PROMPTED
TO IMPACT

Northern Conference of Seventh-day Adventists®

NORTHERN CONFERENCE LOCAL CHURCH SUPPORT

Microsoft 365 for your church.

Clear enough to use. Secure enough to trust.

A practical member guide to the NCSA church Microsoft 365 account, application process, learning centre and IT support journey.

AT A GLANCE

R720	1 account	Trackable
annual church fee	owned by the church	from request to resolution

Local church edition · November 2026

ONE CLEAR MEMBER JOURNEY

Everything you need. Nothing you do not.

Built for the local church.

The member portal is deliberately separate from the employee and pastor workspace. Members see church-account applications, learning, troubleshooting and request tracking - not staff directories, employee records or internal administration.

1 01

Apply

Submit the approved church account request with the signed resolution and proof of payment.

2 02

Learn

Watch practical videos or open trusted guides for Teams, Outlook, OneDrive and Office.

3 03

Get help

Send the exact problem, device and screenshot directly to the NCSA IT Department.

4 04

Track

Use the reference number and requester email to follow progress and responses.

5 05

Stay informed

Receive appropriate email updates when the request reaches important milestones.

6 06

Stay secure

Use the church account responsibly and never share passwords or approval codes.

MEMBER PORTAL

ithelpdesk.ncadventist.org

OPEN THE MEMBER PORTAL

WHAT THE CHURCH RECEIVES

A church-owned Microsoft 365 account

The account exists for the ministry and administration of the local church. It is not a personal email benefit and should remain available to the church when leaders or account custodians change.

Church email

A recognised address using the church name and the nc.adventist.org domain.

Office desktop apps

Microsoft Word, Excel, PowerPoint and related apps for approved church work.

Microsoft Teams

Meetings, communication and collaboration for approved church activity.

OneDrive

Church-controlled cloud storage, sharing, version history and file recovery.

Mobile access

Outlook and Teams can be used on approved phones and tablets.

Learning and support

A visual learning centre, troubleshooting library and tracked IT assistance.

IMPORTANT

The full desktop licence is tied to the church's approved device arrangement.

A personal device may be used only when the church has formally approved it for church work and accepts responsibility for access, protection and handover.

FROM APPROVAL TO ACCESS

Prepare once. Apply in about eight minutes.

01

Church Board approval

Approve the account, R720 annual fee, requested email address, named custodian and device arrangement.

02

Signed resolution

The pastor and Church Clerk sign the resolution confirming the Board's decision.

03

Proof of payment

Pay the annual fee using the reference provided and keep a clear POP file.

04

Online application

Enter the church, pastor, clerk and custodian details and upload both documents.

05

Review and verification

IT checks the application and Treasury confirms payment. Missing information is requested through the tracked process.

06

Provision and handover

IT creates the account and sends the approved login and setup instructions to the responsible people.

START THE ONLINE APPLICATION

Keep your reference number after submission.

BEFORE YOU BEGIN

Two documents. One accountable custodian.

A complete application avoids unnecessary delays. Use clear PDF or image files and make sure the names and signatures can be read.

1 Board resolution

- Recognised church name
- Approval of the account and annual fee
- Requested email address
- Named account custodian
- Approved device arrangement
- Pastor and Church Clerk signatures

2 Proof of payment

- Clear payment date and amount
- Conference account payment evidence
- Payment reference shown
- File is readable and complete

THE CUSTODIAN'S RESPONSIBILITY

Access belongs to the church.

The named custodian manages the account on the church's behalf, protects access, stores church records in the church account and completes a responsible handover when leadership changes.

WHEN SOMETHING IS NOT WORKING

One request. A visible journey to resolution.

Members can submit account-related support without seeing internal employee systems. The IT Department receives the request with enough information to respond effectively.

INCLUDE THESE DETAILS

- **Your full name and reply email**
- **A short, specific summary**
- **What you were trying to do**
- **The exact error message**
- **Device or system used**
- **A screenshot where possible**

REQUEST MILESTONES



New
Received by IT

In progress
Work has started

Waiting
IT needs information

Resolved
Solution recorded

Closed
Matter completed

PRIVACY PROTECTION

Tracking requires both the reference number and the matching requester email.

Internal IT notes and employee records are not displayed to members. Never include a password or verification code in a request.

WATCH · LEARN · TRY

Help that meets people where they are.

The portal separates learning from the home page so members can choose when they want a quick answer, an embedded video or a complete course.

Teams

Meetings, sound, camera, chat and files

Outlook

Email, signatures, calendar, folders and rules

OneDrive

Sync, sharing, recovery and permissions

Word & Excel

Everyday documents, formulas and collaboration

Microsoft 365

Installation, mobile access and file sharing

Security

Phishing, passwords, authentication and recovery

CURATED SOURCES

Official Microsoft guidance plus selected reputable trainers

Video content is organised by topic and difficulty. The library includes short fixes, beginner lessons and longer courses from Microsoft and well-established Microsoft edu

OPEN THE LEARNING CENTRE

FREQUENTLY ASKED

Know what to do next.

Can a member apply for a personal account?

No. The service is a church-owned account approved by the Church Board.

Can the account work on a phone?

Yes. Outlook and Teams may be used on approved phones, with responsible access and handover.

What if a verification code does not arrive?

Check Junk, confirm the address, wait briefly and try once more before submitting an IT request.

Can the desktop apps be installed on a personal PC?

Normally the full suite belongs on a church-owned device. Any exception requires formal church approval and accountability.

What if Teams has no sound?

Choose the correct speaker and microphone in Device settings, check volume and disconnect unused Bluetooth devices.

How is progress tracked?

Use the IT reference and same requester email to view the status and timeline.

YOUR NEXT STEP

Apply, learn or ask for help.

Visit the NCSA IT member portal for the live application, expanded troubleshooting library, learning videos and request tracking.

VISIT ITHELPDESK.NCADVENTIST.ORG

OPEN TROUBLESHOOTING