



April Tech Tips

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Documents and Emailing

We often hear customers asking why we did not send them documentation regarding a change or update or why they did not receive the documentation for a webinar. We communicate through email, so if you receive the Church Windows update, please share it with the other staff. While the information might not be important for you, it might be important for another Church Windows user in your organization. If you sign up for a webinar, we often include workbook pages to accompany the lessons. If there are documents for the webinar, these are included in your invitation email to print before the webinar. They are also available during the webinar as well.

Ready to Boost Giving and Overcome the Summer Giving Slump

Each summer, thousands of churches experience a giving slump when their members – and their wallets – attend services less often. But with the right plan in place, this summer your church can keep members engaged and donations flowing no matter where your members are joining from. Discover ready-to-use templates, proven strategies, and innovative eGiving solutions to ensure your church thrives even during the sunniest months. Click the link below to unlock Vanco's secrets to overcoming the summer giving slump and setting your church up for a successful summer giving season!

[Get the secrets!](#)

Cyber Security Tip: What to do if you lose your laptop or other device

So, you're in the car on the way home from Starbucks, basking in the glow of consuming your triple-shot, low-foam, extra-hot pumpkin-spice latte, when you suddenly realize your laptop has gone missing. You drive back like the caffeinated lunatic you are, only to discover no one has turned it in. What do you do? That depends on what precautions you have taken. If you've properly encrypted your data, password-protected the access to your device, and shut down and logged off all key applications, you've got a bit more time to respond. First, let your IT department know you've lost your device. That will allow them to change passwords and lock access to applications and data. Your device can also be remotely wiped to make sure no one will be able to gain access to the data stored on your computer. Next, change the passwords to every website you log in to, starting with any sites that contain financial or company data. If your laptop contains medical records, financial information or other sensitive data (like social security numbers, birthdays, etc.), contact a qualified attorney to understand what you may be required to do by law to notify individuals who may be affected. An ounce of prevention is worth a pound of cure, so make sure you're backing up your data a logging out of programs and website when not using them.

Free Training Webinars

Church Windows provides free, live training webinars every month on many 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. Still, 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 anytime 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](#)

Church Windows Web

If you are having trouble logging into your virtual desktop, please call or submit a ticket with your server.

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