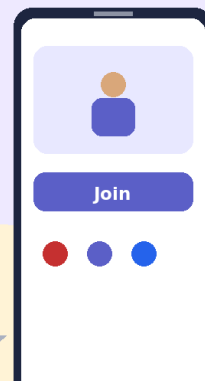
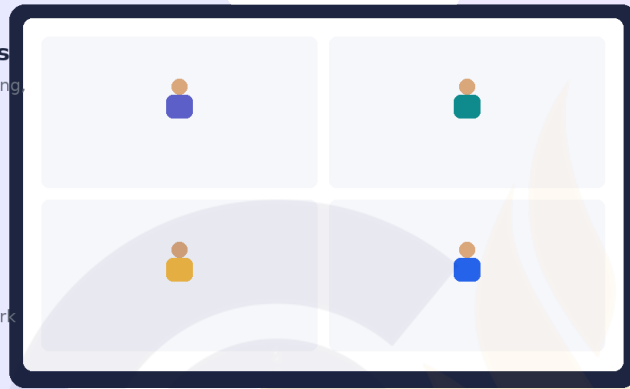
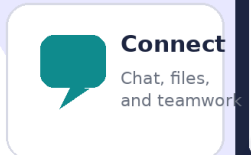
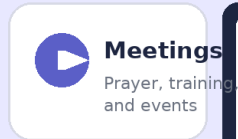


CTTP

MICROSOFT TEAMS & MICROSOFT 365

New User Guide

A beginner-friendly guide for church members, volunteers, leaders and staff



One place for church communication,
meetings, collaboration and ministry work.

Meet. Pray. Learn. Serve. Collaborate.

1

Start here

What Teams is, who this guide is for, and the easiest way to begin.

**Important: You do not need a Google account for Microsoft Teams.**

Teams uses a Microsoft account. You may use an existing Gmail address when creating a Microsoft account, but the Microsoft password can be different from your Gmail password.

Our church uses Microsoft Teams for prayer meetings, ministry meetings, leadership meetings, training, large events and online collaboration. Teams is not only a video-meeting application. It also provides chat, group workspaces, calendars, files, announcements and access to Microsoft 365 services.

This guide is designed for beginners. Follow only the section that matches what you need. A visitor attending one meeting does not need the same access as a ministry leader who organizes meetings and manages church files.

● Attend a meeting

Open the invitation link and join using the Teams app or a web browser. An account may not be required when anonymous access is allowed.

● Attend regularly

Create a free Microsoft account using an existing email address so you can join recurring meetings more easily.

● Join a ministry workspace

Accept the church guest invitation and use the exact email address that was invited.

● Organize church work

Use the Microsoft 365 account provided by the church administrator.

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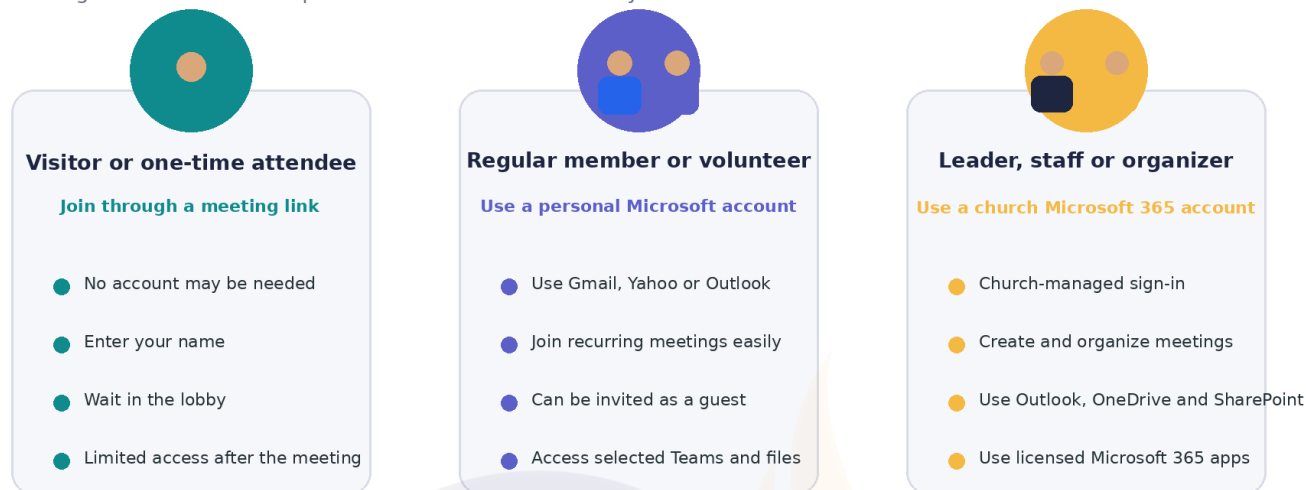
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Which account do I need?

