



**December Tech Tips**

*Current Version: 25.23.1*

**Introducing Notebird**

You can now access your church membership data from anywhere – on any laptop, tablet or smartphone – using Notebird. Our newest integration partner, Notebird, is a web-based platform that helps churches track and organize pastoral care.

[Learn More about Accessing your Membership Data from anywhere with Notebird](#)

**Welcome 2023 – 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 2024.

[New Year Prep & Help Page](#)

<b>January Extended Hours</b>	<b>Closed</b>
Monday -Thursday 9:00am – 7:00pm	Christmas: Monday, December 25th
Friday 9:00am – 5:00pm	New Year's Day: Monday, January 1 <sup>st</sup>
Saturday 11:00am – 2:00pm	

**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:

<b>RDI</b>	Phone: 877-287-9867 Email: <a href="mailto:support@rdi-it.com">support@rdi-it.com</a> Website: <a href="https://passwordreset.vospro.net/home.html?3">https://passwordreset.vospro.net/home.html?3</a>	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.
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<b>Summit</b>	Email: <a href="mailto:support@summithosting.com">support@summithosting.com</a> Website: <a href="http://ticket.summithosting.com/hc/en-us">http://ticket.summithosting.com/hc/en-us</a>	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.
<b>Kloud 9</b>	Phone: 216-393-2484 Email: <a href="mailto:servicedesk@kloud9it.com">servicedesk@kloud9it.com</a> Website: <a href="https://churchwindows.onkloud9it.com">https://churchwindows.onkloud9it.com</a>	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.

**Manage your Donations with Vanco this Holiday Season**

As the integrated eGiving partner with Church Windows, Vanco wants you to have the guidance needed to grow giving, which is why we included two assets that will help grow donations this holiday season and beyond.

- [7 Steps to Build a Beautiful, Affordable Church Website](#) - A shiny new website can be the donation generating machine your church needs. And it isn't as difficult or as expensive as you might think it would be to get a professionally built online home for your church. Download the guide to see how you can get your new website up quickly and painlessly.
- [The 10 Reasons Church Members Don't Give](#) - Break down the most common barriers to giving by reading our free resource. It outlines the reasons why church members don't give and offers actionable strategies for what your church needs to do.

**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](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](#)

