

# DDI Jeopardy

Tips & Tricks

FAQ

Problem  
Solving

General

Wildcard

1

12

13

8

10

11

6

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15

16

17

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19

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22

23

24

25

- How do I set a default start screen in DDI-Connect?
- Find the menu idea → right click → Set as Startup program

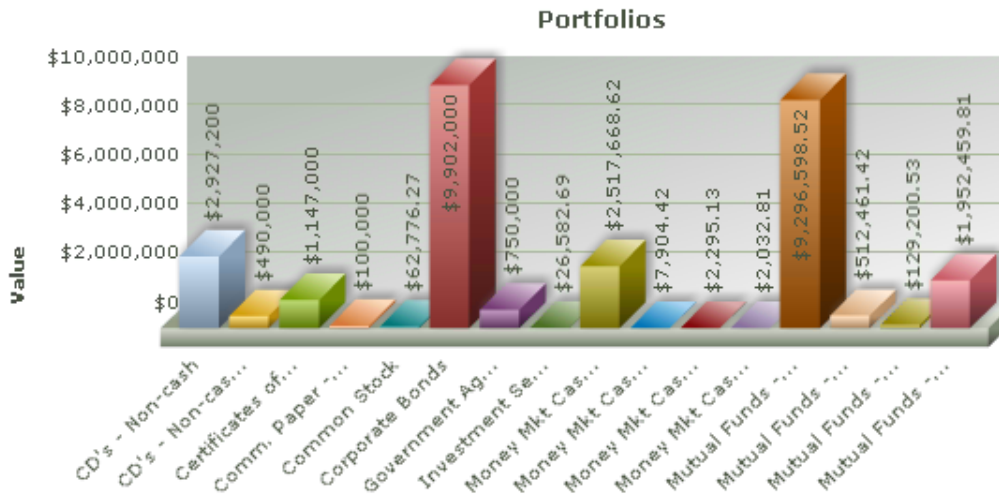


- Main Menu
  - Name/Address System
  - Extract Module
  - Project Management
  - Financial Services
  - Financial Inquiry**
    - Account Entry
    - Approvals
    - Data Process
    - Portfolio
    - Line of Credit
    - Investments
    - Loans
    - Online-CEF
    - Pools
    - Merge Forms Sys
    - CheckWriter
    - Fixed Assets
    - FundWriter
    - Accounts Payabl
    - Connect-FR
    - IRS Reporting System
    - Yearbook System
    - Accounts Receivable
    - User Utilities

- About...
- Find...
- Refresh Menu
- Edit...
- Cut
- Paste
- New program...
- New menu...
- Set as Startup Program



**Portfolio**



Portfolio Type	Value
CD's - Non-cash	\$2,053.52
CD's - Non-cash Restricted	\$438.72
Certificates of Deposit	\$308.97

IntRate	Type description
0	Common Stock
0.06	Money Mkt Cash Mgt Fds




- How can you archive a report?
- Print Options → mark Archive
- After a report is ran mark Archive
- Select Archive in your job queue



1 hour of Service!




NA19 - Codes Listing

Record code:  

Sort column:

NA19 Business dt: 06/22/2015 CAPS



NA19 Report Options

Printer:


Format:

Memo:

View Report  
 Archive Report  
 Print Report  
 Print via PDF  
 Email

Duplex/Top  
 Duplex/Side  
 Green Bar  
 No dialog

Extra copies:



NA19 - Codes Listing



### Report Completed

1 Page

OK

Cancel

- Archive this report
- Send report to a printer
- Email this report
- Transfer this report
- Save report options

Description:

Rec Code: 0101 - Promotion type codes

Memo:



DDI Demo for Church Extension Funds

File Dashboard Window

Main Menu

- Name/Address System
- Extract Module
- Project Management
- Financial Services
- Merge Forms System
- CheckWriter
- Fixed Assets
- FundWriter
- Accounts Payable
- Connect-FR
- IRS Reporting System
- Yearbook System
- Accounts Receivable
- User Utilities
- Processing Monitoring
  - Job Processing
  - Change Business Date
  - Change Process Date
  - Job Maintenance
- Process Management
- Web Forms
- Supervisor Menu

Job Maintenance

Queue: 7: Job processing queue

Entity: (All entities)

Date codes	Seq	Program	Prm	R
SFS	5	ddi56.w	2	
WD	10	na16m.r	3	
MON	15	il211m.r	3	
WD	20	il219m.r	3	
WD	25	na27m.r	3	
SFS	30	il363m.r	3	
SFS	35	fw20m.r	3	
WD	40	il227m.r	3	
WD	45	il302m.r	3	
WD	50	il174m.r	3	
MON				
WD				
WD				
FRI				
WD,ME				
FRI,ME				
FRI,ME				
FRI,ME				
FRI,ME				
SFS	105	wp06print.w	7	

Context menu for Job Maintenance:

- Edit entry...
- Set up job parameters...
- Delete
- Copy
- Paste

IL174 - Deposit Verification Report

Start date: 06/22/2015

End date: 06/22/2015

Exclude erased items

OK Print Options Cancel

IL174 Business dt: 06/22/2015 CAPS



- What is the easiest way to locate a program on the DDI-Connect Menu?
- Right click on the Menu → Select Find






