



Lutheran Service Builder

intelligent software for every congregation

User's Manual

Version 1.0

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Intelligent Software for Every Congregation

lsb.cph.org



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Preface

Lutheran Service Builder had an inauspicious beginning. It was conceived by a think tank of three, sipping espressos at Starbucks. We were discussing Dr. Kent Burreson's Worship class and our assignment to plan services for varied settings. And we were dreaming of two things: access to a culturally-broad collection of hymns and the ability to drag-and-drop them into services.

In the spring of 2004 I began work on a very simple database. Later that year, Dr. Burreson and Dr. Paul Grime of the Commission on Worship showed my work to Concordia Publishing House. My project and CPH's needs were perfectly paired. CPH acquired the project in December and ensured that the *Builder* would not be stillborn.

The last two and half years of work on *Lutheran Service Builder* have been exhilarating. This software has been torn to pieces and reassembled countless times—a fact that thrills me. I can say with authority that no criticism or suggestion has been ignored. Thanks to the sharp minds of many men and women, *Lutheran Service Builder* far surpasses what would have been my best work.

Version 1.0 is finished. It is loaded with the exceptional new hymnal, *Lutheran Service Book*. This manual is in your hands and the blue icon may already be on your desktop. Meanwhile, my desktop is littered with notebooks of unimplemented bells and whistles. The *Builder* will always be a work-in-progress. I will miss working on it; but I think the foundation has been laid. If this software proves useful to you and if its resources continue to grow, my coffee shop dream will become a CPH reality.

Jesus broke five loaves and fed five thousand. May He take and break this loaf too.

Robert Lail, May 2006

Chapter 1. Introduction

Welcome to *Lutheran Service Builder*! Thank you for purchasing what will become your indispensable companion for creating meaningful and Christ-centered services for your congregation using the liturgy, propers, lectionary, and hymns of *Lutheran Service Book*. We at Concordia Publishing House are very excited about this product and are pleased to bring it to you in an easy-to-use, intuitive package. *Lutheran Service Builder* has been conceived, designed, constructed, and field-tested as an essential part of the constellation of resources that make up the *Lutheran Service Book* and its companion editions.

This manual serves as your introduction to the power, ease-of-use, and utility of *Lutheran Service Builder*. Here, you'll learn how to use it to plan, outline, generate, and fill worship service bulletins to fit and serve your congregation in their worship life. *Lutheran Service Builder* will save you time and effort in your service preparation; it will fill in information for you automatically, help you find related materials of all kinds, allow you to define and input your own custom worship resources, and then tie all those things together into a cohesive, readable, and printable service bulletin, ready for use by your congregation.

Lutheran Service Builder includes multiple paths of customization and options to give you control over your services. As a result, using *Lutheran Service Builder* is as simple or as powerful as you would like it to be. As you will see in the included tutorial, creating a simple service and filling it with content is easy to do and will not take you long to learn or do. On the other hand, if you would like to custom-create your own services, alter the flow of an included service, create and insert your own hymns, prayers, or liturgical elements, or change what printed bulletins look like, you will be able to do so. It will take a little more time and some investment on your part to learn how to use *Lutheran Service Builder* in that way, but the more time you spend with it and the more you use it, the more powerful the software will become.

To get started, begin with the section in this book on how to install the program. Go through the steps provided, and finish the installation of *Lutheran Service Builder* on your computer. Once you've done that, we suggest you keep going, following our directions on setting up the program with your preferred options and settings. You can follow our instructions directly, or you can input your own information while you follow along; it's your choice. After you complete the initial setup, we'll then walk you through the completion of a sample service for worship.

The rest of this manual is arranged by topic and will give you specific information about various portions of the program. It will also outline the various options and settings available at each step of the service preparation process. If you get stuck, or need more information, check in the back of this book for more resources you can use to help you out. Remember that you can always find the latest update of this manual at lsb.cph.org. An electronic copy of this manual is also included in PDF format on the *Lutheran Service Builder* installation CD-ROM.

Now, let's get to installing and learning about *Lutheran Service Builder*.

Features

Lutheran Service Builder was designed with both church professionals and volunteers in mind, and it incorporates many features that serve as digital versions of tasks you likely have already been doing as part of your service preparation.

Lutheran Service Builder includes the ability to:

- create and maintain complete services for any day of the year;
- search and filter results based on day, suggested materials, Scripture reference, or subject material;
- edit services and the flow of a service using an intuitive editing view;
- introduce custom materials using helpful tools and utilities;
- choose between textual and musical settings of services and hymns, and place them in a service automatically;
- customize the look and feel of your services with user-definable styles;
- export your services for printing or projection in a multitude of formats (included in the Congregational Edition and dependent on an annual subscription);
- report your usage of copyrighted materials over the Internet automatically (included in the optional *LSBHymnLicense.NET* subscription);
- much more, including some features yet to come!

Included Materials

Included in the product packaging, you should have the following:

- User's Manual
- *Lutheran Service Builder* installation CD-ROM
- Installation Guide

System Requirements

In order to install and use *Lutheran Service Builder*, your computer must have at least the following specifications:

- Microsoft® Windows® 2000 or later
- Microsoft Internet Explorer 5.0 or later installed (not included with *Lutheran Service Builder* installation)
- Microsoft .NET Framework 2.0 or later installed (included with *Lutheran Service Builder* installation)
- 512 MB RAM
- 150 MB free hard disk space
- A CD-ROM drive

Recommended System Specifications

For the best possible experience with *Lutheran Service Builder*, we recommend that your computer have at least the following specifications:

- Microsoft Windows XP Service Pack 2 or later
- 1 GB RAM or greater
- 250 MB free hard disk space or greater, depending on custom service elements
- A broadband Internet connection

Chapter 2. Getting Started

Let's take a moment to get you up and running with *Lutheran Service Builder*. We'll get you used to how it works, what it looks like, and what you can expect from it. For now, you won't be learning how to use some of the more powerful aspects of the program, but by the end of our brief tutorial, you should be able to create a complete Sunday service using Divine Service, Setting Three, a standard set of readings, and most of the default options. What you'll end up with will be similar to what you would be using on a Sunday morning if you were to simply use hymn numbers and the liturgy forms provided in the *Lutheran Service Book Pew Edition*. You'll be able to print a proof of your test service and get a feel for what the services generated by *Lutheran Service Builder* will look like, and better understand how you would like to use them in your unique congregational setting.

Most of the choices you will have to make to get *Lutheran Service Builder* to work for you will take place over the next few pages. Please go through this process carefully and accurately, to ensure that you have the best experience possible. You will be able to change all the choices you make when you run the program for the first time, but it will be far easier for you in the long run if you complete everything accurately in the first pass.

Installing *Lutheran Service Builder*

Lutheran Service Builder has been professionally developed, constructed, and packaged to work with your computer like any other application you regularly use. You will find that installing *Lutheran Service Builder* will feel very familiar and comfortable, and the process will be smooth, quick, and effortless. To install *Lutheran Service Builder*, please perform the following:

1. Remove the CD-ROM from the packaging, and insert it into your computer's CD-ROM drive.
2. The installation program should run automatically.
If it does not, go to **Start → My Computer**, or double-click the **My Computer** icon on your desktop. Double-click the icon for your CD-ROM drive (usually D:), and then double-click on the icon titled **Install Lutheran Service Builder**.
3. The Installer will check to ensure you have the latest versions of the Windows Installer and the .NET Framework. Both are required for *Lutheran Service Builder* to run. If your computer requires an update to either, those components will be installed automatically before proceeding with the installation of *Lutheran Service Builder*.



Install Lutheran Service Builder

Figure 2.1.
The *Lutheran Service Builder* Installer icon.

4. The Installer will load and present an introductory screen. Click Next to begin.



Figure 2.2. The *Lutheran Service Builder* installation introductory screen.

5. The **End-User License Agreement** (EULA) will be presented for you. The EULA outlines the rights granted to you as a user of *Lutheran Service Builder*. Read the terms, or if you prefer, use the **Print** button in the lower-right to send a copy of the EULA to your printer. When you have read the Agreement and accepted its terms, select the appropriate response and then click Next.



Figure 2.3. The End-User License Agreement.

6. The Installer will ask you where you would like to install *Lutheran Service Builder*. The default location is C:\Program Files\Concordia Publishing House\Lutheran Service Builder\ . If you would prefer to install the program in a different location on your computer, click the **Browse...** button and you will be given an option to select an alternate location. When you are ready to install, click **Next**.



Figure 2.4. Choosing an installation location.

7. Next, you will be asked if one person or multiple people will be accessing the information used in *Lutheran Service Builder*. If you are only installing on a single computer, select the option **I am the only one who will be using the databases**.

If you plan on installing *Lutheran Service Builder* on more than one computer and this is the first installation of *Lutheran Service Builder* you are performing, you should select the option for **I need to install new databases for more than one user**. You will then need to use the **Browse...** button below to select an installation location for the databases. This location should be network-accessible. If you are installing a second, third, or later copy of *Lutheran Service Builder*, and already have the databases installed in a networked location, select the option **I need to use existing networked databases**. You will need to use the **Browse...** button below to tell the installer where your networked databases are installed. Select the appropriate folder and click the **OK** button.

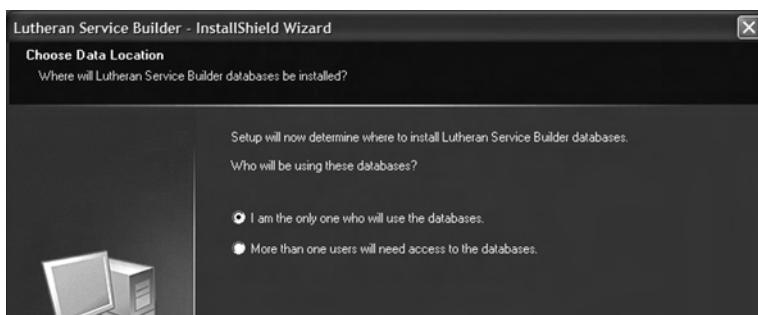


Figure 2.5.
Choosing
between a
single-user
installation and
a multi-user
installation.

8. Then, you will be prompted to enter your customer information. It is important that you enter this information accurately. Please input the name of the primary user of the computer on which you are installing the program, and the name of your organization. You will also need to input your CPH Customer Number, which should be included on your order invoice. Click **Next** when you are done. You cannot continue until you have completed this step.



Figure 2.6. Entering customer information.

9. You will be given one final confirmation dialogue before the Installer will set up *Lutheran Service Builder* on your computer. When you are ready, click the **Install** button. You'll see a progress bar and some messages indicating to you the status of your installation. When it's complete, you'll receive a confirmation message. If you would like one, click on the checkbox labeled **Create a shortcut to Lutheran Service Builder on my desktop**. Click the **Finish** button to complete the installation process.

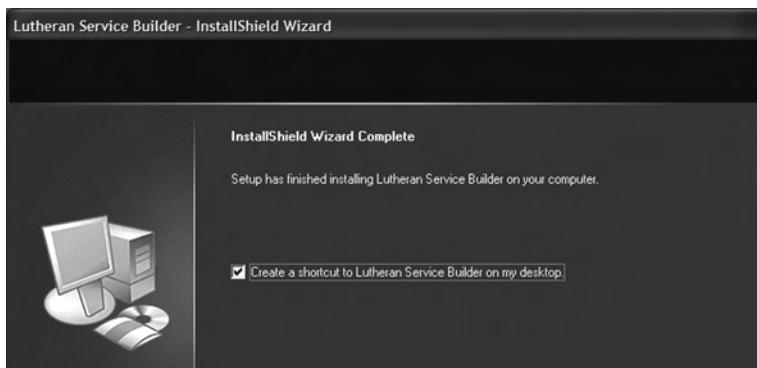


Figure 2.7. The final step in the *Lutheran Service Builder* installation process.

10. You're done with installation! Now, it's time to customize *Lutheran Service Builder* for your unique needs.

Using *Lutheran Service Builder* for the First Time

The first time you run *Lutheran Service Builder*, the Setup Wizard will appear to assist you in tailoring the software for use in your church. The program will walk you through the following steps, which will set default options for your first Location. You may start *Lutheran Service Builder* in two ways. Either double-click on the shortcut icon placed on your desktop, or use your mouse to navigate to **Start → Programs → Concordia Publishing House → Lutheran Service Builder**.

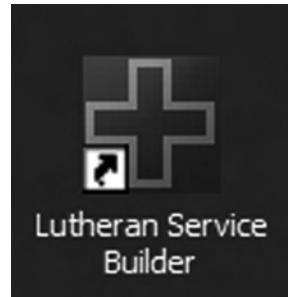


Figure 2.8.
The *Lutheran Service Builder* shortcut icon.

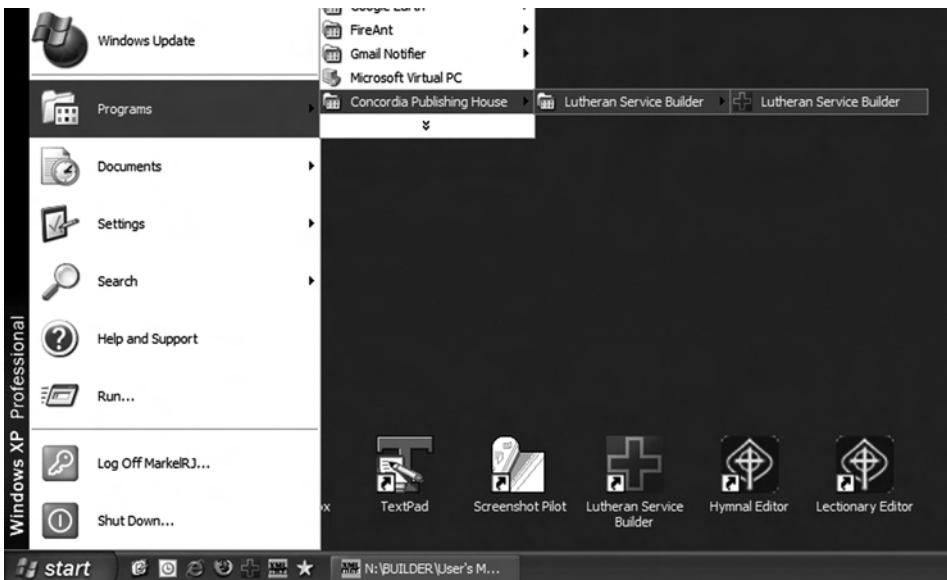


Figure 2.9. Navigating to *Lutheran Service Builder* using the Start menu.

1. *Lutheran Service Builder* will need to know some information about the Locations for which you will typically be planning services. Click the **Add** button to create a new Location. Then, type the name of the new Location and press the Enter key. You must supply at least one Location.

As you can see, we've named our first location **Sanctuary**.

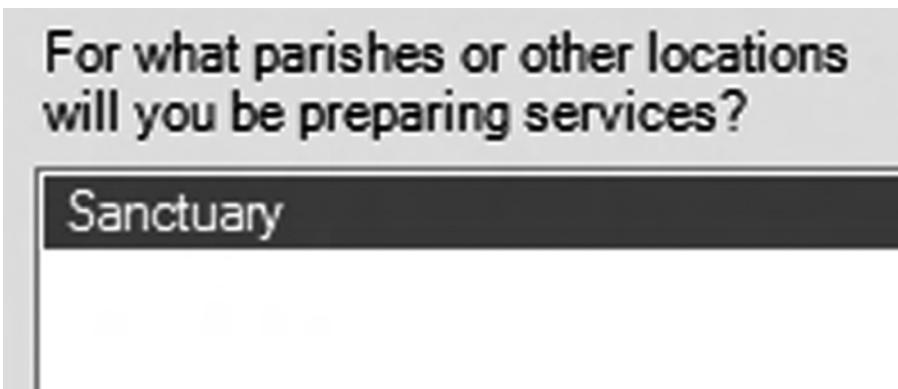


Figure 2.10. Entering the first Location.

2. When you have done this, you will then need to answer a few questions about your Location. First, *Lutheran Service Builder* needs to know which Lectionary to use when you plan services at the selected Location. *Lutheran Service Builder* provides access to either the Three-Year or the One-Year Lectionary. If you have entered more than one Location in Step 1, you must select each Location and choose a Lectionary for each.

In our example, we'll select the Three-Year Lectionary.

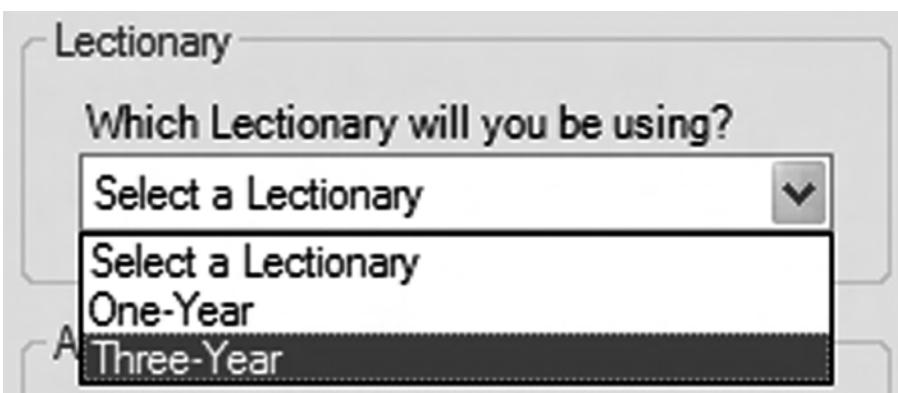


Figure 2.11. Selecting a default Lectionary.

