



**February 2023 Tech Tips**  
*Current Church Windows version 24.22.1*

**Church Windows Support and Training**

We truly appreciate and thank you for your patience during the unprecedented high call volume we experienced this January. We are still working our way through your emails and calls. In the meantime, we suggest checking our [Resource Center](#) for answers. We have posted documents and videos with directions, as well as the resolution in the Resource Center as issues have appeared. We have also started our [Live Training Webinars](#) again, so check out the topics and sign up for what might help you.

**Beware of Scammers**

We do not employ other companies or technicians to call and tell you something is wrong or that they need to fix your Church Windows database. If you receive a call from a company or technician claiming to be working with Computer Helper Publishing or Church Windows, do not allow them to remote into your computer, pay them or provide personal information. We will never ask for payment for tech support issues. We only call if you have put in a support request. If in doubt, our technicians should be willing to let you hang up and call our 800 number and then ask the receptionist to connect you directly to that technician.

**Hop into Easter with Vanco's Easter Giving Toolkit and Webinars!**

Vanco's Easter giving toolkit features Easter-themed templates and graphics with faith-based messaging to inspire your members and guests. [Click here](#) to download the kit today. Register for one of our upcoming webinars, where you'll receive best practices for the three actionable steps you can take to get ready for Easter. [Save your seat](#) and [register by clicking here!](#)

Don't miss out on this opportunity to make a meaningful impact with your Easter campaigns. Vanco's support team is here to help if you have any questions or need assistance at 1.800.675.7430 or [cs@vanco.com](mailto:cs@vanco.com). May your Easter be blessed with hope and joy.

**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, a frequent call is the January bank reconciliation not reconciling; this is often due to ending 2022 balances and beginning 2023 balances not matching. The solution is as simple as going 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 find necessary.

## Newly-Hired Employees using Church Windows

When an administrator leaves and hands over Church Windows' responsibility to a new administrator, here is a list of things that will be useful for the new administrator.

- Computer Helper Publishing/Church Windows support phone number, email address, and support hours are available at the [Church Windows](http://www.churchwindows.com) website, [www.churchwindows.com](http://www.churchwindows.com).
- The church customer number.
- Current Church Windows version on the church computer(s). This is displayed on the opening screen of the program.
- The administrator's username and password for security, otherwise we recommend setting up a new login/password for the new administrator within Church Windows security. Mark the old administrator inactive once they no longer need access to the database.
- Link to the [Church Windows](http://www.churchwindows.com) website, [www.churchwindows.com](http://www.churchwindows.com).
- If applicable, the CWWeb username, password, and the CWWeb hosting company contact information.
- Which computer is the server, if using on a network.

## Emails and Changes

To ensure that you receive updates, news, tech tips, and other relevant information from Church Windows, please take a moment to ensure we have the current email and contact information. You can update your contact information by emailing [info@churchwindows.com](mailto:info@churchwindows.com) with your present contact person and email address or by calling 800-533-5227 to verify your current contact information.

## Backing Up

Remember to make backups of your data regularly. Back up often to prevent possibly having to re-enter data! You can perform this function yourself, and it only takes seconds. Don't depend on someone else. A secondary backup never hurts, even if your data is hosted on Church Windows Web.

[Church Windows Web & General Backup Information](#)