Choose the simplest access that meets your needs.

Choose the right way to use Teams

A Google account is not required. Choose based on what you need to do.



A Gmail address can be used to create a Microsoft account, but the Microsoft password may be different.

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Do not create a church work account yourself.

Official accounts such as yourname@cttp.org.ph must be created and managed by the church Microsoft 365 administrator.

Three account types explained

- No sign-in or anonymous attendee: suitable for a visitor or one-time public meeting when the organizer allows it.
- Personal Microsoft account: suitable for regular members, volunteers and guests. You can create one using Gmail, Yahoo, Outlook or another email address.
- Church Microsoft 365 work account: suitable for leaders, staff, organizers and users who need official email, Teams, SharePoint, OneDrive and licensed applications.

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Google account: when would I create one?

Create a Google account only when you specifically want Gmail or other Google services. It is not required for Teams. For Teams, create a Microsoft account or use the church account assigned to you.

3

Create a personal Microsoft account

Use your existing Gmail or other email address, or create a new Outlook address.

1. Open the Microsoft account sign-up page: signup.live.com.
2. Enter your existing email address, such as your Gmail address. Select the option to get a new email address when you need an Outlook address instead.
3. Create a strong Microsoft password. This password may be different from your Gmail password.
4. Enter your name, country or region and date of birth when requested.
5. Open your email and enter the verification code sent by Microsoft.
6. Add a recovery email or phone number when requested, and enable multi-factor authentication when available.
7. Install Microsoft Teams and sign in using the same email address and Microsoft password.



Password reminder

Never share your password, one-time verification code, recovery code or approval notification with anyone, including church leaders or technical support.



Create a Microsoft account

<https://signup.live.com/>



Download Microsoft Teams

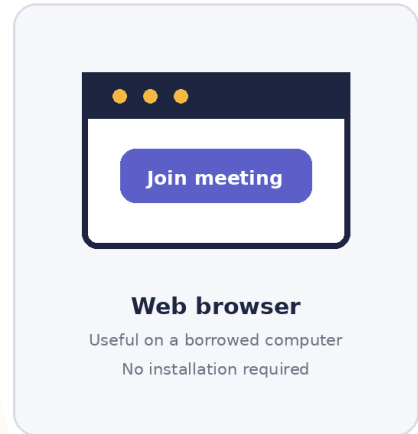
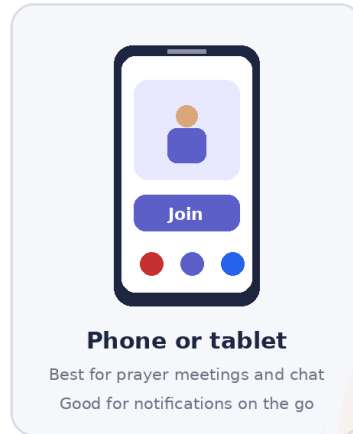
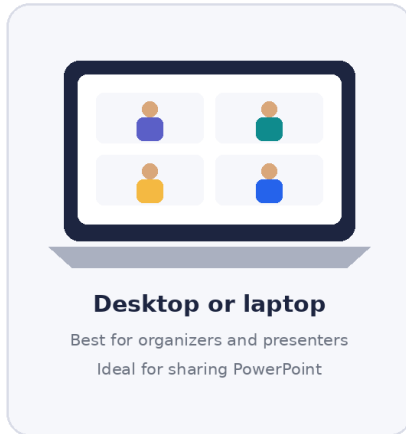
[https://www.microsoft.com/microsoft-teams/
download-app](https://www.microsoft.com/microsoft-teams/download-app)

4

Install and use Teams on your device

Teams is available on computers, mobile devices and supported web browsers.