3. *Lutheran Service Builder* also needs to know approximately how many worshipers will attend services at the selected Location in an average week. This information is necessary for the software to assist you in acquiring permission to reproduce copyrighted materials. **It is extremely important that you be accurate with this setting; this number must reflect your actual average church attendance.**

For purposes of this example, Sanctuary regularly has under 100 attendees in an average week.

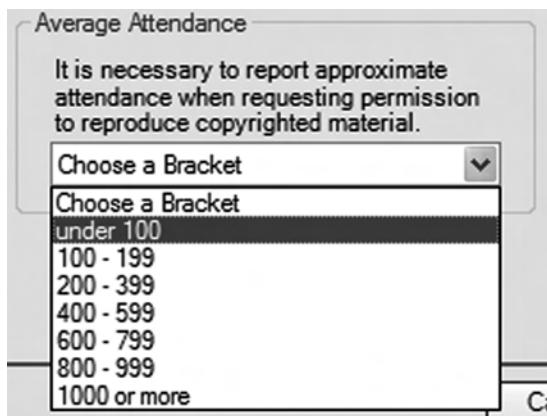


Figure 2.12. Selecting an attendance range.

4. When you have selected a Lectionary and an attendance range for each Location, click the **Next** button.

The second screen of the Setup Wizard asks you to assign standard settings to your Locations. It is important during these steps to give the information that *most often* applies to the Locations you entered in the previous steps. You may easily change or alter this information in the future to suit services different from your regular schedule.

Choose the Location you want to configure from the drop-down box at the top of the screen. If you have only one Location entered into *Lutheran Service Builder*, it will be selected for you automatically. You see here that the system has already selected Sanctuary.

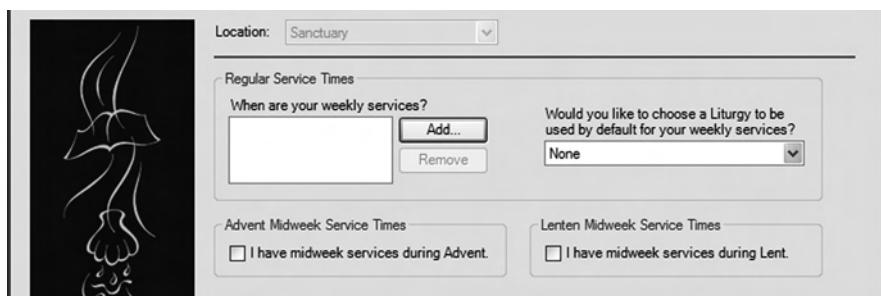


Figure 2.13. With only one Location to choose from, *Lutheran Service Builder* chooses automatically.

5. Now, you'll need to add at least one service time for your selected Location. Since you don't have any service times already entered, click the **Add** button.

Choose a day for your service from the drop-down menu that appears. Most services will be on Sundays. However, *Lutheran Service Builder* can easily accommodate services held on other days. Select a time for your regular service. In our example, we'll set our first service for 8:00 a.m. on Sunday mornings.

Click the **OK** button to add the service to your list.



Figure 2.14. Adding a service time to a Location.

6. You can now also select a default liturgy for your service. If you would like to do so, click the drop-down menu to the right, and select the order of service you would regularly use. You don't have to select a default order; if that's the case, leave None selected. We'll use Divine Service, Setting Three for our tutorial later in this manual, so that's what we'll select now.

When you have checked to make sure the service time you've entered is accurate, click the **Next** button to continue with the Setup Wizard.

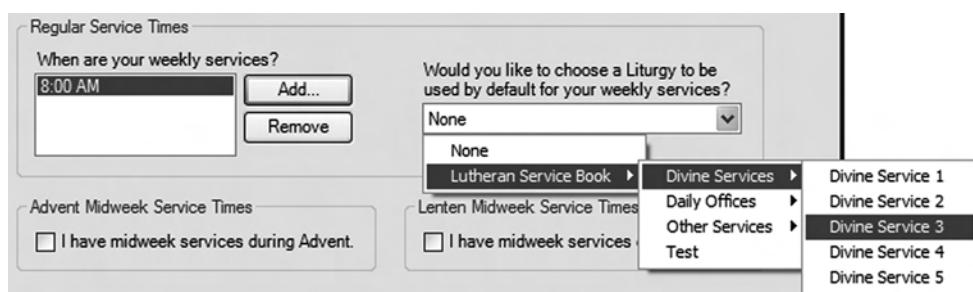


Figure 2.15. Selecting a default liturgy.

7. The final step in the Setup Wizard is to decide what type of content printing you would prefer by default. Select a location from the drop-down menu, or leave the selection at the default, which is All Locations. If you have only one Location, it will be selected for you automatically.

For both hymns and liturgical elements, please choose if you would like to print a title and page number (for use with *Lutheran Service Book Pew Edition*), the title and text of the element (for those who will be speaking liturgical elements or for those hymns with familiar tunes), or the title, text, and music of the elements (for responsive singing of liturgical elements or for hymns with less familiar tunes or congregations who prefer printed music).

We're going to set both liturgy and hymns to print with music.

When you have made these selections, click the **Finish** button.

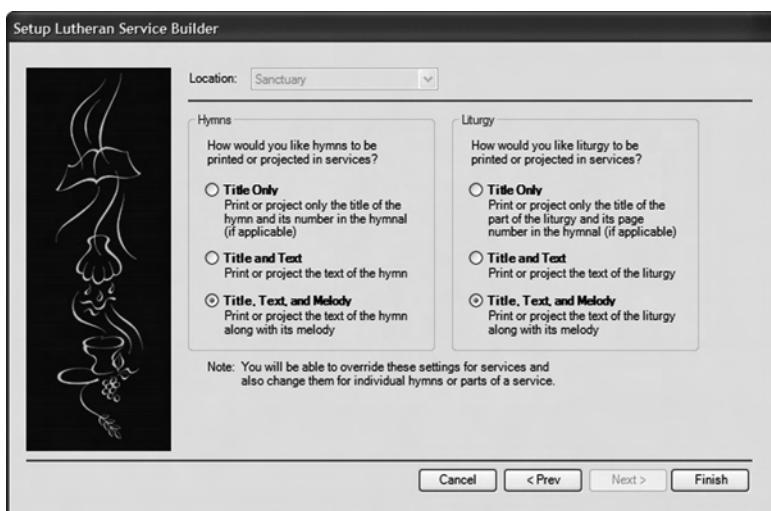


Figure 2.16. Selecting default element printing.

8. You will now be prompted to activate your copy of *Lutheran Service Builder*. The Setup Wizard will present you with a list of activation choices. The first three choices only apply to you if you have purchased the *Congregational Edition* of *Lutheran Service Builder*.

To activate your product immediately using your Internet connection, select the option **I have the Congregational Edition and would like to activate using the Internet**. *Lutheran Service Builder* will immediately attempt to use your Internet connection to retrieve your licensing and activation information. The Wizard will display a confirmation dialog upon success.

If you have installed *Lutheran Service Builder* on a computer that does not have access to the Internet, and would like to activate it, select the option **I have the Congregational Edition and would like to activate using the phone.**

The Setup Wizard will display the phone number for *Lutheran Service Builder* Customer Support, and display your CPH Customer Number. A support technician will ask you for this number, and then relay your license numbers and installation keys over the telephone. Enter those keys in the blanks provided and click **OK**. You will be presented with a confirmation dialogue once *Lutheran Service Builder* has verified the codes.

If you do not wish to activate your copy of *Lutheran Service Builder* at the time of installation, select **I have the Congregational Edition and will activate later.** *Lutheran Service Builder* will launch immediately. Keep in mind that you will not be permitted to export any information or service you create until you have activated your product and your licenses have been verified.

If you have instead purchased the Home Edition of *Lutheran Service Builder*, indicate this by marking the option **I have the Home Edition** in the activation dialogue. You will no longer be requested to activate your copy of *Lutheran Service Builder*.

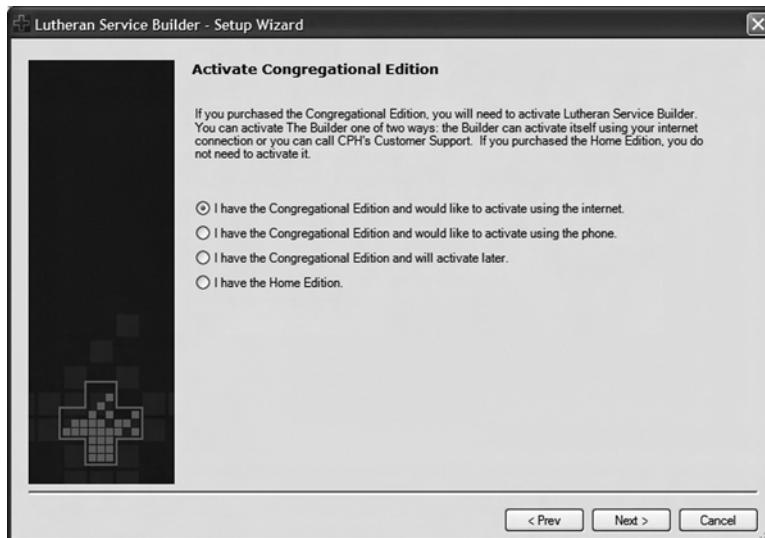


Figure 2.16. Selecting default element printing.

9. That's it! You're ready to start using *Lutheran Service Builder*!

Getting to Know Lutheran Service Builder

Now that you've set up *Lutheran Service Builder* for a basic Location, let's take a small tour of the different parts of *Lutheran Service Builder*. We will see the types of information you will regularly find there and how to interact with the program. Once you have read and understand this section, continue on to section 4, where you will plan and create a simple service, ready to be printed and used at your church.

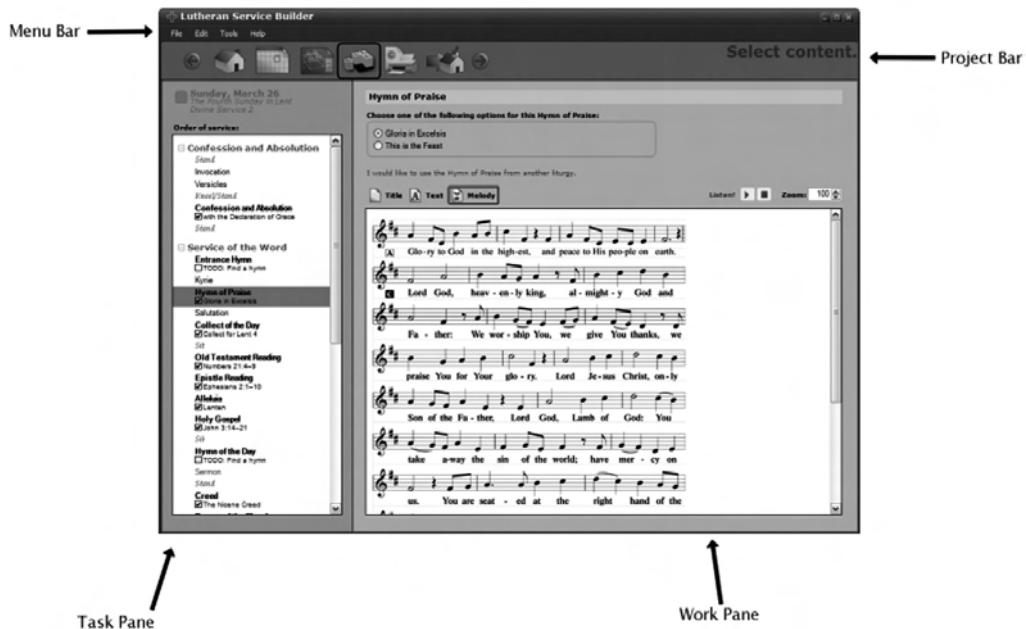


Figure 2.17. The various parts of the *Lutheran Service Builder* interface.

The Menu Bar

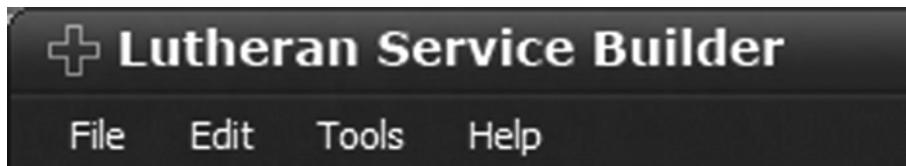


Figure 2.18. The Menu Bar.

This area of *Lutheran Service Builder* acts just like the menu bars in all your other applications, and uses familiar terms and labels to help you in your tasks. The Menu Bar is split into different named menus, each with a specific purpose and list of commands.

The File Menu

The **File** menu holds options and commands used for dealing with the basic operation of the program and with the service you will be creating.

New Service... brings up the Calendar view and allows you to create a new service altogether.

The **Import...** and **Export** options allow you to manage some of the data used by *Lutheran Service Builder*. Importing allows you to bring information from a file produced by another installation of *Lutheran Service Builder* into your copy for later revision or use in another service. Selecting this option will present you with a file browser. Select the data you would like to import and click **Open**.

You may export two types of resources: services you have created, and custom worship resources you have generated with the My Worship Resources tools included with *Lutheran Service Builder*. To export a service, select it in the Calendar view and then use the **Service...** part of the **Export** command. Select a location to which you would like to save your exported service, and click the **Save** button. **You do not need to export a service to save your progress in creating it.** *Lutheran Service Builder* saves your services automatically as you work. To save a custom worship resource, choose the **Data...** option. You will be presented with a dialogue listing your custom resources. Select the resource you would like to export and click **OK**. Choose a save location for the resulting file, and click **Save**.

The last option will **Exit** the program and save your service and content information automatically.

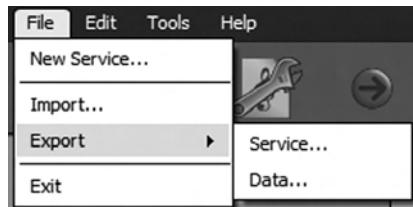


Figure 2.19. The File menu.

The Edit Menu

The **Edit** menu commands function just as they do in your word processor or similar programs. Every command in the **Edit** menu has something to do with editing or moving text or objects within a service.

Undo and **Redo** allow you to reverse changes you have made.

Cut, **Copy**, and **Paste** move text and/or images to and from the clipboard, just like any other application for Windows.

Clear will delete a section you have selected, while **Select All** will highlight all elements or text in your current window.

These commands are all context-sensitive. They will perform different functions depending on what you are doing and what resources you are editing. In some cases, these commands may not be available at all, in which case they will be “grayed out.”



Figure 2.20.
The Edit menu.

The Tools Menu

The **Tools** menu allows you to move around from place to place in *Lutheran Service Builder* with ease, using one-click access to many of the features and functions of the program. It also contains commands that allow you to perform maintenance functions on your *Lutheran Service Builder* installation and to change your personal preferences settings.

The first option begins the activation process for *Lutheran Service Builder*. You should only use this command if you have not activated your product during the Setup Wizard, if you have moved your installation to a new computer, or if you are renewing a previously lapsed subscription.

The next grouping of options allows you to access the search features of *Lutheran Service Builder* directly. They provide easy access to finding a particular hymn, pericope, Scripture reference, or proper from the entire *Lutheran Service Builder* database.

Selecting **Edit My Worship Resources** allows you to create, edit, and store custom service elements and service outlines, bringing your own personal touches to *Lutheran Service Builder*.



Figure 2.21. The Tools menu.

Three options are also provided for updating and maintaining your *Lutheran Service Builder* installation. Your subscription information to both the Congregational Edition and *LSBHymnLicense.NET* will be updated on an annual basis, to reflect new expiration dates. Click these options to run the updaters when you are alerted to the fact that your subscription has lapsed. **Check for Updates...** will run the *Lutheran Service Builder* auto-patch utility. If any program or data updates are available, you will be prompted to download them to your computer. An active Internet connection is required to download these updates.

Backup databases... and **Restore databases...** allow you to store extra copies of the files *Lutheran Service Builder* uses to present you with materials.

The **Preferences...** option will bring up the Preferences window, where you can change the information and many of the settings *Lutheran Service Builder* uses to customize your experience to the needs of your congregation. This is where you will go if you would like to change any of the settings you created when you first ran *Lutheran Service Builder* and completed the Setup Wizard. More information on this command is available in **Appendix A: User Preferences**.

The Help Menu

This is, unsurprisingly, where you will go if you need help with a feature of *Lutheran Service Builder*. The **Help** link will take you to the Builder's integrated help features, which contain a full copy of everything covered in this manual including updates after this manual was printed.

