

Tithe 6 frequently asked questions

1. Can you connect to my PC and assist me?

Yes. I can if needed. I use a product called TeamViewer to remotely control your PC. Here are the steps: You first start TeamViewer on your PC by clicking on this link:

http://www.teamviewer.com/download/version_5x/TeamViewerQS.exe which will display an ID and password. You will give me this information and I will connect to your PC and assist you.

2. Where are my data files and how do I backup and restore my data?

The data file, Tithe.db3 is typically located in C:\Users\Public\Tithe6\Data1. All of your data will be in the Tithe.db3 file. The BackupTithe.exe utility will backup and restore your data. If you don't see the Tithe Backup ICON on your desktop, look on the Start button by typing Tithe Backup. You can also simply copy the C:\users\public\Tithe6\Data1\Tithe.DB3 file to a USB drive to back up your data. To restore it, copy it from the USB drive to the C:\Users\Public\Tithe6\Data1 folder and overwrite the existing data file but be careful not to overwrite data you need. Do a backup before you start if in doubt.

3. If I uninstall Tithe, will my data be deleted?

No. If you uninstall Tithe 6, your data will not be uninstalled and will still be in the C:\Users\Public\Tithe6\Data1 folder. The file name is Tithe.DB3.

4. How do I move my data from one PC to another?

The short answer is you copy the C:\Users\Public\Tithe6\Data1\Tithe.DB3 file and transfer it to the same folder on the other PC via a USB drive. Make sure you have the same version of Tithe installed on both PCs. Here are some details if you need help: On the first PC with your Tithe data, you need to copy the Tithe.DB3 data file to a USB drive. You can use the Tithe backup utility for this task or simply copy the C:\Users\Public\Tithe6\Data1\Tithe.DB3 file using Windows File Explorer. To open the Windows File Explorer, right click the Windows start button and select File Explorer. To open the Tithe backup utility look for the ICON on the desktop or on the start menu. Now we need to move to the second PC. If you need to preserve the Tithe 6 data on the second PC, make sure you back up the Tithe.DB3 file before continuing. Now you need to insert the USB drive in the second PC and copy the Tithe.DB3 file from the USB drive to the C:\Users\Public\Tithe6\Data1 folder and overwrite the existing Tithe.DB3 data file. If the folder structure is not there, simply start Tithe once and it will created automatically. If both PC were not running the same versions of Tithe, you need to open the Reports screen and click the Update Templates button once.

5. If I install or update Tithe 6 will my current data be overwritten?

No. Installing Tithe 6 will not overwrite your existing Tithe 6 or Tithe 4 data

6. How do I track two churches on the same PC?

Install Tithe 6. Make a copy of the Tithe6 ICON on your desktop and name the new ICON Tithe6-Data2. Edit the properties of the shortcut and change Data1 to Data2. This basically changes the data folder to Data2.

7. When I start Tithe 6, I get an error message that says The C:\program files

(86x)\Tithe6\EmptyDB\Tithe.db3 file could not be found. This prevents your data from loading. To solve this, follow the below steps:

- a. Open file explorer and open the C:\Users folder
- b. Find the folder of the current user and open it.
- c. Open the hidden folder called AppData by typing in this folder name into the URL but be sure to insert a backslash before you type AppData. For Example, the URL would look like this before you press Enter: C:\Users**<NameOfUser>**\AppData
- d. Open the VirtualStore subFolder