Use Teams on the device you already have



• Windows or Mac Best for organizers, presenters, media teams and people sharing PowerPoint. Download the official Teams desktop application.	• Android, iPhone or iPad Best for ordinary attendees, prayer meetings, chats and notifications. Install Microsoft Teams from the official app store.
• Web browser Useful on a borrowed computer or when installing applications is not possible. Open teams.microsoft.com.	• Shared or public computer Use the browser, avoid saving your password, and sign out completely after the meeting.



For the best first experience

Install Teams before the meeting, sign in, allow microphone and camera access, and join five to ten minutes early for testing.

5 Join a Teams meeting

The organizer may send the link through email, Messenger, text message or the church website.

Join a Teams meeting in six simple steps

1**Open the meeting link**

From email, Messenger, text message or the church website.

2**Choose how to join**

Open Teams, use a browser, or join without signing in.

3**Enter your name**

Use your real and recognizable name.

4**Check audio and camera**

Allow microphone and camera access when asked.

5**Select Join now**

Keep your microphone muted until you need to speak.

6**Wait in the lobby**

The organizer may need to admit you.

i**Before selecting Join now**

Confirm your displayed name, microphone, camera and speaker. Use earphones when possible to prevent echo.

Meeting lobby

Some meetings require the organizer to admit participants. Waiting in the lobby does not mean the link is broken. Keep the meeting screen open until you are admitted.

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Basic meeting controls

Learn these six controls before your first prayer meeting or church event.

Know the essential meeting controls



Microphone

Mute when you are not speaking



Camera

Turn video on or off



Raise hand

Ask permission to speak



Chat

Send questions in chat



Share

Present slides or your screen



Leave

Exit the meeting when finished

● Microphone

Keep it muted while someone else is speaking. Unmute only when called, praying or sharing.

● Raise hand

Use this before speaking in a large meeting, training or question-and-answer session.

● Share

Only organizers and presenters should share their screen, PowerPoint or computer sound.

● Camera

Turn it off when your connection is unstable or when the organizer asks attendees to conserve bandwidth.

● Chat and reactions

Use chat for questions, approved links, Bible verses and prayer responses without interrupting the speaker.

● Leave or end meeting

Attendees select Leave. Only the organizer should use End meeting for all.

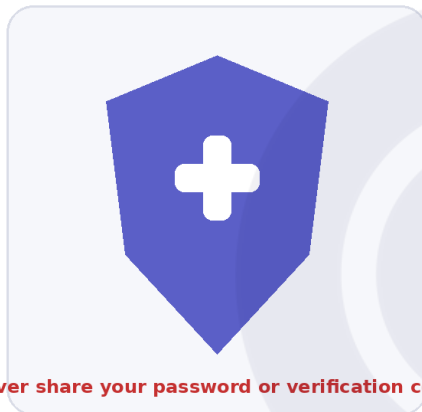
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Meeting etiquette and account safety

Simple habits make meetings orderly, welcoming and secure.

• Join early Enter five to ten minutes early to test sound, camera and internet connection.	• Use your real name A recognizable name helps the organizer identify and admit you.
• Mute when not speaking Background noise can interrupt prayer, preaching, teaching and worship.	• Use chat responsibly Keep messages relevant, respectful and appropriate for church communication.
• Do not share links publicly Forward meeting links only when the organizer has permitted it.	• Ask before recording Do not record, screenshot or livestream private meetings without permission.

Stay safe and protect your account



Never share your password or verification code.

- ✓ Use a strong, unique password
- ✓ Enable multi-factor authentication
- ✓ Do not approve unexpected sign-in requests
- ✓ Verify unusual money or gift-card requests
- ✓ Sign out of shared computers
- ✓ Keep Teams and your device updated



Private and pastoral meetings

Do not record counselling, prayer, disciplinary or confidential meetings unless everyone has been informed and appropriate permission has been obtained.