The **lsb.cph.org** option will open the *Lutheran Service Book* Web site in your default Web browser. There, you can find more information about getting help with your program, obtaining support, or adding support or licensing subscriptions to your *Lutheran Service Builder* account. The **View online manual** option will open up the latest version of this manual in your Web browser, as well.

The **About** option will show you information on *Lutheran Service Builder*—who created it, what version you currently have, and give you some basic information on your installation. Support technicians may ask you to view this information from time to time.

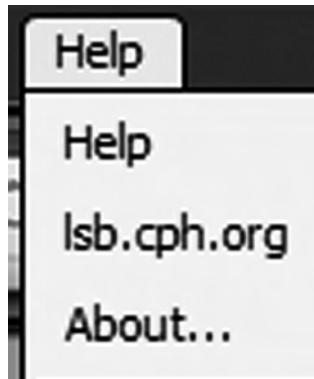


Figure 2.22.
The Help menu.

The Project Bar



Figure 2.23. The Project Bar.

The **Project Bar** shows you the status of your current project. Icons, arranged in a row, show you where you are in the process of creating your service or editing your materials. Each icon represents a step in the process of your current Project.

To the left and right of the Project Bar are arrow buttons. Clicking either one of these arrows, to the left or to the right, will move you one step back or one step forward, respectively, in the creation process. If you are unable to move forward, check to see if you have any other required tasks to perform before continuing your project. The system will remind you with a warning if you have additional work that must be performed before moving on.

To the far right of your screen is a text label that displays a description of your current step.

The Task Pane and The Work Pane

The main area of the *Lutheran Service Builder* window is where you will perform the majority of your work and see the results of your service construction and customization.

It is split into two *panes*: the **Task Pane**, on the left, and the **Work Pane**, on the right. In general, the changes you are going to make to the service and the actual building of the service will take place in the Work Pane. Information and tools *Lutheran Service Builder* needs to give you—usually information from the previous step—will be listed in the Task Pane.

These panes support most of the tasks with which you are familiar—you can drag-and-drop elements from one area to another to build your services. You will be presented with calendars, planning tools, page layouts, and previews of the elements you have selected to include in a service. Selections are handled through single- and double-clicks, and everything is presented to you automatically as you build services.

Planning a Simple Service — A Tutorial

You've set up *Lutheran Service Builder* for a Location, and now you've come to know the basic parts of the interface and how they work. Now, it's time to take that knowledge and build on it.

We're going to use *Lutheran Service Builder* to create a sample service, fill that service with content, and then print out that service for use. Through this process, you'll gain familiarity with how *Lutheran Service Builder* works, how to add hymns, and how to get that service to print.

Let's begin.

At the main menu, *Lutheran Service Builder* will ask you, **What would you like to do?** Click on the blueprint icon, next to **Create/Edit a Service**.



Figure 2.24. The selection icon for Create/Edit a Service.

Choosing a date and place for a new service

First, you will need to tell *Lutheran Service Builder* which Location you will be using when you create the service. In the Task Pane, a drop-down menu will appear with a list of your locations. Select your desired Location—likely the Location you entered into the Setup Wizard when you installed *Lutheran Service Builder*. If you only have one Location, it will automatically be selected.

Now that we've selected a Location, we need to set a date and time for the service. On the left-hand side of the Work Pane is the Calendar. The Calendar will automatically display the current month. Select an upcoming Sunday by clicking on the date in the Calendar. Click the **New Service** button to the right of the Calendar.

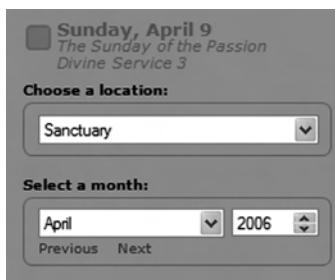


Figure 2.25.
Selecting your Location. The month selection is underneath.

A service will be created with the default options for that Sunday. More detailed information will be presented in the Service Settings box below, but for this example we'll just use the standard options for that Sunday. The festival and/or Sunday information will automatically be filled in and a matching title assigned to the service.

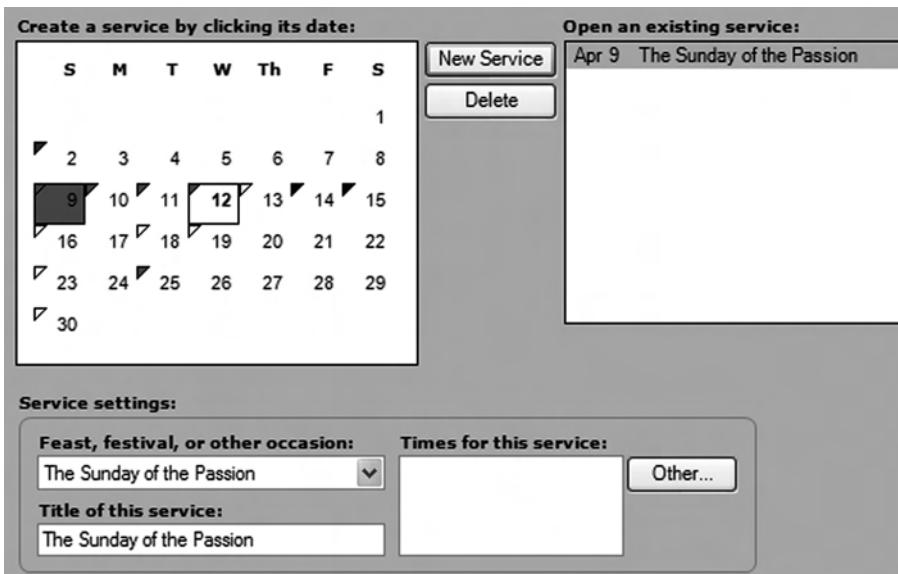


Figure 2.26. Selecting a date and creating a service in the Calendar.



Click the green arrow in the Project Bar to move on to Step 3.

Choosing and customizing an order of service

You'll move on now to selecting an order of service for the service you just created. This is where you will set the basic building blocks for your service. In the Task Pane, a list of the available orders will be presented. Under *Lutheran Service Book*, select Divine Service, Setting Three from the list of Divine Services.

The basic order of worship will appear in the Work Pane, complete with default elements. You've just created a basic service! Congratulations!

However, let's say we want to change things a little. Say, for instance, we expect the Lord's Supper to need three Distribution Hymns. This is very easy to do, and won't take any time at all.

Click on the link in the Task Pane labeled **Add service elements**. From there, find the service element labeled Hymn.

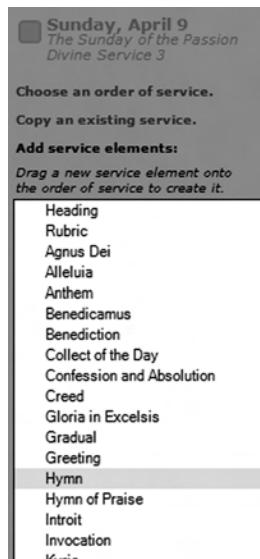


Figure 2.28.

Finding a hymn service element to add to an outline.

Now, using your mouse, click and hold on the "Hymn" element, and drag it over to the Work Pane; you'll get a little "ghost" of the word "Hymn" while you move it. A small triangle will appear in the order of service to indicate to you where the hymn will be placed into the service. Drop it into the service next to the other two distribution hymns by releasing the mouse button. "New Hymn" should appear in your order of service. That's all there is to it!

Click the green arrow at the right of the Project Bar to move on to Step 4.

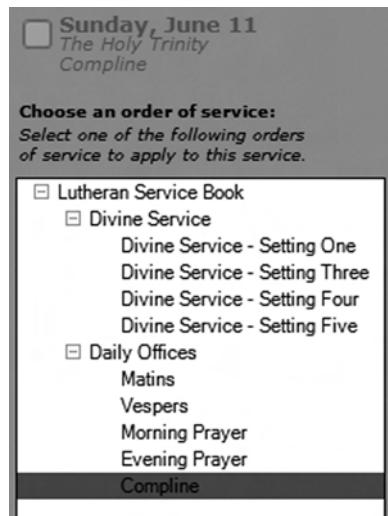


Figure 2.27.

Selecting an order of service from *Lutheran Service Book*.



Figure 2.29.

Dragging a hymn element into a service outline.

Choosing and modifying the content of the service

Now, let's take a look at how to fill your service with content. The service outline has now moved to the left, onto the Task Pane. Added hymns and additional readings will remain blank until you have selected specific content for them. If you take a look at the service outline, you'll see what I mean.

A check box will appear next to any service elements where you can change or modify that element by either selecting from options or by filling it with additional material. Select the Hymn of the Day in your order of service. It doesn't currently have any content, which means it will display nothing when you finish editing the service. We don't want that, so click on the hymn.

And now we need to select a hymn to fill that spot. The Work Pane will first offer suggested hymns for the Sunday or festival you have selected for your current service. Select one of those suggested hymns and double-click it. *Lutheran Service Builder* will now show you what it has done—you've got a complete hymn with text and music, automatically inserted into your service!

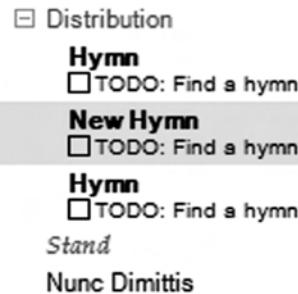


Figure 2.30.
Empty distribution hymn elements.

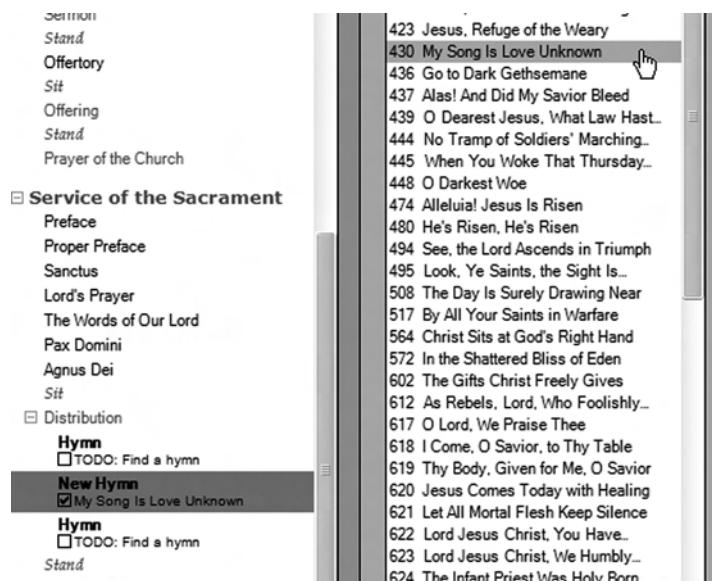


Figure 2.31. A fully-selected hymn element.

There's a lot more you can do with this function, but for the moment, we'll move on, and explore those features in-depth in Chapter 3.

Go to each hymn listed in the order of service, and select a different hymn for each one. In this way, we'll provide thematically appropriate hymns for the entire service. It's pretty simple to do.

Figure 2.32.
An order of service
with all hymns finished.

Click the green arrow in the Project Bar to move on to Step 5.



Obtaining copyright permissions for the service elements

Before you export any portions of your service and prepare them for congregational use, you are required by law to obtain permission to use any copyrighted materials. Prior to completing this step in the tutorial, please consult with your music director or pastor about your congregation's existing copyright licenses and how they are administered. Have the types of licenses you hold and their identification numbers handy for this section of the tutorial. If you have subscribed to *LSBHymnLicense.NET*, and entered that information earlier in the tutorial, this step will be largely automated.

Figure 2.33. The Copyright Permissions step asks for information about a sample hymn.

To the left, you will see the outline of the service you have created. Bolded items indicate copyright permissions that must be detailed to complete the export process. Click on a bolded item to select it and bring up the list of permissions required in the Work Pane.

Many hymns have one or more permissions required for legal reproduction in service folders or PowerPoint presentations. Hymns covered by *LSBHymnLicense.NET*, offered in conjunction with *Lutheran Service Builder*, will be automatically handled and will not be displayed. For those hymns that have copyrights not covered by the

agreement or are not in the public domain, the Work Pane will list each component of the selected hymn and its respective copyright holders.

If you have a copyright license other than *LSBHymnLicense.NET*, you may select the **This resource is covered under the following license** option. Then, enter the name of the license you hold (e.g., OneLicense.net, CCLI) and the license number assigned to your congregation. An attribution notice will be added automatically after each hymn using the information you provide.

Each copyright holder's contact information will also appear to the right of the item requiring permission. You may need to contact each holder individually to obtain permission to use their resources. If you do, select the **I have obtained permission to use this resource independently** option. You will need to use your word processor to insert the credit line and any other information required by the copyright holder after you have exported the service.

Once you have detailed the permissions for each required component, the hymn will no longer display in bold in the service outline. Complete this process for each hymn. When you have finished the process for all licensed materials in your service, you will be able to continue.

Click the green arrow in the Project Bar to move on to Step 6.

Printing a bulletin proof from the service outline

Note: The following instructions assume you are using the Congregational Edition of *Lutheran Service Builder*. If you are using the Home Edition, you will not be able to continue to print the service you have just created. For more information, please read the section in Chapter 3 entitled, “What Do I Need to Export My Services?”

You're at the final step; you've created a service, filled it with content, and made sure you're using those materials legally. Now, we'll see how simple it is to print out a proof copy of that service. Click on **Create a bulletin for the service**. You'll be presented with a preview of your service. From here, you would normally export that service and then edit it further using your word processing program of choice. For now, let's print out a proof copy so we can get a general idea of what your service will look like.

Click the **Print Proof** button at the bottom of the Task Pane. It's the one that looks like a little ink jet printer.

That's it! You've successfully created, customized, and printed a service proof in only a few easy steps!



Figure 2.34.

The Print Proof button icon.

If you would like to use the content you just created in a service bulletin, use the export buttons provided at the bottom of the Task Pane. There is a separate button for each type of file *Lutheran Service Builder* can create. Upon clicking the button appropriate to the type of file you would like to export, you will be presented with a save dialogue. Select a save location for the file you wish to create and click the **Save** button.

In the tutorial, we walked you through the process of creating and editing a service, eased you into the process, and gave you some familiarity with how *Lutheran Service Builder* works and how to use the program. In the next chapter, we'll go in-depth with these processes, and show you more of the powerful features and customization available in *Lutheran Service Builder*.

If what we covered in the tutorial is enough for you to get started and begin creating services for use in your church, then feel free to stop reading and begin using *Lutheran Service Builder* on a weekly basis! If you'd like to learn more, continue reading.

Chapter 3. Creating and Editing Services

Now that you've received a basic introduction on how to use *Lutheran Service Builder* and have a general idea of what you are going to experience as you build services and edit them to suit your needs, it's time to give you some information on the more powerful features of the program. At this point, you should use the program frequently, so you can become more familiar with how it works and what options are available to you. This chapter will cover the various aspects and steps of service building in-depth.

To aid you in learning these features, it's a good idea to have the *Builder* open while you read this chapter. This way you can practice using these features as you read, and you won't be surprised when you see how something works in action. Screen shots are helpful, but they don't replace actual experience working with the program.

We'll spend a little time with each step in the process. We'll outline everything you can do with *Lutheran Service Builder*, how to go about doing it, what it will look like, and the options available to you in the process.

Choosing a Date and Place

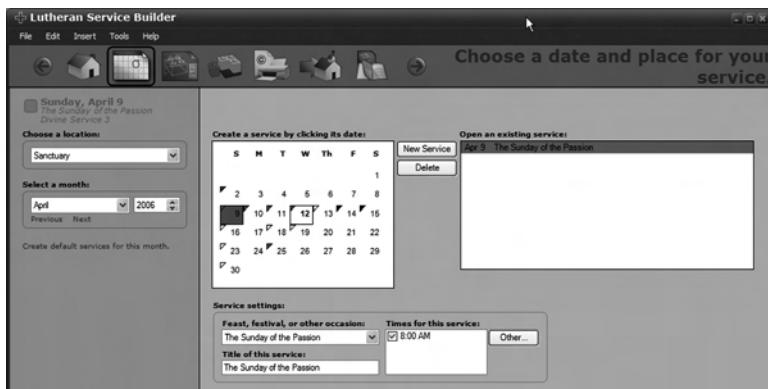


Figure 3.1. The Calendar step in service creation.

When you first click on **Create/Edit a Service**, you are presented with the Calendar. This is the most basic way you will be creating services, and many of the choices you make here will affect later steps in the process of completing a service and filling it with content.

In the Task Pane, you will be presented with two simple controls. The first is to select a Location for which you will be planning this service.

We went through Locations very briefly in the initial setup of the *Builder* and also in the tutorial. If you followed those directions, you should only have one Location in this box. If you would like, you can create more than one Location and store Services for both in *Lutheran Service Builder*. To do so, click the Location drop-down menu, and then select **Add/Edit Locations....** This will open up the Locations tab of the Preferences dialogue.

Here, you can create, modify, or delete your current saved Locations. To add a location, simply click the **Add** button, then type in the name of your location and press Enter. You may then use the controls located below to select a Lectionary and number of average attendees.

