



January 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. Please share the link below with your clergy staff. An exclusive three-month free trial is available to all Church Windows customers.

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

Welcome 2024 – New Year Resources

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](#)

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

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

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](#)

