convenience:** Employees/recipients can access W-2s/1099s anytime via a secure website, eliminating reprints for lost forms.

Start saving time and resources today by visiting <https://partner.aatrix.com/church-windows/>.

Tax Form Help

Please click the links below for step-by-step instructions.

[941 Filing Instructions](#)

[1099 Filing Instructions](#)

[W2 Filing Instructions](#)

CWWeb Servers: Support

RDI	Phone: 877-287-9867 Email: support@rdi-it.com Website: https://rdi-it.com/
Summit	Website: https://ticket.summithosting.com/hc/en-us/requests/new
Kloud 9	Phone: 216-393-2484 (option 1) Email: servicedesk@kloud9it.com Website: https://www.kloud9it.com/

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](#)