Why would I want to use more than one Location?

There are some situations where using multiple locations would be extremely helpful in planning, storing, and recalling services for use.

For example, if you were planning services for a dual-parish or other split ministry situation, such as satellite worship locations, using more than one Location would help to keep the services for those locations separated—making them easier to find and edit later. You could also use more than one Location if your services normally use vastly different orders of service on the same day.

Once you have selected a Location, then select a month from the next box in the Task Pane. As you change this selection, the Calendar displayed in the Work Pane will change respectively. Once you have selected a month in which you will be holding the service, it's time to pick a date and define the basic characteristics of that service.

Hovering over a date on the Calendar will highlight that date and display pertinent information associated with that date at the top of the Task Pane. Colors located on the corner of a given Calendar day indicate a liturgical color for a given seasonal Sunday, a dated feast, or festival.

Clicking on a day fills that day with a gray marker. Clicking on the **New Service** button to the right creates a service, which then is displayed as a combination of date and occasion in the box to the right of the Calendar. That service will also be highlighted in blue, indicating that you are editing that particular service. For a given month, if you would like to edit an existing service, simply go to the month of your choice, then click on the service title in the far right of the Work Pane.

When you have selected a service, additional options for that service will be displayed under the Calendar. There are three controls here for defining the particulars of the service you have just selected.

The first, in the upper left, allows you to change the season, feast, or festival associated with the chosen date. By default, if there is a feast or festival available for that date, it will be selected. If, however, you would prefer to celebrate the normal

seasonal week instead of the feast or festival, you may do that by clicking the drop-down box and selecting an alternative. If the selected service is for a special occasion, such as a wedding or funeral, you will also select that information here, under **Other Occasions and Services**.

Second, you may change the title of the service. All new services are automatically titled with the day of the Church Year falling on that date. If, however, you would like to use custom titles (for instance, if you are planning a thematic series of services), you can change that here. The service name will change to reflect your entry.

Last, you may select the times at which you will be using this service. All available service times for the selected date and Location will be filled in for you automatically. If you would prefer to create the service for some times and not others, you may uncheck those times you do not want. If you are creating a special service or changing the time of a service, you may add another service time with the **Add** button. A service will be saved for all selected service times.

Once you have created a service, and you are satisfied with the locations, times, and other configuration options available to you at this step, the next part of the process is to select an order of service.

Outlining an Order of Service

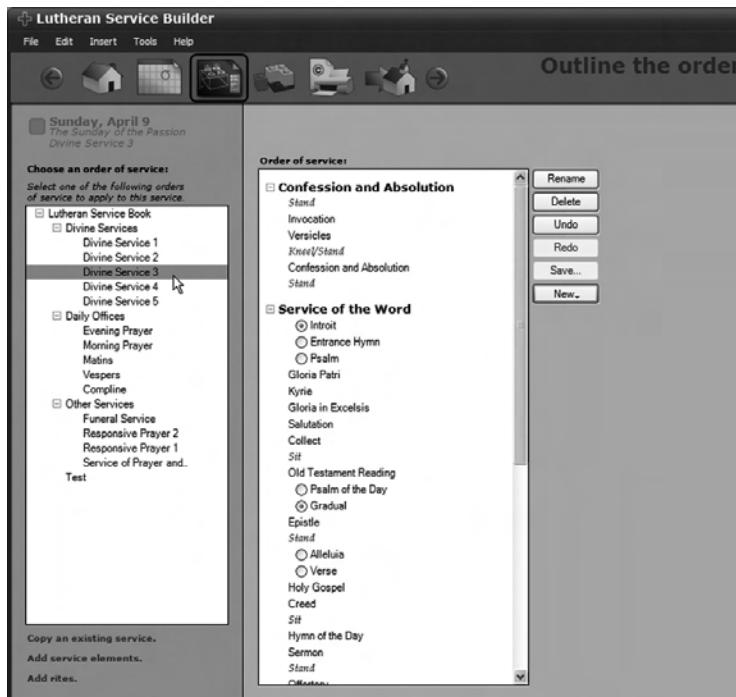


Figure 3.2. The order of service selection process.

Now that we know the time of our service and its Location, we can move on to define what the service will look like. The order of service you choose will establish your service outline. To this outline, you will then be able to add and remove service elements, choose specific content for those elements, add custom content for elements you would like to change, and select from a host of other features intended to give you more control over your service-building.

When you first move to the outline step, you will be presented with a list of the built-in orders of service available to you. These will be separated by source material, and then by type, so you can easily find the materials you wish to use. Selecting an order of service from this list and using it “as-is” is the most basic way to proceed (as was covered in the tutorial above), but let’s look at the depth of options available to you here.

There are four basic lists available for your use in the Task Pane. At the top, the service you are currently editing is shown, along with its liturgical color and the name of the week, festival, or feast associated with that date. Each panel is selected by use of a link. As you select each list, it will expand to fill the Task Pane.

The first, and default one, is the list of orders of service. To use one of these orders, simply click on it and its associated outline will appear to the right in the Work Pane. Once you have selected it and the outline is displayed, you may alter portions of the service to fit your needs.

For example, to move an element earlier or later in the service, simply click, hold, and drag the element to the intended new position. Black guide arrows will appear as you move the element up or down, to indicate to you where in the service the selected element will be placed. Drop the element into place when the arrows indicate it is where you want it to be.

If you’ve already made some changes to another service, and you’d rather not repeat that process, or if you have a service that is the same on a yearly basis, you can start from an outline you were working on for a previous occasion. Click the link marked **Copy an existing service** at the bottom of the Task Pane. A new area will open up—here, you can select a month and year from your service history, and *Lutheran Service Builder* will display all the services associated with that given time period. Simply click on one of the listed dates to bring its service flow over to your new service. You can then proceed to edit the flow of the service, just like you would if you had created a new one from the previous menu.

Moving elements around is wonderful. But what if we would like to add a few things of our own or even take part of the service out to make room for something else we’d like to do? Fortunately, adding and removing elements to our service is a very easy task and doesn’t take much work to do. Click on the link at the bottom of the Task Pane labeled **Add service elements**. A list of the available elements will appear in the Task Pane. To add an element to your service, simply drag it over to the outline and drop it into place, just like you would move an element already in the service. Elements added to a service in this way are empty and have no content by default. You will have to add that content when you move on to the next step.

To remove elements from your service, click on them in the outline. Once they are highlighted, click the **Delete** button on the right-hand side of the outline. The element will be neatly excised from the outline. Should you accidentally delete something you wanted to keep, just click the **Undo** button, and your changes will be reset.

If you'd rather have a different title for a given element in your service, simply highlight that element by clicking on it in the outline, and then click the **Rename** button in the upper right. You'll be able to type in a new name for that element.

The last option you have for editing the outline of your services is to add a rite to your service. This is different from adding elements, in that an element is a single addition to your service, whereas a rite is basically a second outline that you add to an existing service. It will have multiple elements already, and those elements will likely be filled with content. Some examples of rites would be Holy Baptism, Imposition of Ashes, or Holy Matrimony. To add a rite, work with it the same way you would an element: simply drag and drop the rite into your service. A new section will appear; you may then edit it as you see fit.

Once you have the building blocks of your service in place and ready to go, then you need to flesh them out fully by selecting content. Right now, your service is made up of multiple headings and very little content. When you move to the next step, however, *Lutheran Service Builder* will begin to add content to your service, including text, music, and readings. In the next section, we'll learn how to adjust those elements, change their content, or choose from the options given to you by *Lutheran Service Builder*.

Choosing Service Content

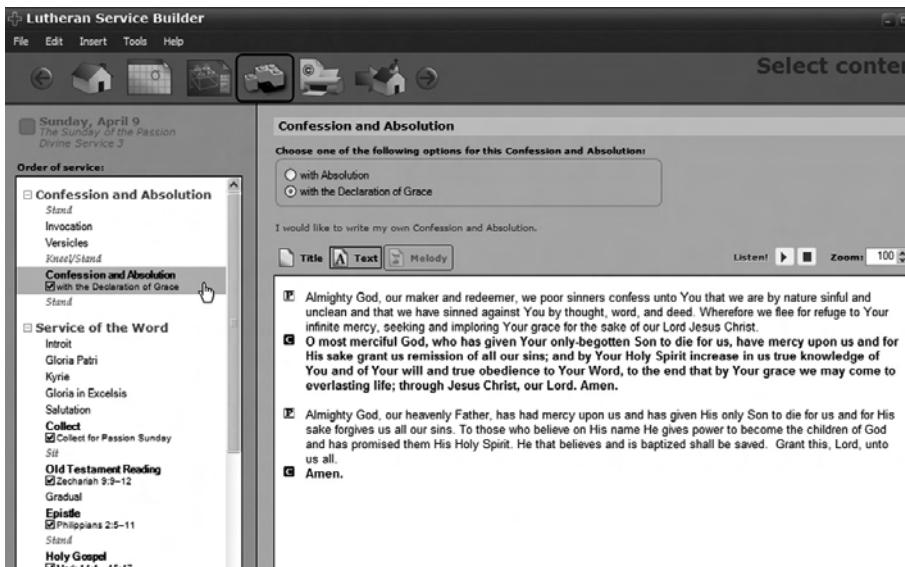


Figure 3.3. The content selection step in service creation.

A hymn inserted into your service without a page number or a title isn't really a hymn: it's simply a placeholder for what you'll be adding to the service to make it complete. The same thing goes for any service element you've decided to use. Until you've selected what type of content you'd like to use for that part of the service, it will either remain a text element (as is the case with many of the default elements), or it will simply display the title of the element and nothing else.

In order to get the content you want into the Service, you will have to tell *Lutheran Service Builder* what content you're looking for, and how you want to display it. This section will be divided by the types of information you can present using the *Builder* and how to alter those elements using easy-to-use options and visual reinforcement.

When you move to this step of the process, the complete outline for your service will be displayed in the Task Pane. You'll be able to see at a glance all the elements you have selected and the content you have used to fill those elements. Elements that are pre-filled with content will display only the title of that element. Elements that are pre-filled with content from a fluid source (such as the Lectionary) or that have multiple pre-defined content options will be displayed with a filled check box. Elements that require you to select content and to fill them will be displayed with an empty check box. You may click on any of these elements to access available options. Please note that some elements are limited to titles only and may not be selected in any other way (e.g., Offering).

Static Elements

A static element is one that is created for you automatically by *Lutheran Service Builder*. Many elements in a given service will fall under this category; the vast majority of elements in the Divine Services or Daily Offices will be static elements.

A good example of the options available to you when using a static element is the Kyrie from Divine Service, Setting Three. When you first select the element, you are presented with a few basic options:

These options will be standard as you continue to edit elements within your service. The three main options from which you may choose reflect the appearance of the selected element. They are **Title**, **Text**, and **Melody**. When you choose your desired option for the currently selected element, its appearance in the Work Pane will change to show you the end result. **Title** displays only the name of the element, and a hymnal page number if applicable. **Text** displays only the text of the element, with proper responsorial icons and text styled to assist reading. **Melody** will display, if available, the melody line for that element, along with its associated text.

You may select different options for different portions of your service. For example, you could select to display the Kyrie as melody, but display the Gloria Patri as only text. To change the option selected by default, use the **Service Format** tab in the **Preferences** dialogue.

Depending on the element you are editing, and what options are available, other options may appear at the top of the Work Pane. They are:

- **Show me hymns that can replace this [name of element].** Often, you will find that you may like the structure of a given order, but would prefer to substitute

other music for liturgical elements. *Lutheran Service Builder* recognizes elements of particular types that lend themselves to being replaced by hymns with a similar theme or purpose, and will allow you to substitute whatever hymn you please. Upon clicking this link, you will be presented with the hymn selection dialogue, which will be covered in more detail later.

- **I would like to use the [name of element] from another liturgy.** *Lutheran Service Builder* knows which elements in each given order are related to one another. For instance, the Kyrie in Setting One and the Kyrie in Setting Four are different in musical form, but are alike in text and in content. Should you wish to “borrow” an element from an order of service other than the one you are currently using, you can click this link. You will then be prompted to select the appropriate service element.
- **I would like to write my own [name of element].** Selecting this option will open up the Text Editor, which will allow you to compose a custom version of a given element for that particular service. This is very handy if you are in the middle of planning a service and decide that you would like to include an element that is not part of the standard order of service you have selected. The Text Editor used here is similar to using the **My Worship Resources** option on the main menu of *Lutheran Service Builder*, and as such will be covered in more detail in Chapter 5.

Fluid Elements

Fluid elements are those elements that are usually pre-filled with content by *Lutheran Service Builder*, but whose content may differ from service to service. These elements are usually limited to two main categories: propers and readings, where both types of elements are controlled by the currently selected liturgical date and the Lectionary from which you are working at a given Location, and any portion of an order of service that has multiple options for display. A prime example of the second type would be the Confession and Absolution found in any given setting of the Divine Service, where you have more than one form of that element you could choose to display. We’ll cover both types in detail.

For all types listed here, you will also (as with static elements) be presented with the options of **Title**, **Text**, or **Melody**. Those selections work exactly the same as they do with static elements, so you already know how to work with them. Let’s focus on what’s different.

Propers, whose contents are controlled by the Lectionary, will automatically be filled with the appointed content. This content will appear in the Task Pane outline as a filled check box, followed by the name of the selected content. Click on the element to select it and display its content in the Work Pane. In some cases, more than one option will be available for a given occasion or service. In this case, you will be presented with a set of options at the top of the Work Pane. Choose whichever option best fits a given service, and *Lutheran Service Builder* will automatically retrieve that data and present it to you as part of the service.

Readings are also selected by the Lectionary data associated with your chosen Location, but added customization for them is available. For instance, when you

select a reading by clicking on it in the outline view, you will be presented with the options available for the currently selected liturgical date. *Lutheran Service Book* has multiple options for some dates, and those options will be presented here. Some are longer or shorter versions of the same reading, while others are choices between two completely different texts.

Readings, however, have yet another option: you may select a custom reading for a given service. To do so, simply enter the full Scripture citation you wish to use in the field provided. Once *Lutheran Service Builder* recognizes the citation as valid, it will automatically pull the chosen reading from the included English Standard Version text and place it into the service. Using this feature, you may have as many or as few readings in a service as you want, and you can change them to fit any given situation. The possibilities for customized services are endless.

Elements with liturgical choices are fluid elements. As noted above, we'll use Confession and Absolution as an example, since it is the fluid element you will most often encounter in practice. When you select an element with choices, you'll be presented with an option box just like the one for the readings. These options correspond directly to the columns presented to you in a print copy of *Lutheran Service Book*. For example, in the Confession and Absolution element, you have the choice of a full Absolution or the Declaration of Grace. Whichever you select will be the only one exported into your finished service. Another example would be sections of a service that have different texts for Advent or Lent.

Empty Elements

Some elements will begin with no filled content whatsoever; these elements will require you to select appropriate content and then will insert that content into the service for you. An empty element has an empty check box under its title. To select an empty element, click on it in the outline.

Elements you have added to the currently selected service during the Outline step will always be empty elements and will require you to fill in their content. In those cases, you will be asked to select content as if you had simply used the corresponding pre-filled or fluid element. For example, if you add a reading, you will be presented with the same selection screen in the Work Pane, but it will default to a custom-created element. Complete it by entering a Scripture citation in the provided blank.

For the most part, you will be dealing with empty elements in the form of hymns. Orders of service that include hymns will almost always default them to empty. Hymns you add to a given service will always be empty by default as well. When you select a hymn in the Task Pane, the Hymn Selector will appear in the Work Pane.

The Hymn Selector is easy to use, and a very powerful tool in assisting you in selecting appropriate and thematically related hymns for your service. When you first select a hymn, *Lutheran Service Builder* will present for you a list of suggested hymns for the given liturgical date. This is to aid you both in finding appropriate hymns and in using a liturgical event to use some hymns you might not otherwise encounter.

If you choose not to use the suggestions provided for you, you have two main options for finding an appropriate hymn. The first, and most powerful of these options is to use the included Hymn Search. Click **Search for hymns** at the bottom of the Hymn list. You will be presented with the following options:

As you select which options you would like to use to search for your desired hymn, boxes will open into which you should type your search criteria. For each option, let's take a look at what kind of information you would use and what kind of results you can expect. When you have entered your search query, click the **Search** button at the bottom of the Work Pane to be shown your results.

A word or phrase in the Hymn looks up exactly that. You can search for any part, no matter how small or large, and the search engine will find that phrase in every possible hymn. If you would like to search for all occurrences of a word, simply type it in and press Enter. If you put in more than one word separated by spaces, the engine will find all occurrences of either word and display those accordingly. If you would like to search for a phrase, enclose it in quotes (e.g., “evil foe”) and the search will return only those hymns that contain that phrase.

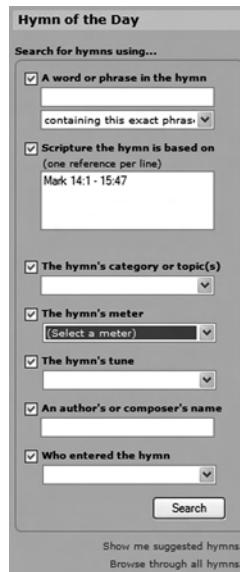


Figure 3.4.
The search criteria
for a hymn.