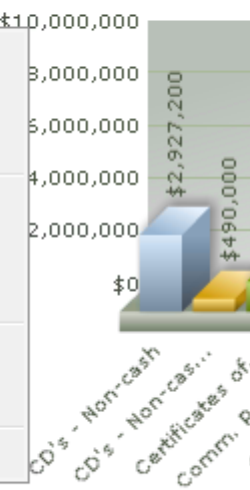
DDI Demo for Church Extension Funds

File Dashboard Window Portfolio Loan Data Investment Data

- Main Menu
  - Name/Address System
  - Extract Module
  - Project Management
  - Financial Services
  - Merge Forms System
  - CheckWriter
  - Fixed Assets
  - FundWriter
  - Accounts Payable
  - Connect-FR
  - IRS Reporting System
  - Yearbook System
  - Accounts Receivable
  - User Utilities
  - Processing Monitoring
  - Process Management
  - Web Forms
  - Supervisor Menu

Context Menu:

- About...
- Find... 
- Refresh Menu
- Edit...
- Cut
- Paste
- New program...
- New menu...
- Set as Startup Program



Find Program

Enter all or part of a program name:

IL289

OK Cancel



- What is the best way to reset your menu?

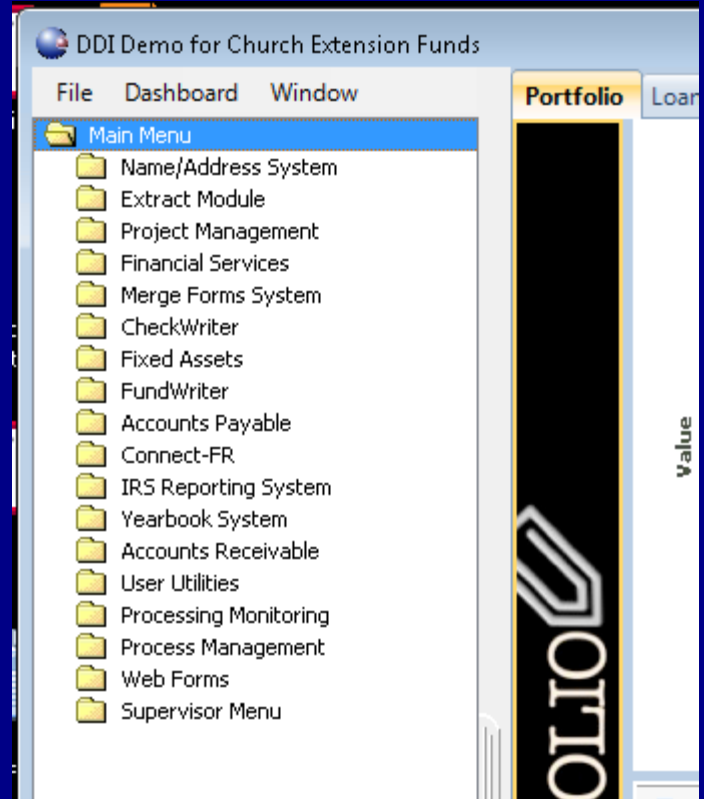
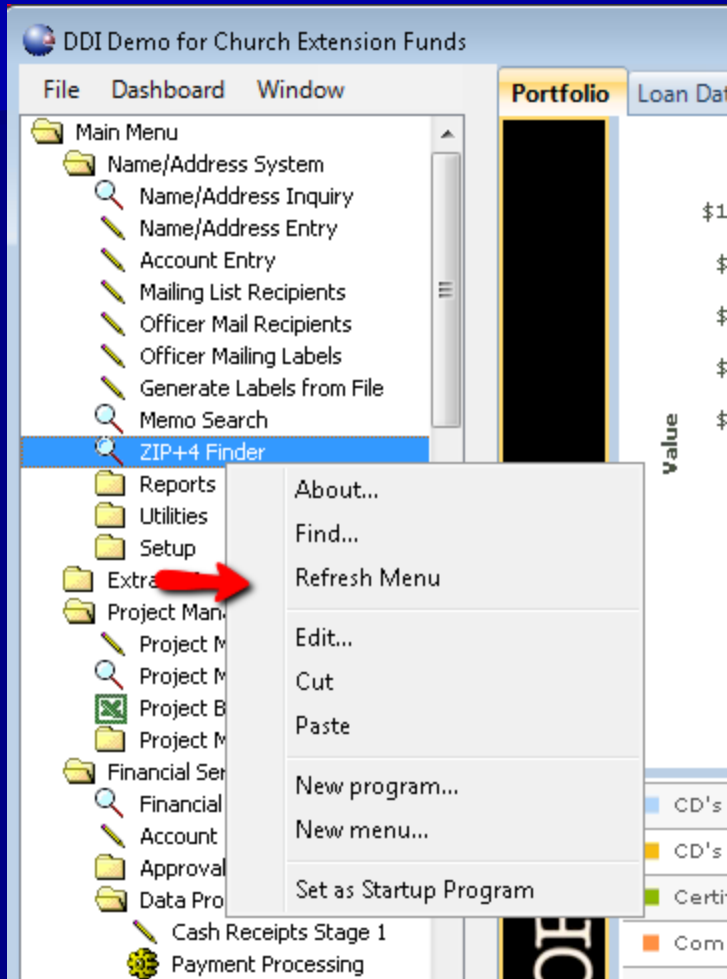
- Right click on menu → Refresh

