

## WELCOME TO SUMMIT CHURCH!

### ABOUT OUR TEAM

My name is Jordan Cox, and I'm the Audio-Visual & IT Director at Summit Church. I am here to help with any IT-related issues and to make sure your Summit-issued devices are working efficiently. As your primary point of contact for all things Audio-Visual & IT, I'd like to personally welcome you onto the Summit team!

### DEVICE INFORMATION

This MacBook has been issued to you by the IT Helpdesk Team. It has been connected to the Summit Staff Wi-Fi network and configured for use with the Summit printers & Office 365 application suite (Word, Excel, Outlook, etc.). When you open an Office 365 app for the first time, use your Summit email address and password to validate the license.

### FREQUENTLY ASKED QUESTIONS

#### Who do I contact if I have an issue?

The IT Helpdesk Team uses a ticketing system which allows us to organize and keep track of ongoing issues. Simply email [support@summitlife.com](mailto:support@summitlife.com) with details regarding your issue, and a support ticket will be automatically generated. Once your ticket has been received, a member of the IT Helpdesk Team will reach out to you for further assistance.

#### What is the Wi-Fi password?

Each campus has a staff Wi-Fi network. The network name and password are identical at each campus:

- Name: Summit Staff
- Password: **every-man-woman-child**

#### How do I download & install Office 365?

You can install your Office 365 apps on up to 5 devices. To install Office 365 apps on other devices, visit <https://office.com> and sign in with your Summit email address and password. On the Office 365 homepage, click the "Install Office" dropdown in the top right corner and select "Office 365 apps". Once the installer package downloads to your computer, go through the normal installation procedure to install the applications. After the installation is complete, open any Office 365 app and use your Summit email address and password to validate the license.

#### How can I check Summit emails on my mobile device?

The Microsoft Outlook app is the preferred method for accessing your Summit emails on your mobile device. Simply download and install the Microsoft Outlook app from the Apple App Store or Google Play Store and sign into your account with your Summit email address and password.

Note: You are free to use the default email app on your mobile device, but the Microsoft Outlook app provides the most features, functionality, and is the only app supported by our IT Helpdesk Team.

#### Do I have access to shared Summit calendars?

Check your inbox for calendar invites from our Summit Calendars account: [calendars@summitlife.com](mailto:calendars@summitlife.com). When you receive a calendar invite, simply accept the invite inside the email and the shared calendar will be automatically added to your Outlook calendar list.

**JORDAN COX**

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