Figure 3.5.
Searching using topical
or seasonal divisions.

You may also search using **Scripture on which the hymn is based**. By typing in one or more Scripture citations (pressing the Enter key between each reference), you can find specific hymns related to a specific passage of Scripture. This is useful if you are trying to choose a Hymn of the Day to match your sermon text, or if you are looking to match readings or an overall theme. You may also have *Lutheran Service Builder* automatically search for hymns based on the readings already selected for a given service.

Hymns in *Lutheran Service Book* are arranged topically. To narrow your search to a specific topical focus, choose one of the divisions from **The hymn(s) category or topic** drop-down menu. *Lutheran Service Builder* will display all hymns associated with that topical heading.

Another option is to search either by **meter** or by **tune**. To do so, select one using their respective drop-down menus, and click **Search**. This can be very useful if you have a hymn text you would like to set to a different tune, or vice versa.

You may also search by **author** or **composer's name**. The search engine will check the information stored for each hymn to find any occurrences of that name in text, tunes, or settings (though settings are not available in the *Builder* itself).

In the case of custom worship resources, you may also search by the name of the user who entered the hymn into the database. For instance, if you know your music director placed hymn text into the **My Worship Resources** editor, and you would like to retrieve it but do not know its name or associated information, you may select his or her name from this drop-down box and be presented with all the hymns he or she has entered into the *Builder*.

Keep in mind also that you are not limited to using one of these search criteria at a time. You may use any or all of them to further narrow your search for the right hymn for a given situation. Once you have some experience with the search functions of *Lutheran Service Builder*, you will be able to easily and quickly find the hymns you want to use, and it will become an indispensable tool in your weekly worship preparation.

More about Hymns and Their Options

Hymns deserve more attention regarding how they can be displayed and what kinds of options are available to you regarding their display, content, and insertion into a service. A great deal of the power of *Lutheran Service Builder* is based on how it handles hymns and its powerful management of these resources.

When you have completed a search for a particular hymn (or if you choose to simply browse all hymns), you will be presented with a list of the results generated by *Lutheran Service Builder*. You may sort this list in one of three different ways, all marked by the icons at the top of the search results. The first is to sort the results alphabetically by first lines, the second, to sort by hymn number (which also sorts topically), and the third option sorts search results by relevance to your search terms. To select a hymn for inclusion in the service, click on its title in the search results.

Upon selecting a hymn, it will be previewed to the right of the search results in the Work Pane. The title of the selected hymn will be displayed at top. The content of the hymn defaults to your preferred setting in the Preferences dialogue box. For any given hymn, you may choose to display and print the title and number of the hymn, the text of the hymn by stanza, or the melody of the hymn with text by line. The displayed material will change as you select your preferred output.

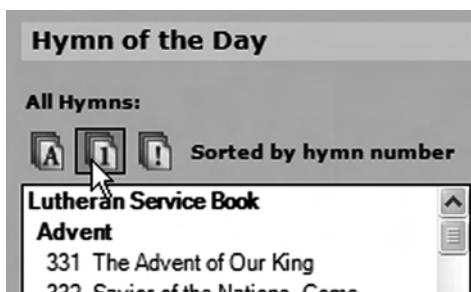


Figure 3.6.
The icons for sorting search results.

To select stanzas to be included for a given hymn, click the **Change stanzas...** button at the bottom of the display. You will be presented with a dialogue box—unchecked a stanza will remove it from the hymn, and vice versa. Click **OK** to commit your changes to the selected hymn. Texts will display only chosen stanzas sequentially by original stanza number. A hymn melody will display any of the first four stanzas under the melody line, while the rest of the stanzas will be printed beneath the hymn as text elements.

You may also sample the melody of most hymns by clicking the **play** button at the bottom of the display. A built-in MIDI file will play the melody line for you. To stop playback, simply click the **stop** button to the right.

The hymns in *Lutheran Service Builder* also have a great deal of additional indexing information and cross-referencing tools available for your use. With a hymn selected, click on the **Info** button in the top right-hand corner. You will be presented with author and composer information, copyright information (useful if you are obtaining permission to use these elements separately from *LSBHymnLicense.NET*), tune details, usage history, topical assignment, and detailed scripture references for each stanza. You may click on any blue text to display relevant information.

You may search and cross-reference any hymn in the database by tune, meter, of Scripture reference in a given stanza. For most people, this will be more information than they truly need in order to plan a worship service, but how much or how little you use these tools is completely up to you.

Obtaining Copyright Permissions

The next major step in planning a service is to ensure that you are reproducing your service materials in accordance with copyright law. We touched on this briefly in the tutorial section of this manual. To reiterate, in order to reproduce copyrighted worship materials, either within *Lutheran Service Book* or from other worship resources entered into the *Builder* using **My Worship Resources**, you **must** obtain copyright permission from the copyright holders of those texts and tunes. Worship materials available to congregations today exist in part because they are protected by copyright regulations. Part of creating and exporting a service using *Lutheran Service Builder* is to obtain those permissions responsibly, and enter the appropriate information into the *Builder*, so the necessary copyright notices can be added to your bulletin output. *Lutheran Service Builder* will help you with this process with friendly and intuitive prompts and information requests.

About Copyright Permissions

A significant percentage of liturgical elements and hymnody included in a worship service are protected by copyright law. Copyrights provide the means by which individuals who create such resources are paid for their time and work. You must get permission from a copyright holder before printing or making copies of copyrighted material, including a service prepared with *Lutheran Service Builder*. This permission can be acquired in several ways. You can ask the copyright holder

directly for permission to use a given resource (though this typically must be done at regular intervals or even every time you use the copyrighted material), or you can obtain a license agreement that administers payments to individual copyright holders out of a pool of annual licensing fees. In either case, you will be required to pay both for the right to use such materials (whether on an individual use basis or by a subscription-style license fee) and to report your usage to the appropriate group: either the holder or the administrator of your license agreement.

How you obtain these permissions is completely up to you and your congregation. Some congregations prefer to obtain permissions on a case-by-case basis, while others will find the licensing model attractive because of its ease-of-use and simplified payment structure. In either case, be sure to have the name of your license or copyright holders handy when entering your copyright permissions into the related step of the *Builder* process, as well as your assigned license numbers; these will be needed to print the required copyright notice and licensing identification number on your finished bulletin.

About *LSBHymnLicense.NET*

To ease this process, and to provide users with the ultimate option for easy copyright management and reporting, Concordia Publishing House also offers a copyright licensing structure called *LSBHymnLicense.NET*. This structure provides annual reprint and reuse permissions for nearly every hymn provided as part of *Lutheran Service Book* and *Lutheran Service Builder*. Your copyright permissions and payments are handled by Concordia Publishing House as part of your annual fee for being licensed in *LSBHymnLicense.NET*. This fee is priced based on your average worship attendance to ensure proper compliance to copyright restrictions and proper reporting of true usage of copyrighted materials. To purchase a subscription to *LSBHymnLicense.NET*, please consult **Appendix C: Obtaining Support** or contact a Concordia Publishing House customer service representative.

Once you have purchased an *LSBHymnLicense.NET* subscription, you must enter your license number into the **Preferences** tab labeled **Electronic Licenses**. Type in the license number you were given at the time of purchase and click the **OK** button. From this point on, *LSBHymnLicense.NET* will track your usage of copyrighted materials, speed you through the rest of the copyright permissions process, and report your usages automatically to Concordia Publishing House (provided you have a working Internet connection). Remember, regardless of the frequency with which you use any combination of hymns, you pay only one convenient fee per year.

You are required by agreement to report your usage data at least once every 30 days. If you have not reported your data, the program will gently remind you on a regular basis until you have completed the reporting process.

The Copyright Permissions Step

If you are using a large number of public-domain hymns or have purchased the built-in *LSBHymnLicense.NET* from Concordia Publishing House, you will rarely have the need to secure permissions for the use of copyrighted materials; everything you need to do will be done for you by default. However, there are a few hymns not covered by the agreement, and since not everyone who uses *Lutheran Service Builder* will be using *LSBHymnLicense.NET* (even though it is the easiest and least painful path through this process), there's one last area we need to cover: the manual entry of copyright permissions.

You will be presented the following screen when you move to the Copyright Permissions step of service preparation:

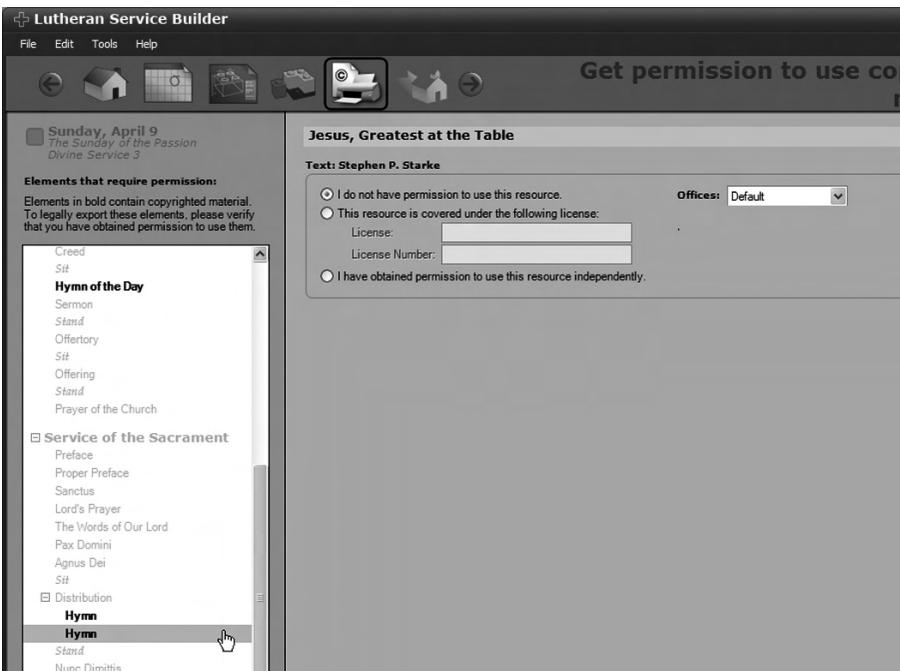


Figure 3.7. The Copyright Permissions step main window.

In the Task Pane is a representation of your current service outline. Every element in your currently selected service is presented here, just like you've seen in the previous steps. If you have no materials requiring further copyright permissions, then you will be told with a notice at the top of the Task Pane, and you may click through to the next step using the Project Bar.

If, however, there are materials used in your service requiring you to state your copyright permissions, they will be highlighted in bold typeface in the service outline. To select an item, click on it in the outline view.

You'll be presented with a list of permissions required before you can legally use the resource in question. For each resource, there are three options presented. The first is to indicate that you do not have permission to use the stated resource.

If this is the case, you will not be permitted to continue the service creation process and export your service. You must go back and choose another resource for which you have reprint permission to continue.

The second is to inform *Lutheran Service Builder* that you already have a licensing agreement that covers multiple types of materials or materials from a broad selection of publishers. Examples of these kinds of licenses include *OneLicense.net* and *CCLI*, among others. If you are using these license agreements, it is your responsibility to ensure that the materials you are using are indeed covered by your license agreement (as with *LSBHymnLicense.NET*, there may be some portions of your service that are not). To indicate your usage in this way, click the appropriate option. You will then be required to type in the name of the license you are using, as well as the license number assigned to your congregation. This information will be printed in your service to satisfy copyright notification; however, unlike with *LSBHymnLicense.NET*, you will be responsible for reporting your usage to the appropriate license administrator. Check with your licensing company for more information on how to report your usage information.

LSBHymnLicense.NET is the most convenient approach to copyright management in *Lutheran Service Builder*.

The third option is to obtain permission to use the resource from the actual copyright holder. This process can be more costly than a license agreement, and it also can be more frustrating. Some hymns have multiple copyright holders; a few provided in *Lutheran Service Book* have three or more separate copyright holders for a single hymn! For each hymn, *Lutheran Service Builder* compares your selected stanzas and retrieves copyright information for each. For each element requiring permission, information will be displayed about the copyright holder and will include contact information for the office responsible for administering that copyright. It is your legal responsibility to obtain permission to use these materials before you export them for congregational use. *Lutheran Service Builder* will present to you contact information for each copyright holder appearing in this step to assist you in this process.

As you enter your permissions information into *Lutheran Service Builder*, each successive hymn will be de-bolded. Once every hymn in your service requiring permissions has had its information completed, you will be permitted to access the final step in the service creation process. Click the green arrow at the right of the Project Bar to move on to the final step.

Exporting Services for Use

The final step in preparing your service is to take that service and then make it usable for worship. In *Lutheran Service Builder*, this is the export feature. You can export to a file, edit the service further, and then print that service, or you may choose to have *Lutheran Service Builder* create PowerPoint slides for projection during worship.

This is also the step in the process where you will apply style sheets to your completed service, by choosing typefaces, font weights and sizes, colors, and effects for your text. By doing so, you can customize the look of your bulletin to match the preferences of your congregation.

Upon exporting your service to one or more file formats, your usage of copyrighted materials will be noted and (if you are using *LSBHymnLicense.NET*) those statistics will be added to your copyright usage reports for transmission to Concordia Publishing House. For this reason, you should not export a service until you are satisfied with its content and layout. Previews of every element in your service are available in the planning steps of the process; if you would like to see what your service elements will look like on the printed page, you should go back to those steps.

Both the direct printing option and the PowerPoint export option provide previews before committing to an export action, so you can be sure of what you will see in the final product.

What Do I Need to Export My Services?

In order for service exporting to function correctly, you must have an active annual support subscription with Concordia Publishing House. *Lutheran Service Builder* will contact CPH via the Internet at regular intervals to determine if this subscription exists. If you are unable to connect to the Internet for this communication to occur, you will be prompted to contact CPH to obtain an unlock code that will allow you to continue exporting services with *Lutheran Service Builder*. Without proof of an active subscription to the Annual Support and Liturgy License, *Lutheran Service Builder* will deactivate all export-related functions until it can verify that you hold an active subscription with Concordia Publishing House, either via the Internet or by codes obtained over the phone.

As part of this support contract, you will receive technical support via phone, product updates of both data (supplied automatically over the Internet) and program features (delivered through installer downloads), as well as the CPH Liturgy License, which allows for annual reprinting of all copyrighted liturgical materials contained within *Lutheran Service Builder*.

The cost of your first year of this subscription is included in your initial purchase. Concordia Publishing House will automate your billing on an annual basis. Current subscription rates are provided on the *Lutheran Service Builder* Web site at lsb.ceph.org.

As long as *Lutheran Service Builder* is able to determine that you have an active support subscription, and that you have submitted your copyright usage reports to Concordia Publishing House (if you are subscribing to *LSBHymnLicense.NET*), you will be able to export your services and use them for congregational worship. Should *Lutheran Service Builder* disable your export features, and you know your subscription is paid and active, please contact CPH support for further assistance. In the unlikely event that your annual subscription should cease, *Lutheran Service Builder: Congregational Edition* will revert to the search-only *Lutheran Service Builder: Home Edition*.

Exporting to a *Lutheran Service Builder* File

One of the strengths of *Lutheran Service Builder* is that it has the ability to save a service to a special type of file that can then be transferred onto a different computer and edited there. This is very useful for situations where one or more of

the computers on which you will be using *Lutheran Service Builder* is not connected to your other computers via network. For instance, you could start creating a service on your office computer, export that service to a *Lutheran Service Builder* file, and then e-mail or transfer that service to your secretary for polishing and printing. The secretary would be able to open the file, view all your selected options, and then output those options to a file.

About Seat Licenses

Remember that each computer on which you have installed *Lutheran Service Builder* counts as a “seat license” as defined in your purchase agreement and in the End-User License Agreement.

For example, if you install a copy of *Lutheran Service Builder* to your office computer, and a copy on your laptop or home computer, those installations use up the two seat licenses included with a purchase of the *Builder* by a small congregation. Larger congregations receive more seat licenses, but also pay higher licensing fees. The same applies for two computers in the same physical location. One copy on the music director’s computer, one copy on the pastor’s computer, and one copy on the secretary’s computer requires three seat licenses.

Additional seat licenses beyond your purchase agreement are available from Concordia Publishing House.

In order to export your service in progress to a *Lutheran Service Builder* file, go to the final step in the service creation process. You will be presented with three choices.

Use the first: **Export the service to a file**. You will be presented with a **Save As** dialogue; select a save location for your exported service and assign a filename to it by typing it in the box at the bottom. Click **Save** to finish your export of the file.

That’s it!



Figure 3.8.

The three choices in the final step of service preparation.

Controlling the Look of Your Services

In order to export your services to a printable file, simply click on the **Make a bulletin for this service** link in the final step of the creation process. You'll be presented with some basic choices you need to make before you're ready to reproduce this service for use.