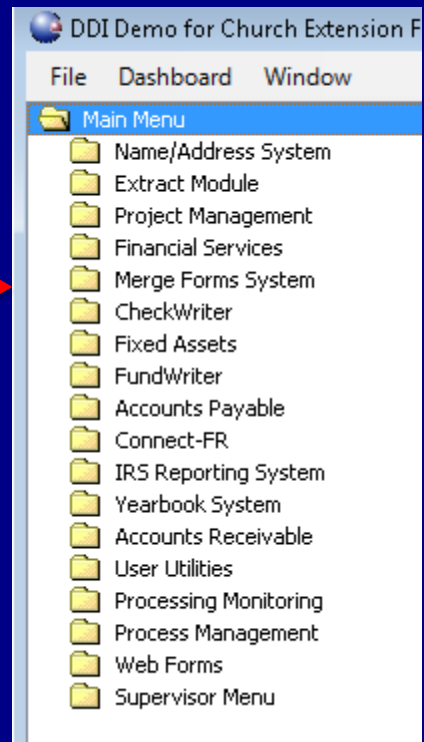
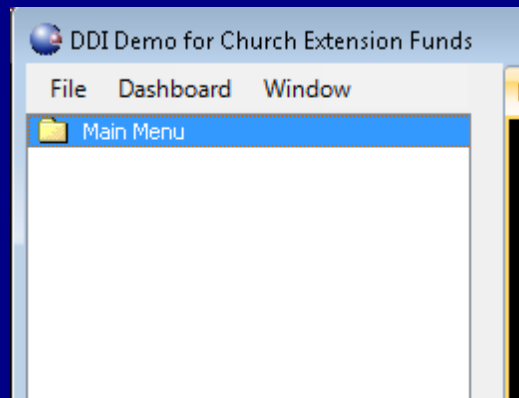
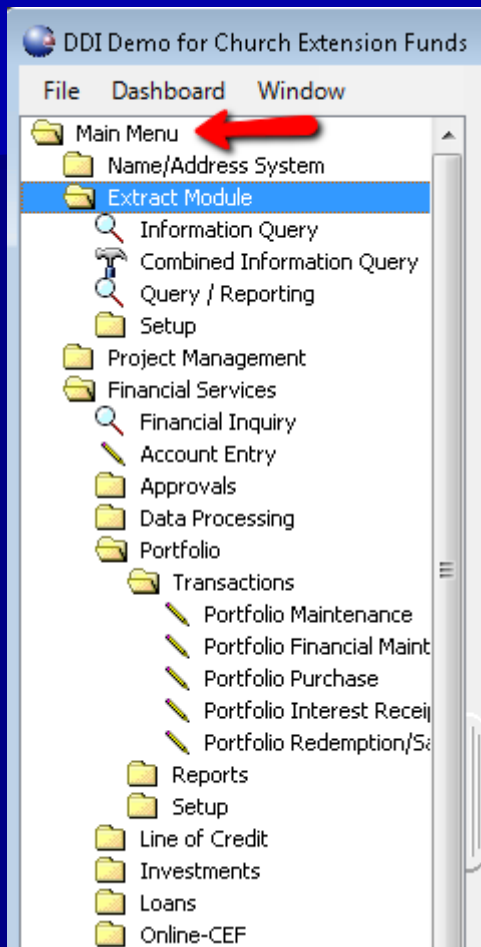
- Double-click on Main Menu



1 hour of Service!







- How can you output a display grid, like Name/address Inquiry grid, in a spreadsheet?
- Right Click on the grid header and select Display in spreadsheet.



Add'l Labels Print Exit

## Name/Address Inquiry

PIN:  Tax ID:  Name:

Acct type:  Zip code:  thru:

AI codes:  City:  State:  Region:

Country:  Area:

PIN	Name	Address	Phone
990057060	Smith Bill		
1539146	Smith Christopher (Rev)	9540 NE Harewood Pl, Wabash, IN 46992	
990043661	Smith del J (Mr)	622 9th Street, Muncie, IN 47304	(765)943-8667
990057077	Smith Frank J (Rev Dr)	513 Evergreen Lane, Hammond, IN 46321	
1508525	Smith Gail L (Ms)	9992 Meadowwood Dr, South Bend, IN 46601	

