



November 2023 Tech Tips

Current Church Windows v24.22.4

Holiday Hours

This year, through the holidays, Church Windows will be open during our regular business hours: Monday through Friday, 9:00am to 5:00pm Eastern Standard Time. Our office will, however, be closed for the following holidays:

Thanksgiving

Thursday, November 23

and

Friday, November 24

Christmas

Monday, December 25

New Year's Day

Monday, January 1

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

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:

Phone: 877-287-9867

Email: support@rdi-it.com

Website: <https://passwordreset.vospro.net/home.html?3>

Summit

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:

Email: support@summithosting.com
Website: <http://ticket.summithosting.com/hc/en-us>

Kloud 9

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:

Phone: 216-393-2484
Email: servicedesk@kloud9it.com
Website: <https://churchwindows.onkloud9it.com>

Auto Assigning Giver/Envelope Numbers

With 2023 coming to a close, many users will be making preparations for the new year. Those who use the Donations module will be looking into assigning giver numbers for the new year, and one easy way to do that is with the Auto Assign Numbers function. Take a look at our article in the Help files for instructions on how to do that:

[Auto Assign Numbers \(churchwindows.com\)](#)

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 make 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](#)

