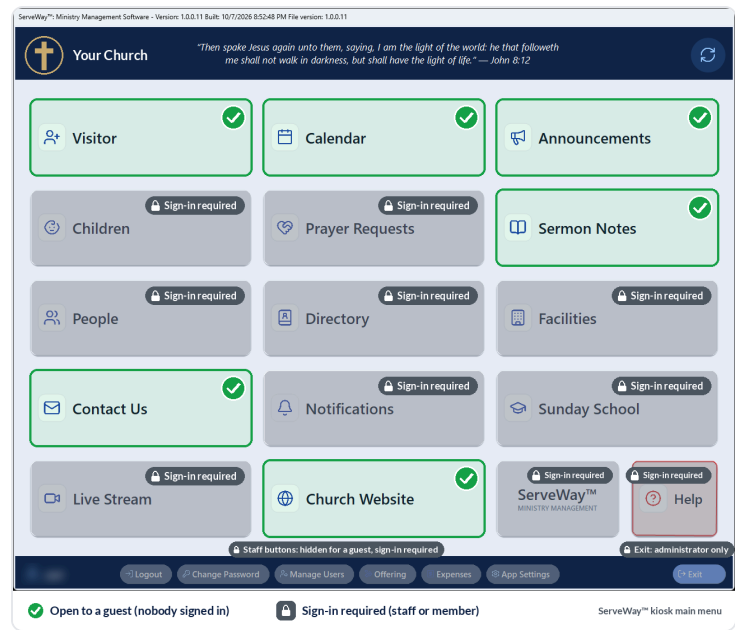


# Is ServeWay™ Safe? A Plain-Language Security Summary for Church Members

Some members have asked whether the touch-screen kiosk and the ServeWay™ church app keep their information safe. This page answers that in everyday words. Every statement below was checked against the ServeWay™ program itself (its source code, October 2026), and describes how the app works once the October 2026 kiosk update is installed. Where the program does *not* do something, we say so, and we list what your church can do instead. Each church can adjust some of these settings, so the numbers shown are the starting values.

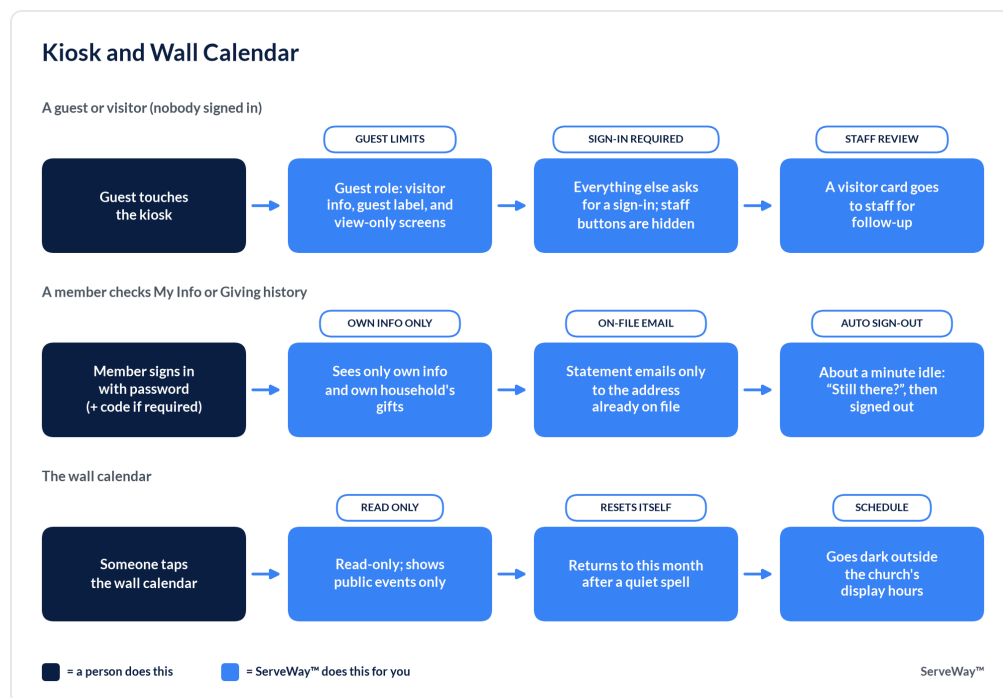
## 1. Kiosk and Wall Calendar modes



**In short:** One church computer can run up to three screens at once: a staff desk, a members' touch-screen kiosk, and a wall calendar. Each screen runs as its own separate copy of ServeWay™. The kiosk and the wall calendar never show the staff sign-in. When nobody is signed in, the kiosk uses a built-in role called **Guest (not signed in)**, and a guest can do only three kinds of things: enter visitor information and print a guest label; view sermon notes, announcements, and the church calendar of public events; and visit the church website or send a Contact Us message. Everything else needs a sign-in, including the church directory, which is for members only. A member who signs in sees only their own record and their own household. After about a minute without a touch, they are signed out automatically. The kiosk keeps people inside ServeWay™: the Windows desktop and keyboard shortcuts are blocked, and the wall calendar is read-only.