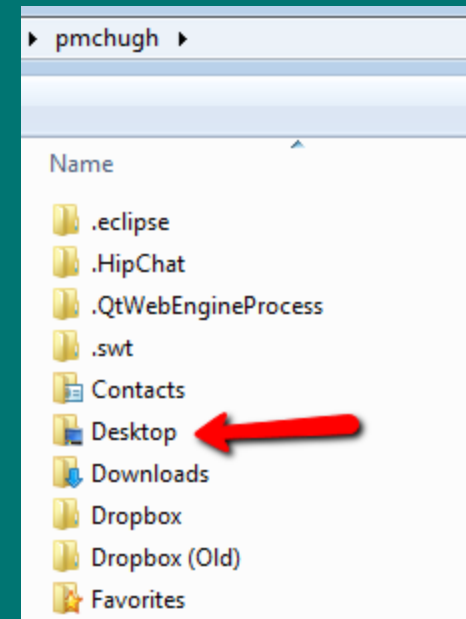
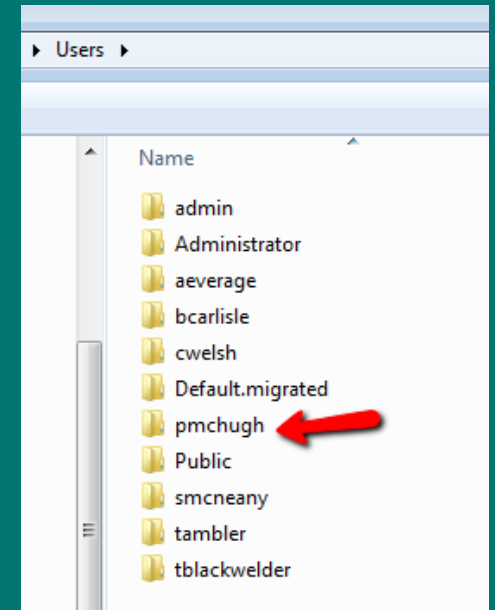
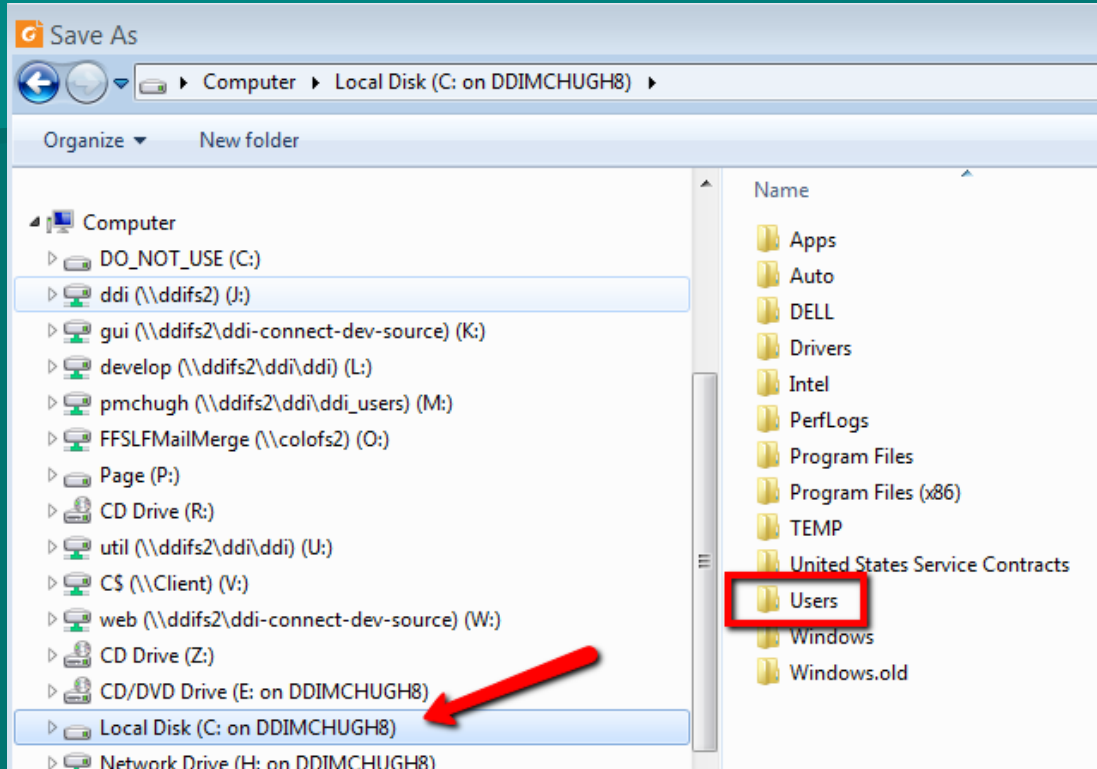
	A	B	C	D
	PIN	Name	Address	Phone
	990057060	Smith Bill	123 SMith Way, Noblesville, IN 46062	
	1539146	Smith Christopher (Rev)	9540 NE Harewood Pl, Wabash, IN 46992	
	990043661	Smith del J (Mr)	622 9th Street, Muncie, IN 47304	(765)943-8667
	990057077	Smith Frank J (Rev Dr)	513 Evergreen Lane, Hammond, IN 46321	
	1508525	Smith Gail L (Ms)	9992 Meadowwood Dr, South Bend, IN 46601	
	990043450	Smith Herman R (Mr)	28106 MILITARY ROAD, Dupont, IN 47231	
	1515862	Smith Hubert J (Mr Sr.)	917 Two Lick Rd, Bargerville, IN 46106	
	1050968	Smith Irma J (Mrs)	63 Duncan Ln, Indianapolis, IN 46202	*DECEASED*
	990040591	Smith J. A (Ms)	6844 N Main S #9, Bloomington, IN 47408	(805)346-5171
	1031746	Smith Juan (Mr)	684 Holly Court, Remington, IN 47977	
	990023544	Smith Mac (Dr)	address, Bloomington, IN 47404	



- How can I save a file to my Desktop from Citrix?

- Local Disk (C:) → Users → your username → Desktop







- How do you open a system generated .csv file as an .xlsx?
- Open the File → Save As → Select "Save as" type of .xlsx



304.csv - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Bluebeam

A1 Taxid

Document Recovery

Excel has recovered the following files. Save the ones you wish to keep.

Available files

- mothersdayextract 5-8-16 4...  
Version created from the last ...  
8:56 AM Thursday, April 21, 2...
- testproject.xlsx [Original]  
Version created last time the ...  
8:46 AM Thursday, April 21, 2...
- program with program date (v...  
Version created from the last ...  
10:36 AM Thursday, April 21, ...

Which file do I want to save?