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What can Teams do aside from meetings?

Teams can become the church workspace for communication and collaboration.

● Chat One-to-one or group conversations, quick questions, voice calls and file sharing.	● Teams and channels Organized workspaces for leadership, music, youth, children, media, events and other ministries.
● Announcements Publish schedules, reminders, instructions, training materials and event updates in the correct channel.	● Files Store and share Word, Excel, PowerPoint, PDF, music, photos and approved ministry resources.
● Calendar Schedule recurring prayer meetings, leadership meetings, training and events.	● Recordings and recap Authorized organizers may record eligible meetings and share the recording with approved participants.
● Webinars and town halls Use controlled event formats for registration, large audiences and broadcast-style gatherings when enabled.	● Apps and automation Add Forms, Planner, OneNote, Whiteboard, approvals and other tools where allowed by the administrator.

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Meeting invitation is not Team membership

A person may be able to join a meeting but still be unable to see the Team, channel or files. Access must be granted separately.

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Microsoft 365: the bigger picture

Microsoft 365, formerly commonly called Office 365, connects Teams with email, files, documents, tasks and church information sites.

Microsoft 365: more than online meetings



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Features depend on the license

The exact applications and limits available to a user depend on the Microsoft 365 plan, the country or region, administrator policies and any add-ons assigned by the church.

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Common Microsoft 365 applications

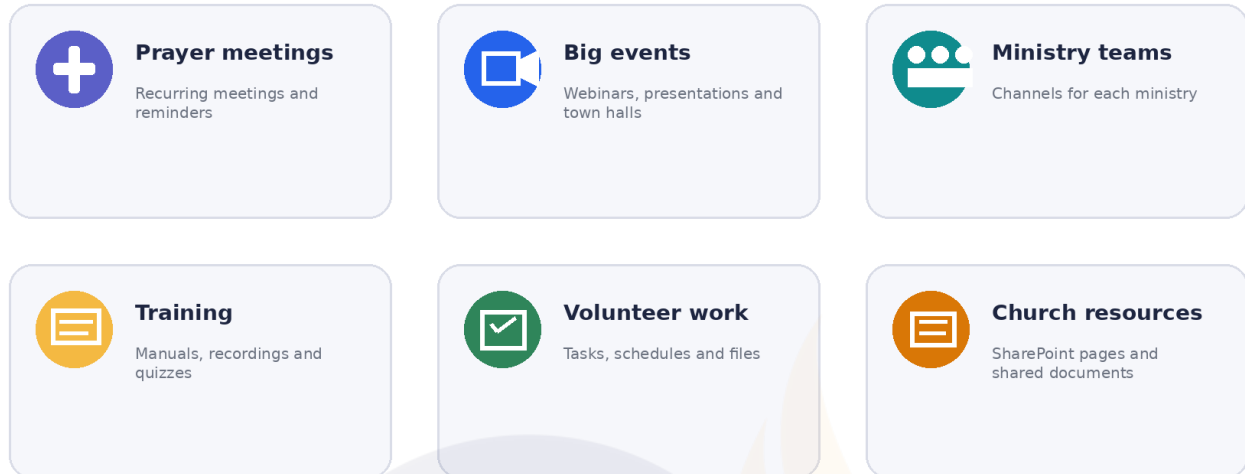
These services are commonly used with Microsoft 365 Business. Availability depends on the assigned plan.

Application	How the church can use it
Outlook	Official church email, calendar, invitations, contacts and shared mailboxes.
OneDrive	Personal cloud storage for drafts and files shared with selected people.
SharePoint	Church websites, document libraries, policies, resources, news and ministry information.
Word	Letters, meeting minutes, sermon notes, manuals, policies and reports.
Excel	Attendance, budgets, inventories, schedules, reports and data analysis.
PowerPoint	Sermons, song lyrics, training, announcements and event presentations.
Forms	Registration, surveys, attendance confirmation, feedback, quizzes and prayer requests.
Planner	Tasks, responsibilities, deadlines, event preparation and ministry follow-up.
Bookings	Appointment scheduling for pastoral consultation, office services or training.
OneNote	Sermon preparation, Bible study notes, meeting notes and shared notebooks.
Whiteboard / Loop	Collaborative notes, brainstorming, agendas and shared task lists.
Clipchamp	Basic video editing for announcements, training and event highlights when included.
Power Automate / Power Apps	Approvals, reminders, workflows and simple internal applications, subject to licensing.
✓	Avoid duplicate files When possible, collaborate on one shared Word, Excel or PowerPoint file instead of repeatedly sending revised attachments.

