



February Tech Tips

Current Version: 27.25.1

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.

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 2025 and beginning balances for 2026 not matching. To resolve this, go to the accounting year of 2026, **Special Functions → Manage Years → Update Beginning Balances**. This will bring any changes made to the ending 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.

Corrections to W-2s and 1099s

Please watch the previously recorded webinars at our Resource Center to learn how to properly amend previously completed tax forms.

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 is 800-533-5227 and support email is support@churchwindows.com.
- Our website is www.churchwindows.com.
- Our regular office hours are Monday – Friday, 9:00am – 5:00pm ET.
- Your church's unique customer number.

- The administrator's username and password for security. We recommend that the new administrator set 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.

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](#)