Close

	A	B	C	D	E	F	G	H	I	J	K
1	Taxid	Type	Account	InvNum	Purchase	Balance	Semi Anni	CUSIP	Registrati	Registrati	Registrati
2	395-44-0825	Traditions	361	116370	#####	46985.82	220.33	822995QE!	HERBERT	S8441	MIC EAU CL
3	395-44-0825	Traditions									
4	391-42-8368	Traditions									
5	391-42-8368	Traditions									
6	387-52-6074	Traditions									
7	387-52-6074	Traditions									
8	389-42-5411	Traditions									
9	389-42-5411	Traditions									
10	355-36-6480	Traditions									
11	355-36-6480	Traditions									
12	355-36-6480	Traditions									
13	355-36-6480	Traditions									
14	505-60-2427	Traditions									
15	474-32-8976	Traditions									
16	474-32-8976	Traditions									
17	474-32-8976	Traditions									
18	562-34-6867	Traditions									
19	468-62-2943	Traditions									
20	504-42-0000	Traditions									

Save As

Com... pmchugh (\ddifs2\ddi\ddi\_use...)

Search pmchugh (\ddifs2\ddi...

Organize New folder

Microsoft Excel

Favorites

- Desktop
- Downloads
- Recent Places
- Computer

Libraries

- Documents
- Music
- Pictures

Name

- Annual Reviews - 201
- M Drive Need to Clea
- proedit
- Scanned Docs
- Scanned Images
- Scanned Images2
- Temp
- Temp Wiki
- TEST
- WIP

File name: 304.csv

Save as type: CSV (Comma delimited) (\*.csv)

Excel Workbook (\*.xlsx)

Excel Macro-Enabled Workbook (\*.xlsm)

Excel Binary Workbook (\*.xlsb)

Excel 97-2003 Workbook (\*.xls)

XML Data (\*.xml)

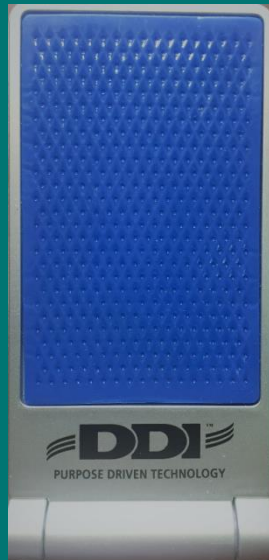
Single File Web Page (\*.mht;\*.mhtml)

Web Page (\*.htm;\*.html)

Excel Template (\*.xlt)



- What type of investment or loan financial adjustment require a corresponding journal entry?
- Financial Adjustments that effect the principal balance of an investment or loan



## Investment Financial Adjustment

Inv #: 109681

New Paradigm Chapel  
817 S 5rd Ave  
Muskego, WI 53150

Effective date: 02/12/2016

Account: 000000012

Category: LC

Type: 0536

Description: 00000109681-00000000001



	Current	Difference*	New*
Principal balance:	10,883.23	200.00	11,083.23
Accrued interest:	36.99	0.00	36.99
1099 interest:	0.00	0.00	0.00
YTD withholding:	0.00	0.00	0.00
TTD penalty paid:	0.00	0.00	0.00

\* Press F5 to toggle between difference and new amounts.

## Transaction Inquiry

Start date: 02/12/2016

Incl

Investment #109681						
Id	Tran Dt.	Principal	Interest	Misc2	Penalty	Withheld
100	02/12/2016	0.00	0.00	0.00	0.00	0.00
120	02/12/2016	0.00	22.38	0.00	0.00	0.00
090	02/12/2016	-200.00	0.00	0.00	0.00	0.00

GL Entries for Account # 109681 and Tran ID - 090		
G/L Account	Description	GL Amount
201-2600-6-60-000	Loan Certificates Payable - CE	-200.00
201-2605-6-60-000	Suspense Account	200.00



- What happens when a financial adjustment is done to effect the Prepaid/PastDue amount on a Loan?
- No general ledger entry occurs. An adjustment of the Prepaid/PastDue amount only effects the Payment History records the system creates.



## Loan Financial Adjustment

Loan #: 9571



Eff. date: 06/22/2015

Account: 000530806

Second Mormon Church  
P O Box 6922  
Sugar Land, TX 77479

General | Fees

Balance: 16,245.66      16,245.66      0.00

Prepaid(-)/Pastdue: -14,215.27      0.00      -14,215.27

Interest due: 0.00      0.00      0.00

Principal paid YTD: 21,868.34

Principal paid: 283,754.34

Interest paid YTD: 1,465.66

Interest paid: 525,177.60

## Loan Payment History

View:  Payments due

Payments received

Loan	Due dt	Due Amount	Paid Amount	Type	Status
9571	06/22/2015	14,215.27	0.00	Adjustment	Outstanding
9571	06/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	05/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	04/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	03/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	02/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	01/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	12/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	11/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	10/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	09/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	08/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	07/01/2014	1,894.00	1,894.00	Regular	Acknowledged



- What the best tool in the system to get specific data you want from the Name/Address, Fundraising, Loans, Investments, GL, etc out to spreadsheet?
- Query / Reporting Tool



