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## **September Tech Tips 2017**

### **Updates & Support Renewals**

Church Windows Updates & Support can now be paid online directly from our emailed renewal notice. Your first notification will be by email approximately six weeks prior to your expiration date. A second notice will be sent by snail mail to the church address, and a final notice will again be emailed to all emails in our records approximately two weeks prior to the expiration date. Reminders will not be sent after the church's Updates & Support benefits have expired. Please keep us posted if there are changes to the church email address.

### **Training & Support**

Did you know? All of our Free Online Webinars are recorded and then available on our website [Support Center](#). Not only can you find free videos and documents, but you can search by key word or phrase for just what you need. Items are also labeled according to what version is shown within the video or document. The videos can be watched from any device, and the documents can be saved or printed if needed. Take time to learn something new!

### **Review Now**

Now is a great time to review reports before the holidays are upon us. In Accounting, take a look at the Balance Sheet and Treasurer's Report. Make sure Funds and Assets are in line. The Assets represent the reality of your cash -- actual cash balances. The Funds are how you keep that money separate -- how they are designated. Some churches put all of one asset's money in one fund in CW, while other churches might spread that money in one Asset over multiple funds. If something is not in line, then comparing a General Ledger of the Asset and the Fund to see what occurred in each is your best tool to see what's occurred in both accounts.

### **Refunds in Donations**

While it doesn't happen often, there are times when a donor asks for a refund of their contribution. [Here is a great article](#) discussing the intricacies of that situation.



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### **Printing & Scrolling**

Do you click Print, but you don't see a preview? Did your scroll bar along the side disappear? Did you click Next, and the next screen did not appear? The problem just might be that the screen is minimized or a little to the side. Often all that is needed is to reset the screen size/position.

Membership – Settings > Reset Screen Size/Position

Accounting & Donations – within the module – Special Functions > Settings > Reset All Screens to Default Size and Location

### **Bulk Mail**

We love when a Church Windows user introduces us to a product that will work with their data in Church Windows to make their job easier and faster. While Church Windows can easily create all kinds of labels, it is not a bulk mail software. However, the United States Postal Service has many tools for nonprofit organizations to assist in bulk mailings. Take a look [HERE](#) where you can register for free and explore the options of their Web Based Intelligent Mail for Small Business. Also check with your local post office for what is required for bulk mailing in your area.

### **Version 20 Previews**

The Church Windows programmers are coding and testing all the new updates and features in Version 20. We are excited to see all the amazing changes and flexibility that Version 20 brings to the Church Windows program. While the new version is not due for release until Fall, you can watch a prerecorded [Version 20 Preview](#), or sign up for [Live Webinars](#).

When coming from a version prior to 17 to Version 20, it may be necessary to have us update your data through the different versions and then to 20. We have a great document – [Prior to Updating to Current Version](#) – which guides you through recommended steps to take before moving from a version prior to Version 17. Also take a look at the documents and videos available on our [Conversion page](#) if you are just now converting from Financial to Accounting or Contributions to Donations.



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### Changes

To ensure that you receive updates, news, tech tips, and other important information from Church Windows, please take a moment to make sure we have the current email and/or contact information for your church. This can be done by emailing [info@churchwindows.com](mailto:info@churchwindows.com) with your current contact person and email address, or call 800-533-5227 and verify current contact information.

### Backing up

Remember to regularly make backups of your data. Back up often to prevent possibly having to re-enter data! You can perform this function yourself, and it only takes seconds. Don't depend on someone else. A secondary backup never hurts even if your data is hosted on Church Windows Web.

[Church Windows Desktop Backup](#)

[Church Windows Web & General Backup Information](#)



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