Not all congregations are created alike. Different people have different preferences, and it's likely that you have developed a style and a look for your service folder that caters to the needs of your congregation, one that is familiar and expected. Thankfully, *Lutheran Service Builder* has an easy-to-use and universal way to alter the look and feel of your service exports to fit your congregation's style.

First, select the size of paper on which you would like to export or print your services. This will determine your final page layout. The selected paper size for the current service will be displayed at the top of the Task Pane. This default can be changed by using the **Locations** tab in the **Preferences** dialogue. If you wish to change the paper size, click on **(change)** and you will be presented with a dialogue with print options. Several pre-formatted options are available in the drop-down menu at the top of the Work Pane. If you would prefer to set a custom paper size and/or custom margins, simply alter the appropriate fields in the Work Pane. Your changes will be saved automatically.

The next option is the most powerful layout option available in *Lutheran Service Builder*: the application of style sheets. It presents a slightly more complicated, but hopefully still familiar interface for selecting your typefaces, font weights and sizes, and alignment preferences. The Task Pane will display your currently selected style sheet (you can create your own style sheets and save them under your own names in the future). Three style sheets are included with *Lutheran Service Builder* as a demonstration of its capabilities: Default, Classic, and Deco.

There is also a simple check box for creating a Large Print version of your service bulletin. A Large Print version of your service will change all elements to text-only, and will increase the text size to accommodate visually impaired members of your congregation.

If you would like to edit the available style sheets, click the **(change)** link next to the style selector to bring up the style sheet editor.

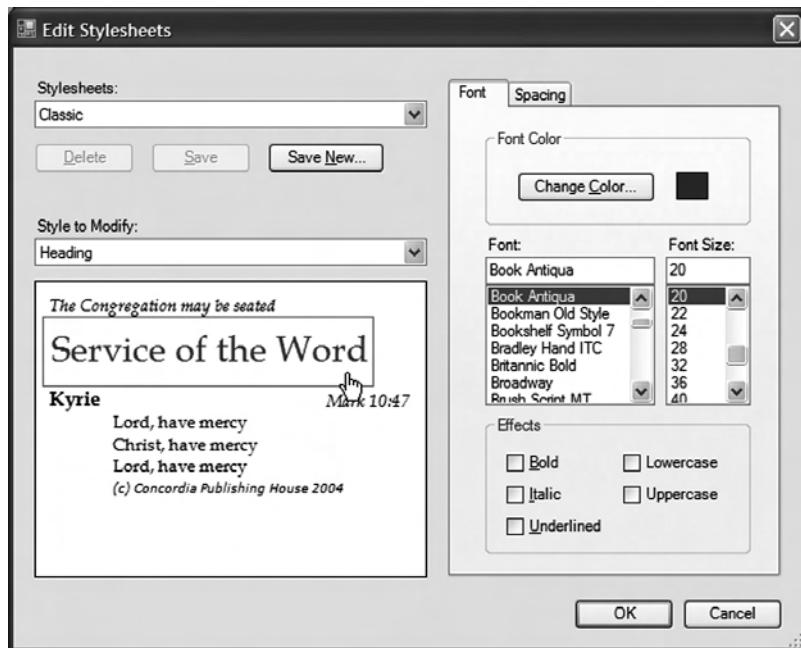


Figure 3.9. The style sheet editor.

At the top of the editor, you may choose from any of the pre-defined style sheets, or you may choose to save a style sheet you have altered as a different style sheet with a new name (in which case you may retrieve that style sheet later using the drop-down menu at left). Select any style and it will appear in the preview window.

To edit a style, you first select which portion of the style you would like to change. To do so, you may either click on the element in the preview window, or select the element from the drop-down above. Doing so will highlight the element in the preview window, and also alter the settings below to match the currently selected options for that element.

Once you have selected an element, you may then adjust the options below as you wish. Font color, font face, size, and textual effects may all be assigned as you see fit to any given element in the style sheet. You may also select the alignment of your chosen element, its indentation relative to the margin, and line spacing using the controls at the bottom. As you make changes, they will be reflected in the sample element displayed in the preview window above. Your changes will be saved to the service automatically.

Once you are satisfied with your style sheet application, you may save it for future use by clicking the **Save As** button at the top of the Work Pane. Type a name for your new style sheet in the dialogue box that appears, and click the **Add** button to permanently add your custom style sheet to the list of pre-defined ones.

Once you are satisfied with the look and feel of your service bulletin, it's time to export that service to a file or to print it.

Exporting to RTF

Rich Text Format (RTF) is a universal file format that can be read by most word processors. We recommend exporting to RTF if you are going to edit your service in any word processing program other than Microsoft Word. RTF will preserve your text formatting, the vast majority of your layout options, and will allow you to edit your layout using your word processor. To export a file to Rich Text Format, click on the appropriate save icon at the bottom of the Task Pane.

You will be presented with a save dialogue, asking you to select a save location and a file name for the service you have just created. Type in your filename, select your save location, and click the **Save** button to export your file. You're done! Now you can open that file using whatever word processing program you normally use, complete your edits and layout, and print your completed service!

Exporting to Microsoft Word

Lutheran Service Builder can also export service bulletin files as .doc files, which are compatible with Microsoft Word. If you primarily use Microsoft Word, we recommend saving in this format, as more of your selected layout, style, and options will be preserved and you will likely have to perform less polishing to complete the look of a service before printing. These files can be opened and edited on any computer with an installed copy of Microsoft Word. To export a file to this format, click on the appropriate save icon at the bottom of the Task Pane.

You will be presented with a save dialogue, asking you to select a save location and a file name for the service you have just created. Type in your filename, select your save location, and click the **Save** button to export your file. You're done! Now you can use Microsoft Word to open the service, edit your layout and formatting, polish your text, and prepare your service for printing and use!

Exporting to HTML

The services you design are constructed internally in *Lutheran Service Builder* as HTML (Hypertext Markup Language) files. It is possible for you to output these files directly. The most common use for this export file format is to post your completed services to a Web site; typical uses for this type of distribution are for students or other members who are out of town but would like to listen or watch your service over the Internet, or shut-in members who would like to do the same. These files can be opened and edited by the majority of word processors, but they are very difficult to work with when editing layout and adjusting other such options. As a result, we recommend using HTML output only when you plan on posting a bulletin to a Web site, and not for general office use. To export a file to this format, click on the appropriate save icon at the bottom of the Task Pane.

You will be presented with a save dialogue, asking you to select a save location and a file name for the service you have just created. Type in your filename, select your save location, and click the **Save** button to export your file. That's it! *Lutheran Service Builder* will output an HTML file and a folder containing the images used in the service.

Exporting to Microsoft PowerPoint

Exporting to PowerPoint is a slightly different process from the other methods previously discussed. It involves a couple of additional steps, and looks slightly different than printing to a file type, but this is because *Lutheran Service Builder* gives you more control over outputting to PowerPoint than you need to print a service.

When you move to the final step, you won't be creating a bulletin as you have been for the printable output. Instead, click on the PowerPoint slide logo next to the option **Create a PowerPoint presentation for this service**. *Lutheran Service Builder* will go through the process of creating the basic slides (you'll see a progress bar here), and you'll be presented with the PowerPoint creation step. It looks like this:

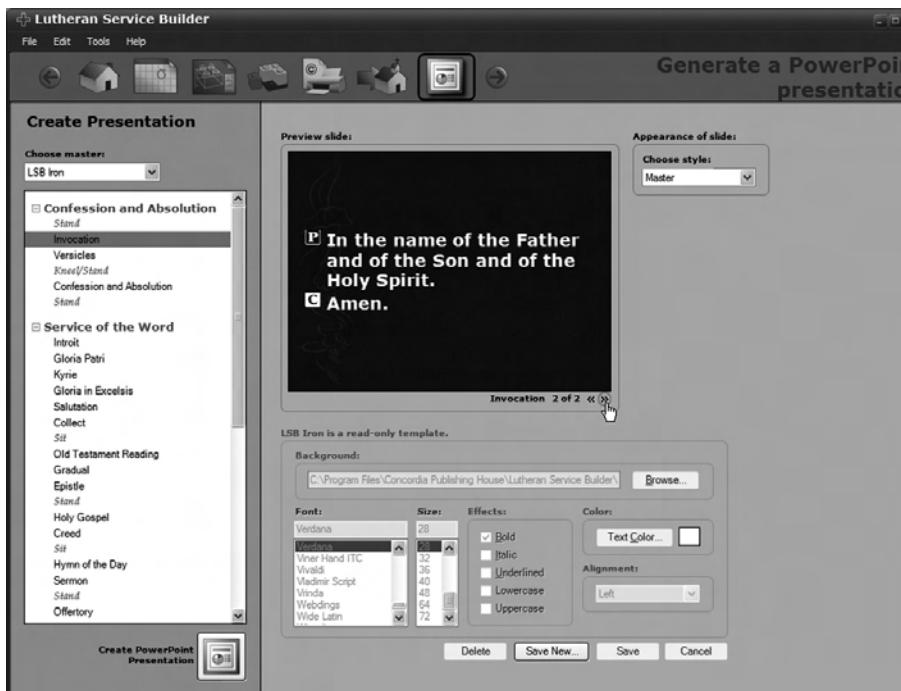


Figure 3.10. The PowerPoint creation step, showing the outline in the Task Pane, and the slide creation tool in the Work Pane.

This step won't look completely unfamiliar. You'll be presented with the service outline in the Task Pane, just like you've seen in previous steps of the process. All your chosen elements will be there and ready for you to view. The slide style editor looks much like the style sheet editor used in the text export process.

You won't be able to edit the slides directly using this interface; for that, you can open up PowerPoint and use it to alter the final look of your service. What you *can* do to your service is change the master slide for the presentation, as well as the slide backgrounds and settings you would like to use for each section of the service.

Lutheran Service Builder comes preinstalled with three slide backgrounds that are designed to match the look and feel of the *Lutheran Service Book* project and associated materials. You are free to use these backgrounds as you wish, or you may create your own. Above the outline view in the Task Pane, you select the master slide background you would like to use for your entire presentation. This background will then be applied to every slide in your service.

If you would like to create a new slide style, find a portion of the service for which you would like to use that style. Select it by clicking on its heading. The first slide will appear at the top of the Work Pane. You may then begin the creation of your new style by clicking the **Save New...** button at the bottom of the Work Pane. You will be asked for a name for your new style; name it something descriptive to make it easier for you to remember the style.

This will activate the controls at the bottom of the Work Pane for setting the look and feel of the slide. You can set a background for the slide by clicking the **Browse...** button. This will bring up a file dialogue; simply navigate to the image file you would like to use for the background and click **OK**. You can use any commonly used image file type. *Lutheran Service Builder* will scale your image to fit the slide.

You may also alter the appearance of the text by switching the font size and style, changing the text alignment, or by adding effects (such as bold or underline) or color. These changes will be reflected as you make them on the sample slide at the top of the Work Pane. When you are satisfied with your edits, click the **Save** button at the bottom of the Work Pane to make *Lutheran Service Builder* remember your settings.

To assign a slide style to a section of your service, simply change it with the drop-down menu at the top of the Work Pane, next to the slide preview. Doing so will change every slide in the current element to the new style. Other elements in the service will be unchanged. To change the slide style for every slide in the service, use the drop-down at the top of the Task Pane. This will set the master slide for all slides.

Once you have altered settings to your liking, click the button at the bottom of the page labeled **Create PowerPoint presentation**. *Lutheran Service Builder* will launch Microsoft PowerPoint on your computer, and create the presentation. From there, you may edit the slides however you wish using PowerPoint. At this point, please note that your presentation has not yet been saved; use the **Save** command from within PowerPoint to save your presentation to disk.

You may add or remove slides to the presentation, edit existing slides, change transitions or effects, and alter your presentation in any other way you desire.

Lutheran Service Builder provides the framework for a fully-functional, ready-to-use PowerPoint worship presentation!

Chapter 4. Using the Worship Resource Search

Lutheran Service Builder's utility is not limited to bulletin creation alone. Because it uses a large database of interconnected information, and has that information available at all times, it is also able to search worship elements (even elements you have added to the program!) for specific information. For instance, say a parishioner walks into your office and can't remember more than a few words in the text of a hymn, and you'd like to help them remember. You can easily find this hymn and perform many more functions by using the search capabilities integrated into *Lutheran Service Builder*.

To start, at the main **What would you like to do?** menu, select the option labeled **Find a single worship resource**. You'll be taken to the search screen. You can select the type of search you would like to run by using the links provided for you in the Task Pane, and your search results will be displayed in the Work Pane.

Let's take a look at the different categories of searches you can perform, and what kind of options they present.

Searching Hymns

Searching hymns using this feature of *Lutheran Service Builder* works exactly the same as searching hymns while you are creating a service and editing its content. You are presented with a selection of criteria by which you may search the hymn database. Click the check box next to a search type to select it; it will then expand to display an entry field.

As you select which options you would like to use to search for your desired hymn, boxes will open into which you should type your search criteria. For each option, let's take a look at what kind of information you would use and what kind of results you can expect. When you have entered your search query, click the **Search** button at the bottom of the Work Pane to be shown your results.

A word or phrase in the hymn looks up exactly that. You can search for any part, no matter how small or large, and the search engine will find that phrase in every possible hymn. If you would like to search for all occurrences of a word, simply type it in and hit Enter. If you put in more than one word separated by spaces, the engine will find all occurrences of either word and display those accordingly. If you would like to search for a phrase, enclose it in quotes (e.g., "evil foe") and the search will return only those hymns that contain that phrase.

You may also search using **Scripture on which the hymn is based**. By typing in one or more Scripture citations (pressing the Enter key between each reference), you can find specific hymns related to a specific passage of Scripture. This is useful if you are trying to choose a Hymn of the Day to match your sermon text, or if you are looking to match readings or an overall theme.

Hymns in *Lutheran Service Book* are arranged topically. To narrow your search to a specific topical focus, choose one of the divisions from **The hymn(s) category or topic** drop-down menu. *Lutheran Service Builder* will display all hymns associated with that topical heading.

Another option is to search either by **meter** or by **tune**. To do so, select one using their respective drop-down menus, and click Search. This can be very useful if you have a hymn text you would like to set to a different tune, or vice versa.

You may also search by **author** or **composer's name**. Partial entries in this field are acceptable; the search engine will check the information stored for each hymn to find any occurrences of that name in text, tunes, or settings (though settings are not available in the *Builder* itself).

In the case of custom worship resources, you may also search by the name of the user who entered the hymn into the database. For instance, if you know your music director placed hymn text into the **My Worship Resources** editor, and you would like to retrieve it but do not know its name or associated information, you may select his or her name from this drop-down box and be presented with all the hymns he or she has entered into the *Builder*.

Keep in mind also that you are not limited to using one of these search criteria at a time. You may use any or all of them to further narrow your search for the right hymn for a given situation.

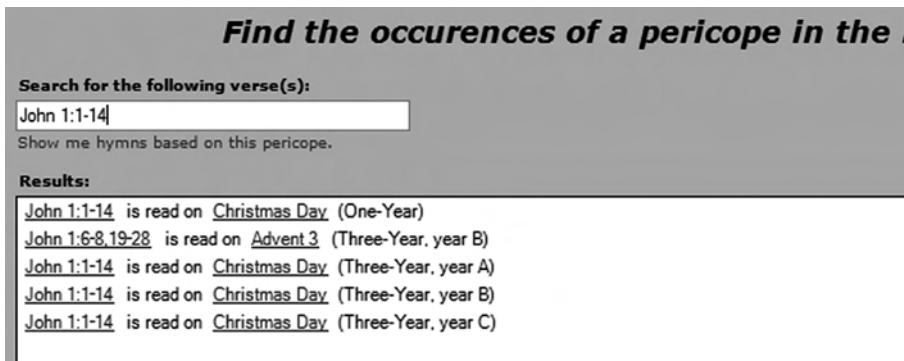
As before, you may choose to organize your results either alphabetically by first line, in ascending numerical order (which is also topical in nature), or by search relevance to your selected criteria.

When presented with your search results, click on the title of a hymn to select it. The selected hymn will be displayed in the Work Pane. You have several options for displaying your search results as well as working with those search results. As with the previous searches, you can choose to view the text or tune of the hymn, or to view the reference information available for that hymn. You may also select which stanzas you would like to view, and access the audio MIDI file preview of each hymn.

The hymn search function also provides one-click printing and copying of hymn texts and melodies as long as you have a current subscription to the Annual Support and Liturgy License. The buttons to the right of the hymn preview provide these functions. Click on the printer button to send the currently previewed material to your default printer, or click on the copy button to copy those contents to the Clipboard; you may then move that information into other applications or documents. Printing or copying hymn information in this manner requires permission from the copyright holder(s) of that material.

Searching Pericopes

Lutheran Service Builder comes pre-loaded with full pericopes from the Three-Year and One-Year Series. Every reading for every seasonal service, as well as feasts, festivals, and occasions is stored in the database and is fully searchable.



Find the occurrences of a pericope in the Church Year

Search for the following verse(s):

Show me hymns based on this pericope.