DDI Demo for Church Extension Funds

File Dashboard Window

New Edit Delete View Export Exit

### Query / Reporting


Query Results Viewer: Investments

File Edit Query Save Query Refresh

Drag a column header to sort

	Investment type description	Investment type	Rate
▶	CASH SUSPENSE - INVESTMEN	990	1.0000
	ONE YEAR NOTES - TIERED	1442	0.5000
	ONE YEAR NOTES	1550	5.2500
	ONE YEAR NOTES - TIERED	1442	0.5000
	THREE YEAR NOTES - TIERED	3591	6.3750
	ONE YEAR NOTES - TIERED	1442	0.5000
	THREE YEAR NOTES	3580	6.0000
	30 MONTH NOTES	3100	6.5000
	Forty-Month Note	4005	4.0000
	TWO YEAR NOTES	2550	5.2500
	TWO YEAR NOTES	2550	5.2500
	30 MONTH NOTES	3110	6.7500
	5 Yr Flex Plus Notes -6.0	7700	4.3700
	5 Yr Flex Plus Notes II	7705	3.8745
	Three Year Flex Plus Variable	6501	1.9597
	THREE YEAR NOTES	3510	4.2500
	FOUR YEAR NOTES	4545	5.1250
	TWO YEAR NOTES - TIERED	2541	5.0000

Count: 42703

- Main Menu
  - Name/Address System
  - Extract Module
  - Information Query
  - Combined Information Query
  - Query / Reporting 
  - Setup
  - Project Management
  - Financial Services
  - Merge Forms System
  - CheckWriter
  - Fixed Assets
  - FundWriter
  - Accounts Payable
  - Connect-FR
  - IRS Reporting System
  - Yearbook System
  - Accounts Receivable
  - User Utilities
  - Processing Monitoring
  - Process Management
  - Web Forms
  - Supervisor Menu





- What causes my Active Directory (DDI-Connect User Account) get locked out?
- Typed in your password incorrectly too many times
- Have a device with an old password saved and it is trying to connect. PC, laptops, cellphones, tablets all need to be updated.

*Tip: Once locked out, you will automatically be unlocked in 30 minutes.*



Control Panel Home

## Manage your credentials

View and delete your saved logon information for websites, connected applications and networks.



**Web Credentials**



**Windows Credentials**

[Back up Credentials](#) [Restore Credentials](#)

Windows Credentials

[Add a Windows credential](#)

No Windows credentials.

Certificate-Based Credentials

[Add a certificate-based credential](#)

No certificates.

Generic Credentials

[Add a generic credential](#)

[virtualapp/didlogical](#)

Modified: 4/27/2016



Keychain Access

Click to unlock the System keychain.

Search:

Keychains

- login
- .kc19310-0
- System
- System Roots

Category

- All Items
- Passwords
- Secure Notes
- My Certificates
- Keys
- Certificates

**OSXDaily.com**

Kind: AirPort network password  
 Account: OSXDaily.com  
 Where: AirPort Network  
 Modified: Today, 11:44 AM

Name	Kind	Date Modified	Expires	Keychain
▲	AirPort network password	May 18, 2011 10:23:09 PM	--	login
▲	AirPort network password	May 18, 2011 10:23:08 PM	--	System
▲	AirPort network password	Apr 2, 2011 10:36:47 PM	--	login
▲	AirPort network password	Apr 2, 2011 10:36:47 PM	--	System
▲	AirPort network password	Mar 20, 2011 6:05:23 PM	--	login
▲	AirPort network password	Mar 20, 2011 6:05:23 PM	--	System
▲	AirPort network password	Aug 3, 2011 4:16:01 PM	--	System
▲	<b>AirPort network password</b>	<b>Today, 11:44 AM</b>	--	<b>login</b>
▲	AirPort network password	Jun 14, 2011 12:48:15 AM	--	login
▲	AirPort network password	Sep 3, 2011 10:36:30 AM	--	login
▲	AirPort network password	Jun 14, 2011 12:48:15 AM	--	System
▲	AirPort network password	Jul 20, 2011 11:31:01 AM	--	System
▲	AirPort network password	Mar 14, 2011 7:09:02 PM	--	login
▲	AirPort network password	Mar 10, 2011 8:09:29 PM	--	System
▲	AirPort network password	Jul 20, 2011 11:30:58 AM	--	System
▲	AirPort network password	Mar 20, 2011 1:45:30 PM	--	System
▲	AirPort network password	Jul 20, 2011 11:30:58 AM	--	System
▲	AirPort network password	Jul 14, 2011 7:53:15 PM	--	login
▲	AirPort network password	Oct 23, 2011 3:52:32 PM	--	login

23 items



GRAND PRIZE  
fitbit®  
WINNER



- Every month you have a long/similar journal entry to do, how can you do this entry without manually doing it from scratch? (4 possible answers)

- Import from a spreadsheet
- Copy from a journal template
- Copy from an existing journal
- Setup a recurring journal entry



1 hour of Service!



- The system keeps changing “Rev.” to “Pastor”, what causes this?

- Prefix File Maintenance



1 hour of Service!



# ■ Name/Address System → Setup → Prefix File Maintenance

**Prefix File Maintenance**

Prefix	Address
Prof	Professor 1
Prof & Mrs	Professor and Mrs. 1
Protopresb	Protopresbyter 1
Pvt	Private 1
Quar	Quartermaster 1
Rabb	Rabbi 1
Rabbi	Rabbi 1
Rep	The Honorable 1
Rep	The Honorable 1
Rev	The Reverend 1
Rev & Rev	Pastor and Pastor 1
Rev Bishop	Reverend Bishop 1
Rev Canon	Reverend Canon 1
Rev Dr	Reverend Doctor 1
Rev Fr	Reverend Father 1
Rev Msgr	Reverend Monsignor 1
Rev Rabbi	Reverend Rabbi 1
Revs	The Reverends 3
Rt Rev	Rt. Rev. 1
Sea	Seaman 1
SecGen	His Excellency 1
Sen	The Honorable 1

Prefix: Rev

Address: The Reverend 1

Gender:

Salutation: Dear Pastor 6

Priority: 3

Address abbrev.: Rev. 1

Available to web applications?