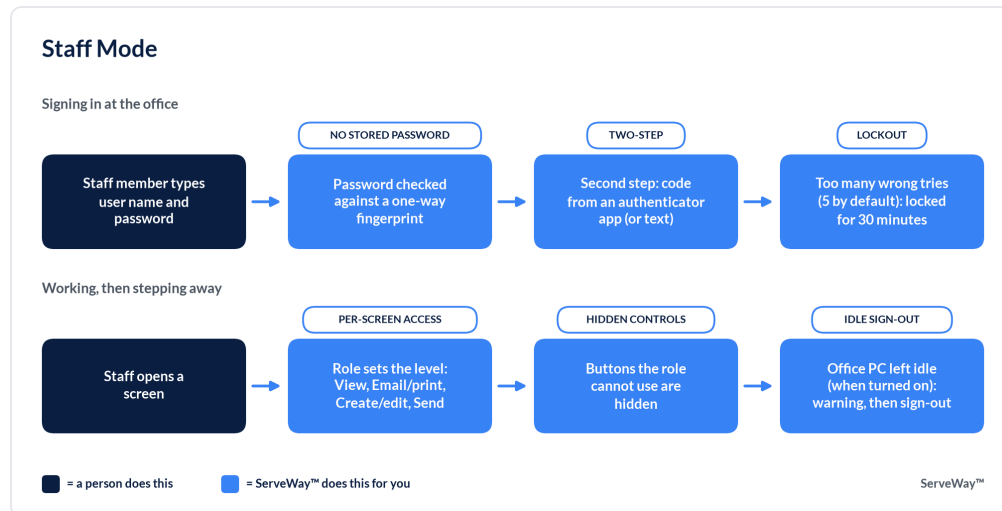
|                                       | What it can do                                                                                                                                                               | What it cannot do                                                                                                                                                        | How it's protected                                                                                                                                                                         |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Guest at the kiosk (nobody signed in) | Enter visitor information and print a guest label. View sermon notes, announcements, and the calendar of public events. Visit the church website. Send a Contact Us message. | Open the church directory, children's check-in, people, prayer requests, offering, expenses, settings, or any other screen. Email, edit, or send anything to the church. | The built-in Guest role cannot be deleted. The kiosk refuses any screen that is not on its short public list. Every other button shows as needing a sign-in, and staff buttons are hidden. |
| Church directory                      | Show the directory to a member after they sign in.                                                                                                                           | Show the directory to a guest. Show children or authorized pickup adults (they are never in the directory).                                                              | Members-only: sign-in required. Staff choose what each family lists. Print and email need a higher access level.                                                                           |
| Children's check-in                   | Check children in and out when a staff member is signed in.                                                                                                                  | Be used by a guest who is not signed in.                                                                                                                                 | Requires a signed-in staff member.                                                                                                                                                         |

|                                                   | What it can do                                                                                                                                    | What it cannot do                                                                                                                                           | How it's protected                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Church website on the kiosk</b>                | Open the church's website inside the kiosk.                                                                                                       | Leave the website for the Windows desktop or other programs.                                                                                                | The website opens contained within the kiosk.                                                                                                                                                                                                                                                                                                            |
| <b>Member signed in (My Info, Giving history)</b> | See and update their own contact details. See their own gifts and their household's gifts. Print, save as PDF, or email their year-end statement. | See anyone else's gifts or loose cash. Send the statement to a typed-in address. Charge a card.                                                             | Password required, plus a code when the member's role requires a second step. The kiosk never emails a sign-in code and never offers "Remember this PC." Statements go only to the email already on the member's record. If an administrator turns it on, changes to email, phone, or address wait for staff approval. Every change is written to a log. |
| <b>Walking away</b>                               | Sign the member out after a quiet spell. The default is 60 seconds, with a 10-second "Still there?" warning.                                      | Leave a member signed in for the next person.                                                                                                               | Automatic sign-out on a kiosk PC. Churches can choose 30 seconds to 30 minutes.                                                                                                                                                                                                                                                                          |
| <b>Staying inside ServeWay™</b>                   | Fill the whole screen, with no title bar.                                                                                                         | Reach the Windows desktop. Alt+Tab, the Windows key, and Alt+F4 are blocked in the kiosk. Close ServeWay™: Exit is hidden unless an administrator signs in. | If the kiosk is ever closed, it restarts by itself, on a single kiosk PC as well as on the one-PC, three-screen setup.                                                                                                                                                                                                                                   |
| <b>Wall calendar</b>                              | Show the church's public events full-screen, by month or week. A tap shows an event's details.                                                    | Show private events. Sign anyone in or change anything.                                                                                                     | Read-only screen. It returns to this month after a quiet spell. It goes dark outside the church's display hours ("Closed, opens at ...").                                                                                                                                                                                                                |
| <b>Sharing one PC with staff</b>                  | Keep staff work on the staff monitor.                                                                                                             | Let a staff window be dragged onto the kiosk or calendar screen.                                                                                            | Optional "Keep mouse on staff monitor" keeps the pointer on staff screens. Staff windows that land on a kiosk or calendar screen snap back. The kiosk does not take the keyboard from the staff desk. A closed kiosk or calendar copy restarts within about 5 seconds.                                                                                   |