Results:

[John 1:1-14](#) is read on [Christmas Day](#) (One-Year)
[John 1:6-8,19-28](#) is read on [Advent 3](#) (Three-Year, year B)
[John 1:1-14](#) is read on [Christmas Day](#) (Three-Year, year A)
[John 1:1-14](#) is read on [Christmas Day](#) (Three-Year, year B)
[John 1:1-14](#) is read on [Christmas Day](#) (Three-Year, year C)

Figure 4.1. Searching for a pericope occurrence in the Church Year.

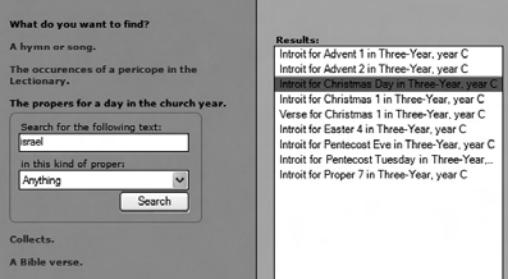
To find a specific reading, simply type in a scriptural citation in the provided blank. As you type, your results will be shown in the window below. Searches can be as detailed or as broad as you would like. For instance, you could search for any occurrence of anything from a single book, a chapter, or even a specific verse. You will be presented with results: the complete reading as presented in the Lectionary is cited, as well as the day of the Church Year to which the reading is linked and in which Lectionary that occurrence appears.

You can click on any reading citation to display the corresponding text from the English Standard Version, and you can also click on the stated day of the Church Year to display the complete propers and pericopes assigned to it.

If you'd like, there is also one-click access to a hymn search based on your given scriptural citation. Simply click on the **Show me hymns based on this pericope** link under the search field. You will be taken to the hymn search screen, and your search will run automatically.

Searching Propers

The propers included with *Lutheran Service Builder* may be searched by key words and phrases. This search function operates much the same as the hymn search function. You'll be presented with a search field; type in the text you would like to search for.



The screenshot shows a search interface for finding propers. On the left, a sidebar lists search criteria: 'What do you want to find?' (A hymn or song, The occurrences of a pericope in the Lectionary, The propers for a day in the church year), and a search form with fields for 'Search for the following text:' (israel), 'in this kind of proper:' (Anything), and a 'Search' button. On the right, the 'Results:' section lists various introits for different feast days: Advent 1, Advent 2, Christmas Day, Christmas 1, Christmas 2, Easter 4, Pentecost Eve, Pentecost Tuesday, and Proper 7. The 'Text:' section displays a portion of the text for the Christmas Day proper, which is a hymn about the birth of Christ.

Find the propers for a day of the church year

What do you want to find?

A hymn or song.
The occurrences of a pericope in the Lectionary.
The propers for a day in the church year.

Search for the following text:
israel

in this kind of proper:
Anything

Search

Results:

Introit for Advent 1 in Three-Year, year C
Introit for Advent 2 in Three-Year, year C
Introit for Christmas Day in Three-Year, year C
Introit for Christmas 1 in Three-Year, year C
Verse for Christmas 1 in Three-Year, year C
Introit for Easter 4 in Three-Year, year C
Introit for Pentecost Eve in Three-Year, year C
Introit for Pentecost Tuesday in Three-Year, year C
Introit for Proper 7 in Three-Year, year C

Text:

For to us a child is born, to us a | son is given.*
and the government shall be upon his | shoulder,
and his name shall be called Wonderful | Counselor.*
Mighty God, Everlasting Father, | Prince of Peace.
Oh sing to the LORD a new song, for he has done | marvelous things!*His right hand and his holy arm have worked salva- | tion for him.
The LORD has made known his sal- | vation,
he has revealed his righteousness in the sight of the | nations.
He has remembered his steadfast love and faithfulness to the house of | Israel.*
All the ends of the earth have seen the salvation | of our God.
Make a joyful noise to the LORD, | all the earth.*
break forth into joyous song and sing | praises!
Glory be to the Father and | to the Son*
and to the Holy | Spirit;
as it was in the be- | ginning.

Figure 4.2. Searching for a proper.

Using the drop-down menu below, select the type of proper you would like to find. You can search for any portion of the regular propers you wish, or all of them at the same time.

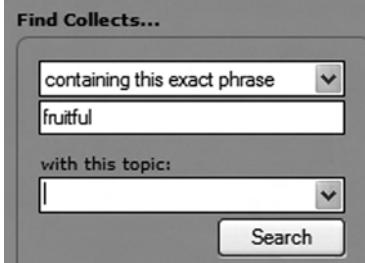
Lutheran Service Builder will search its database for all occurrences of the search criteria you have specified. It will return a list of the propers found, the type of propers they represent, and their representation in the calendar of the Church Year. You may click on each proper to view its complete text, or click on the day in the Church Year to view the complete propers for that date.

Searching Collects

Lutheran Service Builder provides access to a large number of prepared collects for weekly prayer and services. You may search these collects and preview their information using the *Builder*. This can be a great help to you for finding a collect appropriate to a particular occasion, date, or service theme.

To search for a collect, click the appropriate link in the Task Pane. The search criteria blanks will appear in the Task Pane. Type in the keywords for which you would like to search and, if appropriate, select a topical grouping of collects to further narrow your search. Once you have provided your search criteria, click the **Search** button.

Lutheran Service Builder will run your search through its database of collects and return for you a list of their headings to the right in the Work Pane. To preview a collect, click on its heading. The full text of the collect will appear to the far right. You may copy this text to the Clipboard for inclusion into other documents.



The screenshot shows a search interface for finding collects. It has a dropdown menu 'containing this exact phrase' set to 'fruitful'. Below it is a field 'with this topic:' containing a dropdown menu with an empty value. A 'Search' button is at the bottom right.

Find Collects...

containing this exact phrase

fruitful

with this topic:

Search

Figure 4.3.
Searching for a word in the Collects.

Searching Scripture

You may also use *Lutheran Service Builder* to search the complete text of the English Standard Version of the Bible for a word or phrase. Type the word or phrase you would like to find in the blanks provided (the search box will search for an exact match of the words you have provided), and click the **Search** button. The left-most bottom window will display your search results, along with a total count of references found.

Search for the following text:

Results:

- 1 Corinthians 9:25
- 1 Corinthians 15:42
- 1 Corinthians 15:50
- 1 Corinthians 15:52
- 1 Corinthians 15:53
- 1 Corinthians 15:54**
- 1 Peter 1:4
- 1 Peter 1:23
- 1 Peter 3:4

Text:

⁵⁴When the perishable puts on the imperishable, and the mortal puts on immortality, then shall come to pass the saying that is written:
"Death is swallowed up in victory."

Count: 9

Show me when this pericope occurs in the lectionary.

Show me hymns based on this pericope.

Figure 4.4. The Scripture search.

To view a result, click on it. The text in question will appear to the right. If you would like, you can also use the controls below to use that same search result in a hymn or pericope search, just as if you had used the other search functions. This makes searching for a hymn based on a Scripture passage you don't fully recall very easy to do—simply search for the words you remember, select the citation, and conduct a related search!

Chapter 5. Managing Custom Worship Resources

There may be times when your congregation will have need of a special service, a hymn text not included in *Lutheran Service Book*, or a specific service element you would like to insert for a special occasion or event. Perhaps you are in need of a portion of your service to recognize a service anniversary or to commission a specified ministry, and you can't find an element to fill out of any of the materials included in *Lutheran Service Book*. For these instances, we have created **My Worship Resources**.

My Worship Resources is an intuitive, easy-to-use, and powerful editing suite that allows you to create, store, and later recall service elements you have edited. You can organize your elements as you wish, providing easy ways to retrieve them at a later time for use as you see fit in your services. This provides an excellent option for extending the power and usability of *Lutheran Service Builder*. You could always create these service elements after you have completed a service and exported it to your word processor, but with My Worship Resources, you are then able to use those elements just like the other elements within the *Builder*'s search engine.

Custom worship resources behave much like any of the resources in *Lutheran Service Builder*. They can be placed and moved at will in your service outlines, and they follow your style sheet design rules to achieve a uniform look with the rest of the service, but they are also easily created, changed, and saved for later use. My Worship Resources puts in your hands the same basic tools used in the creation of the standard information included with *Lutheran Service Builder*. Using the export tools included with *Lutheran Service Builder*, you also have the ability to export your custom elements and resources, and share those elements with other users of *Lutheran Service Builder*.

How do custom worship elements work with copyright permissions?

When you create a custom worship element, you are given the opportunity to provide a copyright notice for each portion of that element. If you provide such information, you will be prompted to provide your permission information during the **Copyright Permissions** step of the service-building process, just as if you had used material from *Lutheran Service Book*.

You must provide copyright information for each hymn you enter into My Worship Resources.

The custom resources you can create are separated into three main categories: hymns, elements, and collects. To open My Worship Resources, click on the **Add/Edit My own worship resources** button on the main **What would you like to do?** menu. You will be presented with four clickable choices in the Task Pane. These choices correspond to the types of resources you may create. Continue reading to learn more about each.

My Hymns

Click on the **My Hymns** link to be presented with the main hymn selection window. The Task Pane will fill with a list of your categories and hymns, ready for preview and selection. You may search these custom hymns by using the blank at the top of the display.

To add a hymn, first add a topical category to the collection. You can do so by using the **New** button at the bottom of the display. Select **Category** from the menu that appears. A new category will appear in bold in the selection area; type a name for this category and hit the Enter key when you are done.

Once you have created a category for your custom hymns, it's time to add one. Click on the **New** button at the bottom of the Task Pane and select the **Hymn...** option from the menu that appears. The New Hymn Wizard will appear to guide you. Perform the following steps to complete your hymn and add it to the database:

1. Enter the title of your new hymn. Click **Next**.
2. Now, you need to enter the stanzas and text associated with that hymn. For each stanza, click the **New** button to add it to the master list to the left. Once you have it in place, you may edit its content using the blank at the right. Hymn content is treated as text only. Once you are finished, click **New** again to add another. Use the **Remove** button to delete the selected stanza if you make a mistake. Click **Next** once you are satisfied that the entire hymn has been entered correctly.
3. At this step, you can provide music to accompany your hymn if you wish. Music must be in a graphical format *Lutheran Service Builder* can read—TIFF, BMP or PNG file formats. We recommend a scan at 300 dpi. *Lutheran Service Builder* best distinguishes text from music in high-contrast (1 bit per pixel or strict black-and-white). You may add **melody**, **setting**, or both. Click on the link for the desired addition, and *Lutheran Service Builder* will ask you where the graphics file is located.

PERMISSION MUST BE OBTAINED FROM THE COPYRIGHT HOLDER(S) OF ALL MATERIALS IMPORTED INTO LUTHERAN SERVICE BUILDER FOR EACH USAGE. FAILURE TO DO SO IS A VIOLATION OF FEDERAL COPYRIGHT LAW.

4. For each imported music scan, *Lutheran Service Builder* will “slice” the music to separate music from text. This is how *Lutheran Service Builder* knows to print the stanzas you specify when selecting the hymn as a service element. Check the

slices to make sure they are correct. Hover your mouse cursor over each section; music slices will turn green, while text slices will turn blue. Double-click a slice to switch it from one type to the other. Click and drag the blue slice lines to adjust the sizes of the slices to prevent text or music from being “clipped” in the wrong places. Hold ALT while dragging a slice line to create a new one.

Once you are satisfied that *Lutheran Service Builder* has correctly sliced your graphic, click **Next** to move to the next step.

5. Now, you have to tell *Lutheran Service Builder* which lines of text in your graphic file belong to which stanzas you specified at the beginning of this process. Click on the lines of text to the left to highlight them in blue. You may hold the CTRL key to select multiple lines of text, or you may hold the ALT key to select every line of text in the same position in each line (i.e., all first-stanza lines, all second-stanza lines). Once you have selected the proper lines of text, click on a stanza in the window to the upper-right. This links the selected graphical lines to the stanza of the hymn. When you have finished this process for each stanza, click **Next**.

It is okay if you have text stanzas that have no assigned graphical lines. They will be printed as text as you have entered them.

6. If you would like to include both a melody line and a setting, select the one you have not yet entered and repeat the process. If you are finished entering music, click **Next**.
7. Now it's time to populate the custom database with all the great information *Lutheran Service Builder* uses to cross-reference and search your hymns. If you designed your hymn to function in place of a standard liturgical element, select that element using the drop-down box to the upper-left.

Assign musical criteria to your hymn. Select the tune name associated with that hymn from the drop-down in the lower-left. If the tune you are using is not represented, use the **Edit Tunes...** button to create a new one. Select the key of the hymn from its respective drop-down element, and if you have a MIDI file of the melody, you may import it into *Lutheran Service Builder* using the **Browse...** button below.

Now you need to fill in the cross-referencing information *Lutheran Service Builder* needs to categorize your hymn and relate it to others in the database. Enter topical headings for your hymn, one per line, in the blank provided. Refer to the topical headings in *Lutheran Service Book* if you would like to place your hymn within those topics.

Finally, you may assign Scripture references to each stanza as well. Select the stanza in the drop-down box provided, and enter one Scripture citation per line in the box below.

When you are done, click **Next**.

8. The last step is to enter the copyright information for your custom element. This information will be used to present you with the copyright holders' names and information when you are finishing your service content. Be absolutely certain you are entering accurate information.

When you have completed this task, click **Finish** to add the hymn to your list. Your hymn will appear as part of the category you had selected at the beginning of the process. It may be further edited or used in services you create from this point forward.

If you make a mistake entering text or would like to remove a category or hymn, use the **Delete** button at the bottom of the Task Pane. You will be asked to confirm your deletion of the selected element. **Be careful when editing your custom resources—deletion is permanent!**

My Elements

To create a new element you can insert and use in any service you create in *Lutheran Service Builder*, use the **My Elements** link in the Task Pane. You will see a list of the elements you have already created. To add a new element to your collection, use the **New** button at the bottom of the Task Pane. You may use this button to either create a new category into which you can place completed elements, or to begin creating a new element from scratch.

A **New Element** will be created. Type a name for your new element and press Enter to confirm your choice.

In the Work Pane are several groupings of controls that help you to create these elements. The most obvious of these—and the one you will use the most—is the text entry area at the bottom of the Work Pane. Here, you will type the text you wish to use in your custom element.

At the top of the Work Pane are two fields into which you may enter information regarding the copyright holders of the material. If you are creating the element, you may choose to enter yourself as a copyright holder. You may then assign specific copyrights to this information by using the box and controls on the right. This information will be used by *Lutheran Service Builder* when you or others integrate these elements into services.

Between these sets of controls is a row of buttons used to format the text you enter as a custom element. At the very left are a pair of buttons with curved arrows; these buttons control the **Undo** and **Redo** functions of the text editor. Next are **Bold** and **Italics** controls, which will either work as you type or will affect currently selected text.

Next to the right is a pair of buttons and a drop-down menu. These controls affect the responsorial icons you often see at the left margin of elements included with *Lutheran Service Builder* or used in *Lutheran Service Book*. To use this feature, select the text you wish to separate with an icon. Select the appropriate icon from the drop-down menu and click the button with the filled icon. Your text will be indented and a responsorial icon of the chosen type placed in front of it. This will apply only to the selected text, but it also must apply to entire paragraphs.

For example, if you have selected only a partial section of a paragraph (which is defined by line breaks in a section of text), the entire paragraph will end up within the responsorial group. This can also serve as a way to speed up the transformation of text into responses, as simply placing the entry cursor within a paragraph and clicking the icon button will transform the entire paragraph into a response.

To remove a previously formatted section, select it as you would when you created it, and click the button with the empty responsorial icon. The text will be converted to normally formatted text.

The next set of buttons allows you to create block-indented sections of text. Clicking one either **Indents** or **Unindents** a paragraph, one level per click.

Two more controls are at the far right of the button bar. The one marked with the cross symbol used in *Lutheran Service Book* will insert that icon wherever the insertion cursor is currently located in the text entry box when clicked.

The final control allows you to import music to be used for your custom element. Upon clicking this button, you will be presented with a file dialogue. Find a graphics file of an appropriate type, and click the **Open** button. Your music will be automatically “sliced” and will appear in the text entry area at bottom.

Created custom elements are saved as you create them, and may be used immediately in a created service.

My Collects

Creating a collect is a much simpler task than creating an element. These collects are designed to be integrated into larger elements or as a **Collect** element in a service outline. These collects are created in plain text. Just as you would do with a custom element, use the **New** button at the bottom to create a new collect.

Now, give your collect a name. Once you have confirmed the title of your collect, use the text entry fields in the Work Pane to create the content of your custom collect. Assign a topic to the collect using the drop-down menu. (This helps to integrate your collects with those included with *Lutheran Service Builder*.)

Next, enter the text of the collect itself. There are two separate text entry fields given here. *Lutheran Service Builder* allows users to choose between using a short termination and a long termination. If you wish to use both, you must enter text for each in the blanks provided.

Lutheran Service Builder will save your collects as you edit them. There is no need to click any kind of save button or menu command as you work, and completed collects are available immediately for incorporation into created services.