Save Cancel



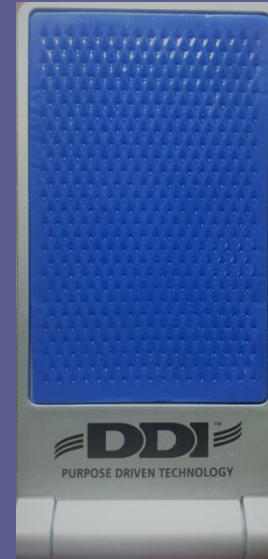
- Problems normally occur when directions are not followed or checklists are not defined & managed. What program in DDI-Connect is designed to help with checklists and management of tasks?
- Process Management





- If you have drilled into a lot of screens inside DDI-Connect, what is the easiest way to exit out of all of them at once without leaving DDI-Connect?

- Windows → Close All



**DDI**<sup>TM</sup>

1 hour of Service!



DDI Demo for Church Extension Funds

File Dashboard Window

Main Menu

- Name/Address
- Name/Address Search
- Name/Address Entry
- Account Entry
- Mailing List Recipients
- Officer Mail Recipients
- Officer Mailing Labels
- Generate Labels from File
- Memo Search

Add Edit Delete Exit

### Prefix File Maintenance

Prefix	Address
Mayor	His Honor, The Mayor
Min	The Honorable 1
Min	The Honorable 1
Miss	Miss 1
Mon	The Right Rev. Monsignor 3

Refresh Close All



- During our Christmas outing, we discovered one of our very own staff has a gift for Karaoke! Who do you think it was?



AI



Areca



Kyle



## Contact Information Type Setup

Filter by category:

Category	Screen Label /	Description	Prompt?	Active?
Other	Address	Mailing address	no	yes
Phone	Alternate	Alternate phone	no	yes
Phone	Church	Church phone	no	yes
Email	Contact	Contact email	no	yes
Phone	Contact	Contact phone	no	yes
Person	Contact	Contact person	no	yes
Web	Facebook	Facebook	no	yes
Phone	Fax	Fax	no	yes
Email	Home	Home email	no	yes
Phone	Home	Home phone	no	yes
Web	Home page	Home page	no	yes
Person	Leader	Church leader	no	yes
Phone	Mobile	Mobile phone	no	yes
Phone	Vacation	Vacation phone	no	yes
Email	Work	Work email	no	yes
Phone	Work	Work phone	no	yes

Category:

Prompt for this info for new constituents?

Screen label: Facebook

Active?

Description: Facebook

Code: W

Can be deleted

Name/Address
Status
Relationships
Memos

PIN: 001001515    **Mr. Peyton R. Manning**    Active

Name	Personal	Professional	Clergy	Education	Alt ID	DBA
Prefix: Mr	First name: Peyton	Middle name: R.	Last name: Manning	Suffix:	Sex: M	
AI codes: INWP,IN,DN,XMNP						
Name 2:		Tax ID: 123-45-6789		Source:		
Created 04/29/1982			Updated 06/02/2014		Salutation: Dear Mr. Manning:	

**Contact Information**    **Constituent Window**

New contact: Addresses E-Mail Phone Web Delete Contact

- Home: 123 Denver St, Denver, CO 43235**  
Home: 123 Broncos Colts Way, Denver, CO 80123
- Home: pmchugh@ddi.org**
- Home: (614) 268-7985**  
Home: (317) 713-2480
- Facebook: Http://www.facebook.com/PeytonMan...**

Name	Rel.
Manning Peyton R	
Atonement Full Gospel Church	MEMB
Smith A. V	AM

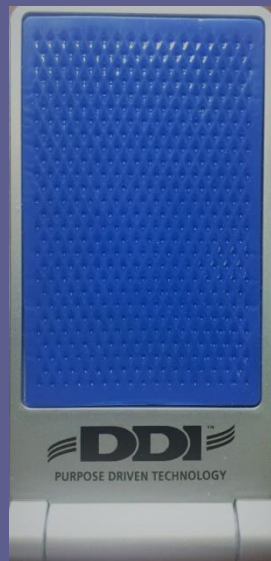
**Contact Details (New contact)**

Type:      Preferred

URL



- Is there a place to see all Memos associated to a PIN #?
- Yes! Go to that PIN record in the Name/Address System. Then click on the Memos Tab - View - 360 View. This will pull in memos from the other areas like Loans, Investments, Portfolio, & Accounts.



1 hour of Service!



File Window Help

New Edit Delete Save Undo Spell View Filter Report Exit

Name/Address Status Relationship Memos

Memos for PIN: 1001515 Name: Manning Pey

Memos All Attachments

Entered on	Origination	Category	Relationship	Notes
04/07/2015	Names	Follow Up	PHONE	Follow-up with Peyton Manning on or after 6/01/21015 to see if he wants to reinvest after his contract renewal with the Broncos.
10/07/2013	Loans		URGENT	Called Peyton regarding the loan advance.e
10/07/2013	Loans		URGENT	The interest rate on this loan

Pop-up from: to: Date occurred: Type: (None)

Memo code: PHONE Person responsible:

Value: 06/01/2015 Primary contact: (None)

Category: Follow Up PIN: 1001515 Name: Manning Peyton R

Subject: Topics:

Memo Text Attachments

Follow-up with Peyton Manning on or after 6/01/21015 to see if he wants to reinvest after his contract renewal with the Broncos.