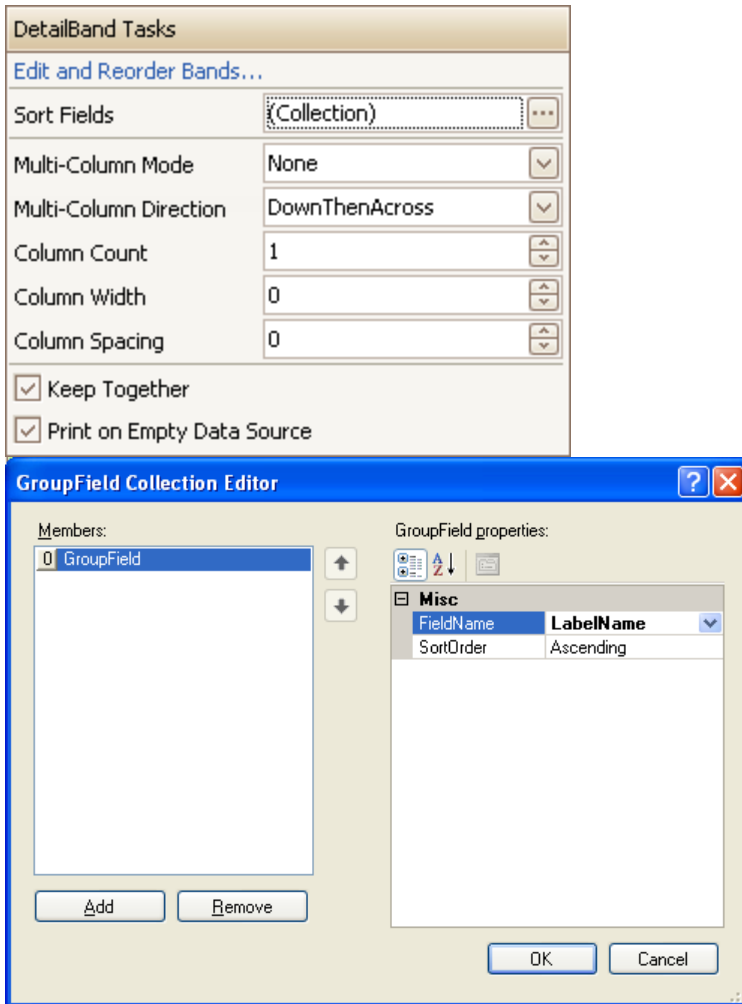
- e. Look for a subfolder called Tithe6 and delete it. Open Tithe6 and it should open and work normally. If the problem occurs again, repeat the above steps but also uninstall Tithe6 and reinstall it from my web site. Your data will not be deleted when you uninstall and reinstall it. These two commands from an administrator's command prompt will also take care of the problem:

```
rd %USERPROFILE%\Appdata\local\Churchware.com /s/q
```

```
rd "%USERPROFILE%\Appdata\local\VirtualStore\Program Files (x86)\Tithe6" /s/q
```

Reports:

8. **When I run a report, nothing appears. What is wrong?** The last time you ran a report, you minimized the preview screen. Look on the task bar for Tithe icons and you should see the preview icon. Select it and it will open. Be sure to always close the preview screen when you are finished instead of minimizing it.
9. **How do I change the sort order on a report column?** In most cases, you control the sort order in the reports grid before you open the report. You can select more than one column to sort on by holding down the CTRL key and press the column headers that you want to sort by. You can override the grid sorting by setting a sort order from within the report designer.
 - a. **How do I print a report for just one person?**
 - i. Method 1: Find the LabelName header on the grid and hover your mouse on it. You will see a small diamond in the right hand corner. Click the diamond and you will be able to select the name you want. This simply sets a filter so you can print the report for only this name. You can select "All" from the diamond list of names to get all the names back.
 - ii. Method 2: You filter out all the names except for the one person. To do this, find the TitherID column on the reports grid and then find the number of the person you want to print and enter it in the blank row under the TitherID column. If the TitherID column is not in the grid, you can add it by clicking the "Drag-Drop Columns" button. You can also edit the filter by clicking the "Edit Filter" button. Only the names in the grid will be on the report.
10. **How do I change the sort order on the "Accounts Details" Report?** The sort order on most reports can be changed from the Reports Data grid before you preview the report. If a sort order is set from within the report designer, this order will override the grid sort order. That is the case with the Accounts Details report so you first need to open the report in edit mode. You can't edit the reports in yellow so you will first need to create a new template from the original. Then edit the template. Once you are in the designer, click the > symbol next to detail and then the Sort Fields Collection ... button. Then, change the sort order from Date to LabelName. Note that this report is still required to be grouped by the AccountNum but the names will be sorted within each account. Keep in mind that any report that I originally created will be updated automatically when you install an update of Tithe, so if you want to keep your changes permanent, you need to create a new report template while this report is selected. Reports you create are not updated automatically. See the screens below.



- 11. How do I transfer a report template from one PC to another?** Here are the basic Steps to transfer a template to a different PC.
- Select a report and click the "Design a New Template". Make a note of which report you selected because you need to select the same report from the other PC. Use the same version of Title.
 - Make the desired changes to the report and Click "File", "Save As" and place the <FileName>.REPX file on a USB drive. It does not matter what you call the file name but I recommend leaving the "XtraReportDonations.REPX" or whatever type it is automatically given.
 - Take the file to the other PC and select the same report as before and click the "Design a New Template". Give the report that describes the report.
 - After the Report designer opens, click "File", "Open" and then select the <FileName>.REPX file from the USB drive or applicable location. The report template is now transferred. When the designer is closed it will be automatically saved.