## 2. Staff mode

**In short:** Staff sign in at an office computer with a user name, a password, and, when the church requires it, a code from an authenticator app on their phone. The password is never stored. ServeWay™ keeps only a one-way, salted fingerprint of it. Too many wrong tries lock the account. Administrators decide, screen by screen, how far each role may go: **View**, **Email/print**, **Create/edit**, or **Send to church**. Buttons a role cannot use are hidden. Sensitive keys on the computer and the church's backups are locked with strong encryption.



|                             | What it can do                                                                                                                                    | What it cannot do                                                                                                                                 | How it's protected                                                                                                                                                                                                                                                                                                             |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Signing in</b>           | Sign in with a password and a second-step code (authenticator app; a text code is an extra choice). Use one-time recovery codes for a lost phone. | Keep guessing. After 5 wrong passwords or codes (the default), the account locks for 30 minutes. Use a temporary password for more than 72 hours. | Each church sets its lockout, password length (8 or more), and second-step rules. Turning on the second-step requirement needs at least two people who can manage users, so nobody gets locked out with no one to help.                                                                                                        |
| <b>Passwords</b>            | Use one password for the app and the church website.                                                                                              | Show or recover anyone's password, even to someone who can read the database.                                                                     | Passwords are stored only as a bcrypt fingerprint (cost 12, with its own random salt).                                                                                                                                                                                                                                         |
| <b>What staff see</b>       | Open the screens their role allows, at the level their role allows.                                                                               | See or use buttons above their level. A View-only role cannot edit.                                                                               | Per-screen access levels on Manage Roles. Budget approval, benevolence approval, and similar powers stay separate switches. Only administrators open App Settings.                                                                                                                                                             |
| <b>Restricted documents</b> | Share a document with all signed-in members or only selected roles.                                                                               | Show a document to someone outside "Who can view," even through a direct link.                                                                    | The rule is checked inside the database query and on the website. Anyone not allowed sees "not found." Views are recorded in an audit list.                                                                                                                                                                                    |
| <b>Giving by card</b>       | Accept card gifts on the church website through Stripe.                                                                                           | Store card numbers. ServeWay™ never sees them.                                                                                                    | The card is typed on Stripe's own checkout page. A gift is recorded only when Stripe sends a verified notice.                                                                                                                                                                                                                  |
| <b>Church website</b>       | Let members sign in with the same password, see their own pages, and submit forms.                                                                | Treat a website form as church data before a person approves it.                                                                                  | Website forms such as prayer requests, announcements, benevolence, and facility requests wait for staff approval. Family changes from the member pages also wait for staff. The website uses its own database login, limited to the tables it needs in that church's database. Website sign-in requires a secure (HTTPS) page. |