6/3/2015 - Called Peyton, he is sending us \$500,000 to open a 5 Year Note.

Created by: pmchugh on 04/07/2015 at 14:38 EDT Modified by: pmchugh on 06/12/2015 at 09:55 EDT



- How can you customize Relationship Types for your organization?
- Name/Address System - Setup - Codes Maintenance - 0012 Relationship Codes. From here you can add the different relationship types that your organization wants to track. Relationships like Church Treasury, Senior Pastor, Board Member, etc.



## Codes Maintenance

### Relationship codes

Code /	Description
ADDR	shared address records
AKA	Name Change
ALTP	Alternate interest payee
AM	Associate Minister
AREA	Area Office
ARGM	Associate Regional Minister
ARMN	Area Minister
AUNT	Aunt
BA	Business Administrator
BC	Board Chairperson
BCT	Building Committee
BDM	Board Member
BRO	Brother
BS	Board Secretary
CA	Correspondent
CBG	Chairperson - Building Committee
CCC	Chairperson Capital Campaign
CE	Chairperson - Elders
CEO	President
CHLD	Child (of guardian)
CHT	Church Trustee
CO	Church Officer (unknown position)
COUS	Cousin
CT	Chairperson - Trustee
CUST	Custodian for benefit of another
DAU	Daughter
DEA	Deacon
DEAC	Deaconess
DMND	Disciple Minister Serving Non Disciple
DP	Disciple Pastor

Code List Properties

Record code: 12      Relationship codes

Code:        Active

Description:

Security:

Numeric value 1:

Numeric value 2:

Recip. code (M):

Recip. code (F):

OK

Cancel

**Warning:** As you are maintaining codes, you may find that you want to remove a relationship code you no longer use. It is important to NOT delete the code, instead deselect the Active flag on the code.





- Freebie: Who is the President of DDI?

- This Guy!



**DDI**<sup>™</sup>

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- If you collect unique constituent data that DDI-Connect does not have a standard field for, where is the best place to store it?
- Custom Fields Tab



Name	Personal	Professional	Clergy	Education	Alt ID	DBA	DDI Extra Field Example
DDI Extr:							DDI Extr:
DDI Extr:							DDI Extr:
DDI Extr:							DDI Extr: 0.0000



**Contact Information**

-  Addresses
  - H: **101 W Ohio St, Indianapolis, IN 46204**
  - W: 708 Boulder Way, Indianapolis, IN 46217
-  E-Mail
  - H: **tambler@ddi.org**
  - W: tambler@ddi.org
-  Phone
  - H: **(317) 713-2476**
  - W: (317) 212-5824
  - M: (317) 502-5745
  - A: (317) 212-5824

**Constituent Window** Menu

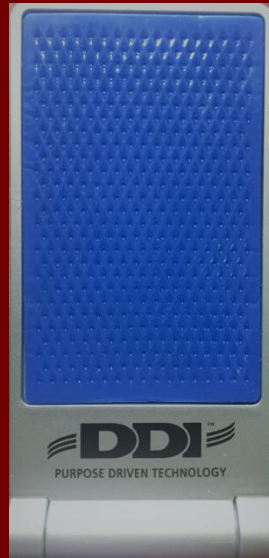
Name	Rel.
Ambler Rachel F	
Ambler Thomas E	SPOU
Faith Church of Christ	MEMB
Yellow River AMEZ Church	ARMN
Demo System Church	PAS
Ambler Grace O	DAU

**Contact Details**

Type:  Preferred



- Besides DDI-Connect, what other services does DDI offer?
- File Server Hosting
- Web Server Hosting
- Remote Desktop Services
- Outlook
- Client Consulting and Training



The DDI logo, featuring the letters 'DDI' in a bold, white, sans-serif font with three horizontal lines on either side, set against a bright orange background.

1 hour of Service!



- Who do you think on DDI team has a gift for making high quality trophies for awards at DDI?

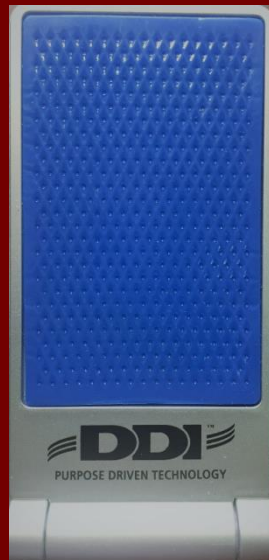
■ Pat!



- Per DDI's SLA (Service Level Agreement) a support request is considered "High Priority" when...

#### Support Request Priority Levels

<b>Urgent</b>	Client is unable to perform work because existing DDI products or services cannot be accessed or used.
<b>High</b>	Client is able to perform work but is experiencing problems with existing DDI products or services that interrupt normal work activity.
<b>Moderate</b>	Client experiences occasional problems with existing DDI products or services with minimal disruption to normal work activity.
<b>Low</b>	Client suspects or has identified an issue that DDI should address when time permits.



1 hour of Service!



- What cities is your DDI-Connect data stored in?
- Indianapolis, IN
- Columbus, OH
- Physical backup send to a facility called Iron Mountain

