Installation, Runtime, Update Questions

When I launch ChurchKeeper, I am asked to register or renew my subscription?

1) Call our offices at our toll free 800 number, 673-5204.

2) Our office hours are Mon-Thurs 8:30 - 5:00 EST, and Friday 8:30 – noon..

3) Please have your organization phone number so we can access your account.

What if I can't be at my computer when time to renew or register?

Please call us during office hours and we can schedule an off hours appointment for support.

When I launch ChurchKeeper, I get a message, 'file access is denied'. What causes this and how can I correct it?

This message is a result of a users account not being given the correct permissions to access ChurchKeeper. Because ChurchKeeper writes data to the hard drive, it is important to give users read/write access to the data. To grant access, follow the directions below:

1) Close all applications and sign on your computer as the System Administrator.

2) Go into 'My Computer', and open your 'Local Disk (C:) or DropBox Folder if you are running on the cloud.

3) Locate and single click the 'CHURKPR' folder. Right click and go to 'Sharing and Security'.

4) In the second box 'Network sharing and security', click on the check box 'Share this folder on the network'. Then click on 'allow network users to change my files'.

5) Click on the third box "Security", and make sure all users are given full permission ("Allow" checked on for all users). If the user is not there, click on the "Edit", and Click on Add. Add the user that is receiving the error message.

6) Restart your computer and log on as the user that received the message. Re-launch ChurchKeeper.

How do I check to see if I am running the latest build of ChurchKeeper?

1) From the Main Menu of ChurchKeeper, pull down the Help menu, and click on 'About ChurchKeeper, Update Build'

2) Make sure you are connected to the Internet, and follow the directions from the prompts.