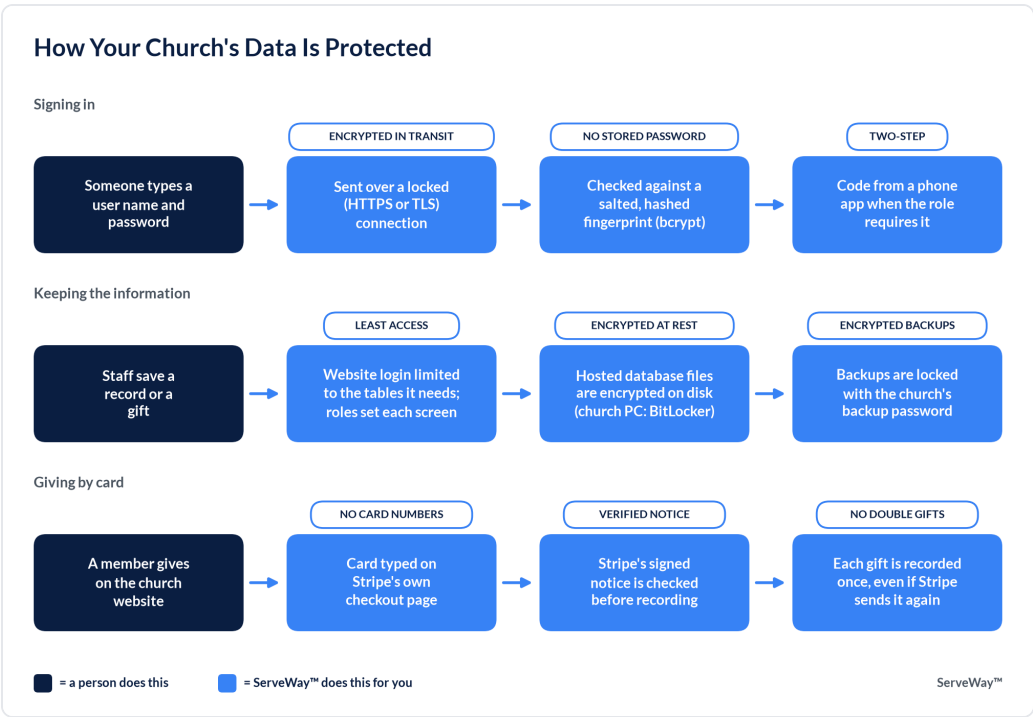
|                                       | What it can do                                                                                                       | What it cannot do                                                                    | How it's protected                                                                                                                                                                                                                                                               |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Keys, backups, and connections</b> | Back up on a schedule to several folders, such as a USB drive or cloud folder.                                       | Open a backup file without its password, or read saved keys on a different computer. | Backups are encrypted (AES-256) with the church's backup password. Saved database passwords and keys are locked with Windows' own protection (DPAPI). A connection to a database on another computer requires encryption (TLS) unless the church deliberately sets it otherwise. |
| <b>Stepping away</b>                  | Remember a staff office PC (30 days by default) so the code is not asked every time. The password is still required. | Skip the idle sign-out.                                                              | When the church turns it on, an idle office PC warns, then signs out (5 to 480 minutes). Signing out ends "Remember this PC." Unlocking an account records who did it.                                                                                                           |

### 3. How ServeWay™ protects your church's data

**In short:** Behind the buttons, ServeWay™ uses the same kinds of locks that banks and online stores use. Information is scrambled while it travels over the internet. Passwords are never kept, only a one-way fingerprint of them. Staff roles can be set to need a second sign-in step. Backups are locked with a password. A few protections depend on where your church keeps its database, and we say so plainly below.

Two words you will see:

- **Hashed** means the password is turned into a one-way fingerprint that cannot be turned back into the password.
- **Salted** means a bit of random text is mixed in first, so two people with the same password still end up with different fingerprints.



|                   | What ServeWay™ does                                                                                                                                                                                                                                                                                                                                                                                                                             | What it means for you                                                                                                                                                        |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Passwords         | Keeps only a salted, hashed fingerprint made with bcrypt, a well-known method that is slow on purpose (cost 12). Each password gets its own random salt. The church website uses the same method.                                                                                                                                                                                                                                               | Nobody can read your password, not even someone who can see the database. Guessing is slow work.                                                                             |
| Over the internet | The website sign-in page requires a secure (HTTPS) connection. When the ServeWay™ app or the church website talks to a database on another computer, it asks for an encrypted (TLS) connection by default. When ServeWay™ hosts your church's database, the server refuses any connection that is not encrypted, and every church login is set to require encryption. Email, text messages, and AI help are sent to those companies over HTTPS. | Someone listening on the network cannot read names, gifts, or passwords. If the database sits on the same computer as the app, the information never crosses a network.      |
| Stored on disk    | When ServeWay™ hosts your church's database, the server setup turns on the database's own file encryption, including its logs, and stops if that encryption is not on. If your church keeps the database on its own computer, ServeWay™ does not encrypt those files itself.                                                                                                                                                                    | A copied hosted disk cannot be read without the server's key files. On a church computer, Windows BitLocker gives you that same kind of lock (see the good practices below). |
| Two-step sign-in  | Any role can be set to need a code from an authenticator app on a phone. A text-message code can be an extra choice. When an administrator creates a staff, pastor, or administrator role and at least two people can manage users, the box starts checked. Administrators can turn it on for any role at any time. People get a setup window (14 days by default) with reminders.                                                              | Even if someone learns a password, they still cannot sign in without the phone.                                                                                              |
| Recovery codes    | Gives eight one-time recovery codes when the second step is set up. They are shown once, and only a fingerprint of each is kept. The phone app's secret is locked with a church key that is kept outside the database.                                                                                                                                                                                                                          | A lost phone does not lock someone out for good. An administrator can also reset the second step.                                                                            |

