



User Resources –

Where to go when you need to know!

“Where do I go to order checks that work with CDM+?” “Will CDM+ be compatible with our new computer?” “How do I register for Group Online Training?”

The CDM+ technical support team hears these same questions a lot. While they’re always happy to talk to you or respond to your support emails, there’s a much faster way to get answers to these and many other commonly-asked questions—go to www.cdmplus.com and click the User Resources tab.

User Resources is the part of our website that’s just for you, our CDM+ family. Some of the links on User Resources are specific. “2010 Tax Table Update,” for instance, provides instructions for updating tax tables in CDM+, very important information if you use CDM+ Payroll.

Other links, such as “Highlights of the 2009 Annual Users Conference,” are informational. Whether or not you attended the conference, we think you will enjoy the blog and photos found here and hope the Users Conference “snapshot” will inspire you to take advantage of this extraordinary opportunity in the future. (Note: 2010 Conference information is now posted on . . . yep, you guessed it . . . User Resources!)

And finally, there’s a unique link here that you may find the most useful of all: the link to *The CDM+ Connection*. We took a break from publishing new issues of *The CDM+ Connection* in order to make the main articles from all previous newsletter issues available in html as well as PDF format.

What’s so special about html? It’s searchable! While PDF documents are fine for reading (provided you have Adobe Reader®), they aren’t so handy when you have a question about how to do something in CDM+ and you know it was covered in a newsletter but you can’t remember which issue.

Now that all three of the main articles in each issue—lead article, Q&A and time-saver tip—are in html, the vast amount of content contained in these eighty-plus articles is just as searchable as any other text on www.cdmplus.com.

That’s a lot of knowledge at your fingertips. Just how much? Try an experiment. Type a term—“individual record,” for example—in the “search this site” field at the top right corner of any page on our website. Note how many of the search results begin with a date. All results beginning with dates refer to articles from *The CDM+ Connection*, so all of these results contain information written specifically for YOU, a CDM+ user. In the “individual record” example, 12 of 18 results are from the newsletter. Wow!

The CDM+ Connection still exists in PDF format, and the PDFs do contain some extras such as training schedules, poll questions and interviews with CDM+ staff members or users. Where do you find the PDFs? Each menu link on *The CDM+ Connection* home page takes you to an issue page, and each issue page contains the three main articles as html and the full issue as a PDF. Where, again, do you find *The CDM+ Connection* home page?

The User Resources tab opens the door to *The CDM+ Connection* and lots more! Got a question? Get in the habit of checking User Resources and the site search. You may have your answer in just a few clicks.

Group Online Classes

Tues., May 11

- Fundamentals of CDM+
- Getting Started in CDM+ Contributions (Overview)
- Getting Started in CDM+ Membership (Overview)
- CDM+ Membership Procedures

Wed., May 12

- Getting Started in CDM+ Accounting (Overview)
- CDM+ Accounting Entries
- CDM+ Enhanced Notices
- CDM+ Membership Maintenance

Thurs., May 13

- CDM+ Attendance Maintenance
- Fundamentals of CDM+
- Getting Started in CDM+ Payroll (Overview)
- CDM+ Payroll Entries

We have June classes scheduled, too. For the complete schedule, visit: cdmplus.com/Training/GroupOnline

New Training Videos

We now have a series of brief CDM+ training videos. To access the entire series, including the Web Giving Tool video, visit: kb.cdmplus.com/videos.



The User Resources page, showing: A) the User Resources tab on the main menu bar, B) two locations to link to *The CDM+ Connection*, and C) the “search this site” field

Q
&
A

TERRY HATMAKER

Question:

I have used Accounts Payable to print my checks, but my printer jammed and I need to reprint the checks. I have not posted them to the ledger, but I do not know where to find them to reprint them. What do I do?

Answer:

Since the checks have not been posted, they are marked as 'Paid' in the **Write Checks** window. You need to switch the 'Show' dropdown from 'Unpaid Payments' to 'Paid Payments' and mark the checks you want to print as unpaid. Now you will be able to reprint the checks. [Click here for a document that shows the steps to take to reprint checks.](#)

Contacting CDM+ Support

The primary means of getting CDM+ technical support is to phone our toll-free Support line (see below). Users who have purchased CDM+ within the last 90 days or are currently enrolled in the annual Premier Support program have unlimited free calls. Other CDM+ users may also call the support line but need to have a credit/debit card ready to pay the \$55/support issue fee. (No charge if the issue is a CDM+ bug.) Or you can choose to enroll in Premier Support at that time.

When you call, we'll ask for the mailing ZIP or postal code of your office to locate your record. In the rare event that you need to leave a message, be sure to identify yourself, the church by name and ZIP/postal code, and a phone number where we can reach you. Calls are generally returned in the order received. However, please tell the receptionist if you have an unusual time constraint.

New users and Premier Support members may also email support@cdmplus.com for less urgent issues. Be sure to include your name, church name and location in the email. *Please do not email to tell us that you need a callback; if it is outside support hours, call and leave a message.*

Support line: 800-633-9581 (toll free)

Support hours: 8:30 AM–6:00 PM Eastern time, Monday–Friday (Closed May 31 and July 5, 2010)

SURAN 2010 ANNUAL USERS CONFERENCE

Marriott Griffin Gate • Lexington KY • Nov. 1-3

Register by June 30 for a chance to win a \$300 amazon.com gift certificate! [Learn more.](#)

CDM+ Accounting is built upon the Chart of Accounts.

Without a sensible accounting structure, reports are difficult to understand and offer little-to-no value. Producing valuable and accurate reports begins with data entry, specifically with choosing the right accounts for your invoices, checks, payroll setup, etc.

CDM+ can help you find the right account from any data entry screen. Let's say you need to enter a purchase order for Vacation Bible School materials. Click the select account button to open the **Select Account** window. You could scroll through the Income/Expense accounts lists to find the Vacation Bible School expense, but that would be time-consuming and frustrating.

**TIME-SAVER TIP**
Find Accounts

Instead click into the **Find** field and enter **vacation**. Press the **return** or

enter key and CDM+ will instantly narrow the list of accounts to those containing the word **vacation**. Now you can double-click your expense account and proceed with the purchase order. You can switch between the full account list and the find results using the **Show All** and **Show Find Results** buttons.

The find field not only searches the description of accounts, but also their funds, categories and sub-categories. When you enter a search term, CDM+ will first search within the selected tab (**Balance Sheet** or **Income/Expense**). If there are no matching results on that tab, CDM+ will search the other tab and automatically switch to it if results are found.

New Web Giving Tool now part of the CDM+ Web Ministry Toolkit!

Did you know that we now offer an online giving solution that ties directly into CDM+? If you didn't see the last issue of *The CDM+ Connection*, you may have missed the big announcement of our new Web Giving Tool, a premium addition to our Web Ministry Toolkit.

Web Ministry Tools provide points of contact between CDM+ and your website. Premium tools such as the Event Registration Tool and this new Giving Tool allow interaction with the data, while basic tools simply provide a window into CDM+. Basic tools include directories, event lists and statistics tools. **Call 877-891-4236** for more information or [click here to see Web Ministry Tools in action.](#)



The Web Giving Tool provides a quick and easy way for anyone to give online. Because the tool automatically enters gifts into CDM+ Contributions, it's easy for the giver AND easy for you! [View our web giving videos.](#)

Results from Our Last Poll . . .

Does your church currently receive contributions through automatic withdrawals? **Yes: 63% No: 37%**