



May Tech Tips

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Membership Training

Church Windows offers a variety of free resources to help you learn all the functions and capabilities of the program. Training documents and videos can be found in our Resource Center. You can sign up for live Webinars on our Free Training Webinars page—all at no cost. Below is some basic information to help you get started in the Membership module:

[Membership – Adding Families/Creating Individuals](#)

[Membership – Setting up Groups/Classes](#)

[Membership – Assigning Groups/Classes](#)

[Membership – Building a New Membership Report](#)

Database Cleanup Tips

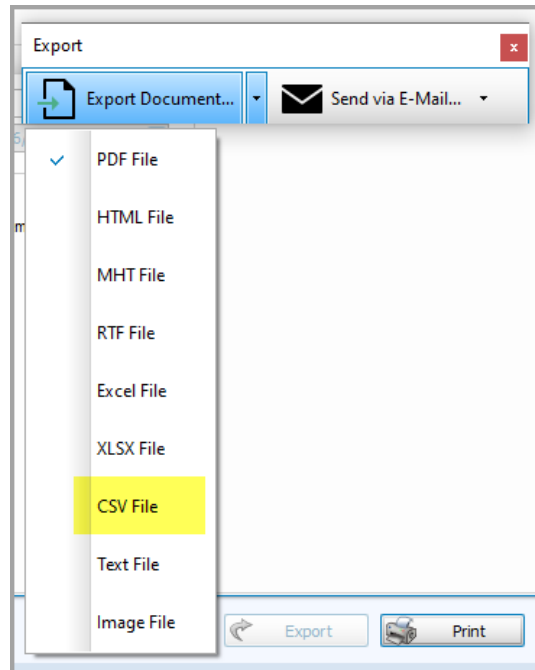
With summer approaching, you may have more time to dedicate to improving your Church Windows database. Here are some things to consider:

- **Simplify queries:** Keep field codes simple and consistent for best results.
- **Prioritize important information:** Set up your records to highlight the essentials.
- **Check for empty fields:** Check for blanks in key fields.
- **Create your own reference:** Make a list of code definitions so that everyone at your organization who uses Church Windows is on the same page.
- **Delete unused codes:** Redundant or unused codes can be deleted or made inactive for the sake of clarity.
- **Protect your data:** Don't forget to backup before any major overhauls.

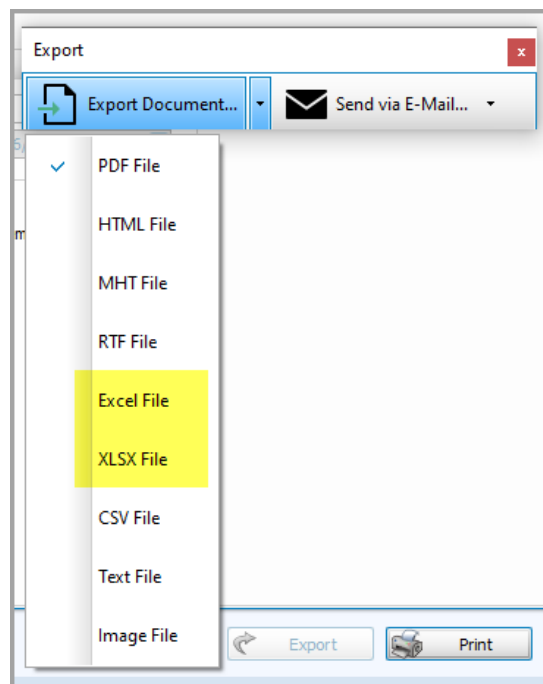
Exporting Data to Excel©

There are many options when exporting Church Windows data to use in other applications, such as Excel or Publisher. There are three preferred export options to convert to Excel, and some may or may not meet your needs:

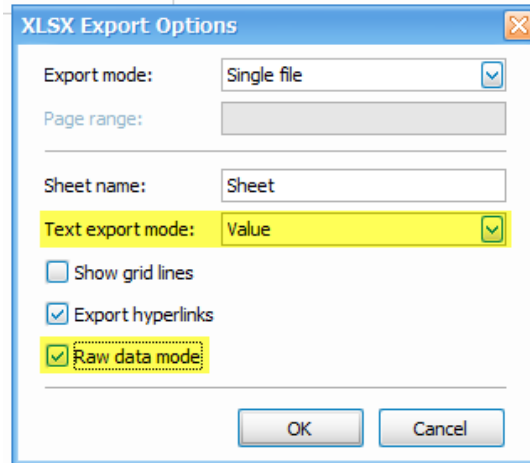
CSV File (Comma Separated Values): This converts to Excel when opened.



The other two are **Excel File** and **XLSX File**: these will export the data and open in Excel, but the formatting may not suit your needs.



If we change the **Text export mode** from **Text** to **Value**, and check the box for **Raw data mode** this yields a “real” spreadsheet without extraneous rows and columns used for text formatting purposes.



Essential Rules for All Cloud Applications

If you're using any cloud application, you may be concerned about data privacy and security. The company hosting your data is ultimately responsible for keeping hackers out of their network, but most cloud breaches are due to user error. It's important that you, the user, are being smart about security. Here are a few easy things you can do to improve security in the cloud:

1. Set up multifactor authentication and maintain a strong password of at least eight characters with uppercase and lowercase letters, numbers, and symbols. Don't make it easy, such as "Password123!" While that technically meets the requirements, a hacker could easily crack it.
2. Make sure the device you're using is secure. You may need professional help installing and maintaining an advanced security stack beyond a strong firewall, antivirus, and spam-filtering software. Don't access your cloud application with a device you also use to check social media sites and free e-mail accounts like Hotmail.
3. Back up your data. Make sure you're downloading it from the application and backing it up in another safe and secure location. That way you have a copy of your data in case of unforeseen catastrophes.

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