|                               | What ServeWay™ does                                                                                                                                                                                                                                                                                                                                                                                                  | What it means for you                                                                                                               |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>"Remember this PC"</b>     | Offered only on a staff office PC, never at the kiosk. Skips the code for 30 days by default. The password is still required. The reminder is locked to that Windows user, and the database keeps only its fingerprint.                                                                                                                                                                                              | Signing out ends it, so a shared office PC asks for the code again.                                                                 |
| <b>Wrong guesses</b>          | Locks the account after 5 wrong passwords or codes (the default) for 30 minutes, in the app and on the website. A wrong name and a wrong password get the same message. Website forms, such as facility requests and sign-up pages, limit how many submissions can arrive in a short time.                                                                                                                           | Someone cannot just keep guessing. Each church can set the number of tries and the lock time. Every unlock records who did it.      |
| <b>Who can see what</b>       | Each role gets a level for each screen. The built-in Guest role, for people not signed in, cannot be deleted and is limited to a short public list. Restricted documents are checked by the database itself against "Who can view," and anyone not allowed sees "not found."                                                                                                                                         | People see only what their role allows, even if they find a direct link.                                                            |
| <b>Website forms</b>          | Prayer requests from the website are saved as waiting and stay off public lists until staff approve them. Facility requests do not reach the calendar until approved. Family changes from member pages wait for staff.                                                                                                                                                                                               | Nothing typed on the website becomes church information without a person checking it first.                                         |
| <b>Website database login</b> | The church website signs in to the database with its own login. That login is allowed only the tables and actions it needs, many of them read-only. When ServeWay™ hosts the database, each church has its own database and its own logins.                                                                                                                                                                          | If the website were ever misused, it still could not reach everything in the database.                                              |
| <b>Keys and secrets</b>       | Database passwords, website keys, AI keys, the second-step key, and the backup password are saved on the computer with Windows' own protection (DPAPI). A settings file saved for moving to a new PC locks its keys with your chosen password (AES-256).                                                                                                                                                             | Copying these files to another computer does not reveal the keys.                                                                   |
| <b>Backups</b>                | Database and website backups are locked with the church's backup password (AES-256). ServeWay™ checks each file after writing it, can copy it to several folders, shows a preview before a restore, and makes a safety copy before restoring over the current database. When ServeWay™ hosts your database, it also keeps encrypted nightly copies away from the database computer and test-restores one each month. | A fire, a failed disk, or a lost computer does not have to mean lost records. Without the password, a backup file cannot be opened. |
| <b>Card gifts</b>             | Card gifts go through Stripe's own checkout page. ServeWay™ never sees or stores card numbers. A gift is recorded only after Stripe's signed notice is checked, and a repeated notice is not counted twice.                                                                                                                                                                                                          | Your card details stay with Stripe, a payment company built for that job.                                                           |
| <b>Audit logs</b>             | Keeps logs of restricted-document views and changes, account unlocks, facility reservation changes, member contact changes from the kiosk, and every backup.                                                                                                                                                                                                                                                         | If something looks wrong, staff can see what happened and who did it.                                                               |

## Good practices for your church

ServeWay™ does a lot, but some protection has to come from how the computers are set up. These steps are not part of the ServeWay™ program, and they are recommended for every church:

- **Give the kiosk PC its own standard Windows account**, not an administrator account. Keep Windows signed in only to that account.
- **No physical keyboard or mouse at the kiosk.** Use the touch screen and the on-screen keyboard.
- **Place the kiosk where staff or greeters can see it**, and lock the PC itself in a cabinet or behind the screen.
- **Keep Windows updated, and keep Smart App Control and Microsoft Defender on.** Use BitLocker drive encryption on any PC that holds the church database.
- **Turn on the second sign-in step** for staff, pastor, and administrator roles, and turn on the office idle sign-out.
- **Write the backup password down and keep it somewhere safe.** Keep a copy of the backup away from the church building, and test a restore once in a while.
- **Review roles from time to time.** Remove people who no longer serve, and give each role only the screens it needs.

*This summary describes what the ServeWay™ program is written to do. It is not an inspection of any one church's computers or network. Questions about your church's setup can go to your church office.*