My Tunes

Adding a custom tune is useful for matching custom elements to one another if, for instance, you are using one element and would like to see if you have other compatible elements available with which to mix-and-match content. *Lutheran Service Builder* comes with a complete database of every tune included with *Lutheran Service Book*. Once you add your own tunes to this database, you can use them to cross-reference your resources with those used in *Lutheran Service Book*.

To add a new tune, use the **New** button at the bottom of the Task Pane. Give your tune a name, then begin by filling in the information requested in the Work Pane. Assign a name to your tune, and fill in its meter (used for searches for compatible tunes with another given element). Give the tune author and copyright holder information.

Images cannot be assigned to a tune, but must be assigned to a hymn element instead.

Lutheran Service Builder will automatically save your tune information as you enter it. Created tunes can be used immediately in creating new hymns as well.

Chapter 6. Upgrading *Lutheran Service Builder*

Over the product life of *Lutheran Service Builder*, updates will be provided by Concordia Publishing House as needs arise: to solve issues with the software, improve performance, add features, or include more information or materials in the resource databases.

For regular product updates, registered users of *Lutheran Service Builder* will be notified via e-mail. Updates will be posted to the *Lutheran Service Book* Web site at lsb.cph.org and made available for download. These updates will fix any common problems that may be experienced by users, as well as upgrade the functionality of *Lutheran Service Builder* at regular intervals.

Updates to *Lutheran Service Builder* will be released as new features and fixes to existing functions are released. These patches will be provided through an automatic update utility included with your installation. The updater runs once each time you start *Lutheran Service Builder*, and will only notify you if there are changes available. If you are using a dial-up or otherwise intermittent Internet connection, you may also use the **Check for Updates...** command in the **Tools** menu to force *Lutheran Service Builder* to connect to the CPH server and request any program updates that are available.

If a program patch or update is available, you will be prompted by *Lutheran Service Builder* to begin downloading it. You may postpone the download of updates if you do not wish to install them at the time they are available. Once the appropriate files or content have been downloaded to your computer, *Lutheran Service Builder* will install them automatically and prompt you to restart the application.

The data included with *Lutheran Service Builder* will also be updated on a regular basis. If your computer is connected to the Internet, *Lutheran Service Builder* will check for these updates automatically on a regular basis. To check for updates manually, you may use the **Check for Updates** option in the **Tools** menu of *Lutheran Service Builder*. Your copy of *Lutheran Service Builder* will contact Concordia Publishing House to retrieve the latest information available. You must have an active Annual Support and Liturgy License subscription to use this feature.

These database updates will be applied to your installation automatically. There will be no installer to run or any other process to manage. A status bar will appear to inform you of the progress of the update. **Do not quit *Lutheran Service Builder* or turn off your computer or Internet connection while this update is running! Doing so could cause damage to your database files!**

To view a list of the changes made from one update to another, check the *Lutheran Service Book* Web site for the latest version of this manual. The effects of the latest updates are always listed at the end of the document for easy access. Any changes made to *Lutheran Service Builder* will also be reflected in the online version of this manual.

For major revisions of *Lutheran Service Builder*, new CD-ROM releases may be made available for purchase. These revisions will be subject to a one-time upgrade fee, but will carry the added benefit of significant feature additions and changes to the program not easily added by use of downloadable installers. Major revisions of this type will be announced well in advance of release through e-mail and through the *Lutheran Service Book* Web site at lsb.cph.org.

Appendix A. User Preferences

When you want to change the way *Lutheran Service Builder* behaves, you may alter your default settings, add and remove service times, or do anything to shape *Lutheran Service Builder* to better fit your congregation's needs. These choices and settings are made using the Preferences window. What follows is a set of screen shots of these window tabs, as well as brief explanations of some of the limited options available to you in each screen.

When you install and run *Lutheran Service Builder* for the first time, you are essentially going through each tab of the Preferences window, one by one, so you've actually already been here, even if you don't realize it. And, for most people and congregations, that first run-through is going to be enough to keep you going as long as you're using *Lutheran Service Builder*.

If you'd like to change some settings, however, you most certainly can. Remember that changes will affect only new services created from this point forward; older services will not change without direct input from you. Our tour is broken down by tabs, which are located at the top of the window. Click on each one to view and alter its settings.

The General Tab

The **General** tab hosts most of the options that don't affect your Locations or content. These options will affect your experience with the program, how things look to you, and what information you would like presented on a regular basis.

Figure A.1.
The General tab of the Preferences dialogue.



The **General** tab includes settings that will affect background activity and some of the built-in assistance functions. **Show tooltips on the Taskbar** enables the little “pop-up” descriptions that appear when you hold your mouse cursor over the buttons in the Project Bar. **Check for updates on startup** allows *Lutheran Service Builder* to use your Internet connection to contact Concordia Publishing House’s servers to check for updated files or product upgrades. **Clean up temporary files and compact databases on quit** will cause *Lutheran Service Builder* to take longer to close down when you are finished with it, but will save hard disk space by removing unnecessary data from your computer when you are finished.

The **Performance** option allows you to control how *Lutheran Service Builder* uses your computer’s available resources. You can choose to allow the *Builder* to consume more of your computer’s active memory to speed up your search results. If you have the recommended system specifications detailed at the beginning of this document, feel free to keep the enhanced performance enabled. If your system is older or has specifications closer to the minimum, you will find better performance by conserving your memory. Otherwise, *Lutheran Service Builder* may cause your computer to become unresponsive.

The **Hymns** grouping controls some of the preview display and tracking options for your hymnal databases. The main control is the selector to determine the length of time over which you would like to display statistics for hymn selections. *Lutheran Service Builder* tracks your usage of hymns so you can view their frequency of use by using the Info feature. The amount of time displayed is adjusted via this drop-down menu.

The Locations Tab

The **Locations** tab gives you one-stop access to the data you have stored in your user profile for all defined Locations. Much of this information was created for you during the Setup Wizard, using controls very similar to those found here in the Preferences dialogue.

Figure A.2.
The Locations tab of the
Preferences dialogue.

At the top of the dialogue, you can select the Locations you have saved to *Lutheran Service Builder*. The **Add** and **Remove** buttons to the right allow you to add or subtract Locations from this list.



Deleting a Location from this list will also delete any services attached to it! Think twice before you change these settings if you have services in the database you plan on reusing or referencing!

When you have a Location highlighted, you can press the F2 key to rename it if you wish.

Selecting a Location activates the controls at the bottom of the window. From here, you can change the default Lectionary to be used with the given Location, modify the bracket for weekly worship attendance (required to comply with licensing and copyright agreements), revise your default export and PowerPoint layouts, and amend the stylesheets for controlling the default look of your services.

The Service Times Tab

The **Service Times** tab lets you view, edit, and delete the times and frequencies of your services at each Location. For each type of service you can select a default liturgy as well.

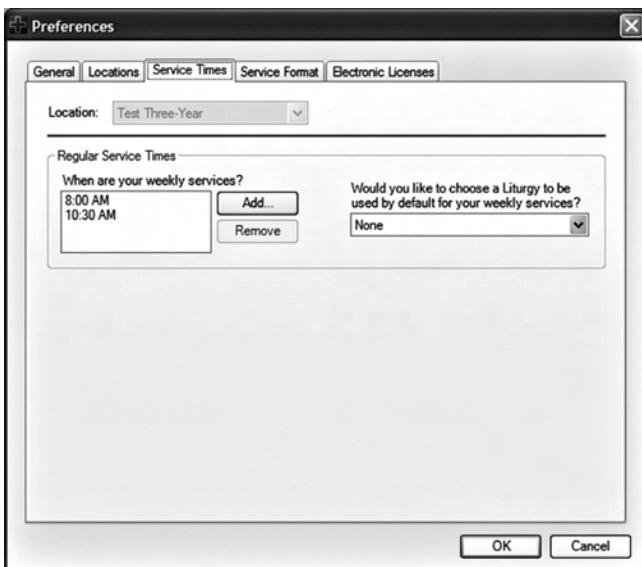


Figure A.3.
The Service Times tab
of the Preferences
dialogue.

At the top of the window, select the Location for which you would like to alter these settings. If you have only one Location, it will be selected by default.

To add or remove a weekly service time, use the buttons to the right of the list of your existing times. To the right, you can use the drop-down menu to select a default order of service for your weekly worship. The order you select here will be automatically applied to all new weekly services generated from this point forward. It can be changed in any service, and it does not need to be set to a specific service at all.

When you have finished with any changes, make sure you click the **OK** button to save them.

The Service Format Tab

The **Service Format** tab stores your preferences for the default display of worship elements.

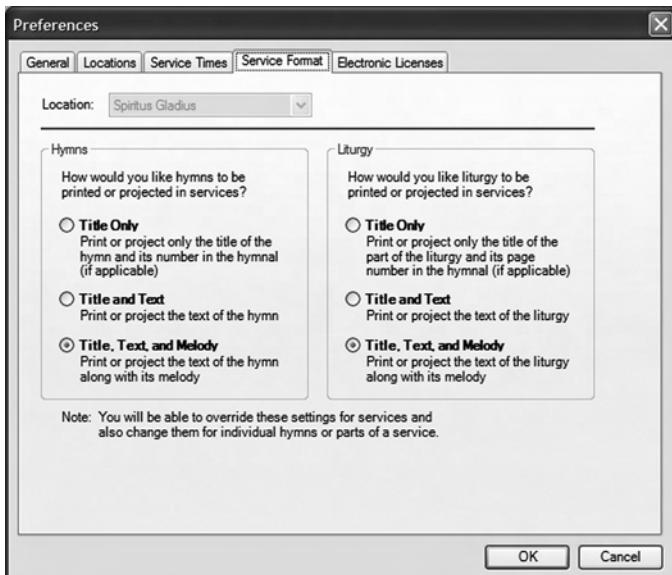


Figure A.4. The Service Format tab of the Preferences dialogue.

Select a Location in the drop-down menu at the top of the window. If you have only one Location, it will be selected by default. These settings can be different for each Location you have created.

For each type of element, either hymns or liturgy, select the default view you would prefer in your final materials. This choice can be changed on an individual element basis, but when a service is initially created, all new elements will follow these choices.

When you are finished with your changes, click the **OK** button to save them.

The Electronic Licenses Tab

The **Electronic Licenses** tab allows you to submit or print your hymn usage reports for Concordia Publishing House, or to add non-*LSBHymnLicense.NET* licensing information to your installation of *Lutheran Service Builder*. This is useful in cases where you already subscribe to a copyrights licensing program that covers some of the material presented in *Lutheran Service Book*, and do not wish to use *LSBHymnLicense.NET*.

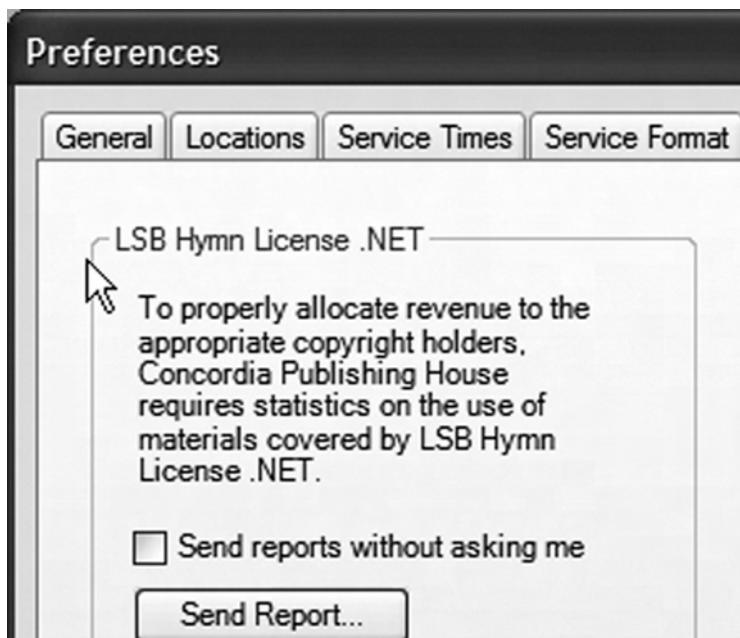


Figure A.5. The Electronic Licenses tab of the Preferences dialogue.

The left-hand side of the dialogue tab allows you to change settings related to *LSBHymnLicense.NET*. If you would like your usage reports to be automatically transmitted to Concordia Publishing House without your interaction, check the box marked **Send reports without asking me**. To manually send a report, click the **Send Report...** button. If you do not have an Internet connection, but still need to submit a usage report to comply with the terms of the license, click the **Print report...** button to send a pre-formatted usage statement to your default printer. This usage statement can then be mailed to Concordia Publishing House in order to fulfill your hymn license usage agreement.

License numbers, usage totals, and permissions are handled for you automatically for all elements from copyright holders participating in the *LSBHymnLicense.NET* program. Usage of items for which you were required to obtain permission separately is not included in this report, including any information imported into My Worship Resources. This report tracks usage statistics only and is exclusively for the purpose of generating royalty payments to appropriate copyright holders.

If you choose not to subscribe to *LSBHymnLicense.NET*, but would like some assistance in the Copyrights and Permissions step of the service creation process, you may store your licensing information within *Lutheran Service Builder* here. Click the Add button to create a new entry. To fill it, simply select it in the list, then type the name of the license (e.g., CCLI, OneLicense.NET), and your license number (assigned by the licensing entity). You will then be able to recall this information as part of the Copyrights and Permissions step to quickly enter your licensing information as needed.

Note that you are still responsible to report your usage to the appropriate licensing agreement! *Lutheran Service Builder* neither collects nor submits usage information for any licensing structure other than *LSBHymnLicense.NET*!

What about other types of electronic licenses?

If you are a subscriber to an electronic license other than *LSBHymnLicense.NET*, you will have to report your usage independently of the automatic controls provided with *Lutheran Service Builder*. You will be responsible for tracking your usage and sending those reports to the appropriate license administrators.

Appendix B. Additional Resources

In preparing your services for corporate worship, we hope that you will find *Lutheran Service Book* and *Lutheran Service Builder* to be indispensable tools and constant companions. We also expect that you will run across situations where you will need to supplement *Lutheran Service Book* with additional content.

With that in mind, consult the resources below:

lsb.cph.org—The official *Lutheran Service Book* Web site. Here, you will find updates and corrections to *Lutheran Service Builder*. New content will be added as the attendant volumes of *Lutheran Service Book* are integrated into the *Lutheran Service Builder* databases.

lsbhymnlicense.net—Do you have questions about licensing the use of copyrighted materials or about the license agreements included with *Lutheran Service Builder*? For more information on these and other questions regarding copyrights, manual reporting helps, and additional tools to help you get more out of the resources of *Lutheran Service Book*, visit the official site of *LSBHymnLicense.NET*.

music.cph.org—Home to a vast catalog of materials and resources for the worship life of your congregation. Looking for a choral setting of a hymn to augment the theme of your service? Check with Concordia Publishing House’s music department for ideas and materials faithful to the Scriptures and the Lutheran Confessions.

worship.lcms.org—The home page of The Lutheran Church—Missouri Synod’s Commission on Worship, developers of *Lutheran Service Book*.

www.cph.org—The home page of Concordia Publishing House, publisher and distributor of *Lutheran Service Book*, *Lutheran Service Builder*, and many more products for both church and home that are faithful to the Scriptures and the Lutheran Confessions.

Appendix C. Obtaining Support

If you run into problems installing, running, or using *Lutheran Service Builder*, or have a question concerning how to use your copy of *Lutheran Service Builder*, we at Concordia Publishing House understand that you'll need support to help with your issue. There are several ways you can obtain this support.

First, you should check with both the built-in Help system (by going to **Help→Help...**) and the printed manual included with your *Lutheran Service Builder* purchase. The answers to many of your questions, especially those concerning the routine use of *Lutheran Service Builder*, can easily be found there.

Second, check with the *Lutheran Service Book* Web site at lsb.cph.org. Under the "Support" section of the site, you will find several resources that will help you. Frequently Asked Questions give you an insight into what other users of the program are asking and immediate answers to those questions. Product updates will also be available on the site; always check to make sure you are using the latest version of *Lutheran Service Builder* before contacting support. An updated copy of this manual will also be located on the Web site for you to access and check for any changes. The online version of this manual will be updated continuously as the *Builder* is updated and features are added.

If you are still unable to find an answer to your question or a solution to your problem, please contact Concordia Technology Services at Concordia Publishing House via phone or e-mail for support. In order to receive live support, you need to have your CPH Customer Number handy. It is printed on the invoice you received with your copy of *Lutheran Service Builder*, and also used as your serial number during the installation process. You can also find your Customer Number using the **About...** option in the **Help** menu. You also must have an active Annual Support License subscription to *Lutheran Service Builder* to receive phone support.

Users of *Lutheran Service Builder: Home Edition* after 30 days from purchase or those users of *Lutheran Service Builder: Congregational Edition* whose annual support agreements have expired and have not been renewed will be charged for support on a per-incident basis. Check with the *Lutheran Service Book* Web site for current rates.

Contact *Lutheran Service Builder* support at (800) 346-6120.

We would be happy to answer any questions you might have or to troubleshoot issues you are experiencing with *Lutheran Service Builder*.