



# Church Windows Tech Tips

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## JUNE TECH TIP

ONCE IN A WHILE you need help with Church Windows. Perhaps you just have a question about how something functions in the program or perhaps you actually get an error message. You should contact Church Windows under both of these situations and allow us to answer your questions or take care of the error. At Computer Helper we believe that top-notch support is essential, so do not hesitate to contact us.

In general you should always have the following information handy:

- **CUSTOMER NUMBER.** This can be found on the inside of the folder you received when you ordered Church Windows or on the update and support invoices you receive. If you do not know your customer number, it is easiest for us to find you via the ZIPCODE for the church.
- **CHURCH WINDOWS VERSION/ CHURCH WINDOWS PAYROLL VERSION.** This can be found on the Initial Button Bar of each program.
- **The OPERATING SYSTEM you are using.** Perhaps you are on Windows XP Professional, or Windows 2000. You can determine this by right-clicking on the icon My Computer, and left-clicking on Properties. On the screen that opens, the operating system is listed.
- **Where are the CHURCH WINDOWS INSTALLATION CD's stored?** We may need to use them and it saves your time if you know where they are and have access to them.
- **Are your computers NETWORKED?** What kind of network do you use?

## If you get an error in Church Windows:

You are working in Church Windows, click something and an error message appears! What are you to do?

- WRITE DOWN THE ENTIRE ERROR MESSAGE EXACTLY AS IT APPEARS ON THE SCREEN. THEN MAKE A NOTE OF WHAT YOU CLICKED ON WHEN YOU GOT THE MESSAGE.
- NOW TRY THIS:
  - Close out of Church Windows.
  - Reboot the computer.
  - Re-open Church Windows and click **System Administration, Database Maintenance**. Click **OK**. (Note: if you are on a network, everyone must be out of Church Windows before you begin the Database Maintenance.)
  - Reopen Church Windows and repeat the process you were doing. If the error does NOT appear again, the Database Maintenance fixed the problem. Continue working.

If the error occurs again, make certain that you copied it down correctly and that you know what you clicked on when you got the error message. Then call or email us. We need to take care of that error message: it is telling you there is an issue that needs to be resolved.

If you choose to email us, it's as simple as going to our website – [www.churchwindows.com](http://www.churchwindows.com), clicking on SUPPORT, and clicking on CONTACT SUPPORT. A form appears asking for certain information. Include all the information that is listed above, and also include how, when and where we can contact you by phone if we need to do so. When you have filled out the form, click Submit.

Don't forget:

- From the CW 2006 Installation CD, print WHAT'S NEW IN CHURCH WINDOWS to see a list of the new features in CW 2006.
- Look for **CW SERVICE RELEASE 1** to be released at the end of the month. You will receive an email from us announcing its release if we have your email address. You can also go to our website – [www.chuchwindows.com](http://www.chuchwindows.com), click Downloads, click Church Windows, and then click on CW 2006 to see if the release is ready to download. Stay current in the program – be certain to get the download when it is available.