11 Practical church use cases

Use the platform according to ministry needs, permissions and church policy.

How your church can use Microsoft 365



● Example ministry structure Create a Team for a ministry and channels for General, Schedules, Resources, Events and Technical Concerns.	● Example event structure Use a channel for planning, Planner for tasks, Forms for registration, SharePoint for documents and Teams for meetings.
● Example training structure Publish materials in SharePoint, conduct sessions in Teams, collect responses in Forms and share approved recordings.	● Example prayer structure Schedule recurring meetings, use chat for prayer points and publish reminders in the ministry channel.

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Guests, licenses and permissions

Not every attendee needs a paid church license.

User type	Account or access	Typical capability
One-time attendee	Meeting link	Join an eligible meeting; limited access before and after.
Personal Microsoft account	Free personal sign-in	Join recurring meetings and accept guest invitations.
Guest in the church tenant	Invited external account	Access selected Teams, channels and files permitted by owners.
Licensed church user	Microsoft 365 work account	Organize meetings, use official services and access assigned applications.
Team owner or administrator	Additional role and permissions	Manage membership, settings, content and policies within assigned responsibility.

Who normally needs a church license?

- Pastors, church staff and administrators who use official email and organization resources.
- Ministry heads, trainers and event organizers who create meetings, manage teams or collaborate on church documents.
- Media and technical personnel who operate events, presentations, recordings or approved livestreams.
- Finance, records or support personnel who require controlled access to business applications and data.



Use least access

Add people only to the Teams, channels and files required for their role. Remove access when an assignment ends.

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Common problems and quick fixes

Try these steps before requesting technical support.

Common problems and quick fixes

**No sound**

Check speaker volume and the selected audio device.

**Microphone not working**

Allow microphone access and select the correct microphone.

**Video is freezing**

Turn off camera, close other apps and check Wi-Fi.

**Cannot enter the meeting**

Confirm the link, account and lobby admission.

**Cannot see files or channels**

Team membership must be granted separately.

**Forgot password**

Use account recovery or contact the administrator.

General reset steps

1. Leave the meeting and reopen the invitation link.
2. Confirm that Teams is using the correct microphone, speaker and camera.
3. Close other applications that are using the camera, microphone or internet connection.
4. Restart Teams or the device when the problem continues.
5. Try the Teams web version when the desktop or mobile application is not working.
6. Contact church support and provide the meeting name, date, device and a screenshot of the error.

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First meeting checklist and support information

Use this page as a quick reference.

When	What to do
Before the meeting	Install Teams; sign in with the correct account; test microphone, camera and speaker; charge the device; check internet; open the invitation.
When joining	Use your real name; join early; allow microphone and camera permissions; check mute and camera settings; wait in the lobby.
During the meeting	Keep muted when not speaking; raise your hand; use chat respectfully; do not record or share links without permission.
After the meeting	Select Leave; review approved files or chat; sign out if using a shared computer; report any problem clearly.

When asking for help, include:

- Your full name and the email address used for Teams.
- The meeting or event name, date and approximate time.
- The device used: Windows, Mac, Android, iPhone, iPad or browser.
- A short description of what you expected and what actually happened.
- A screenshot of the error message, with private information hidden when necessary.



Never include these in a support request

Do not send your password, one-time verification code, recovery code or multi-factor approval.

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Official links and QR codes

Use official Microsoft pages to create accounts, download Teams and open Microsoft 365.

 Create a Microsoft account https://signup.live.com/	 Download Microsoft Teams https://www.microsoft.com/microsoft-teams/download-app
 Open Teams on the web https://teams.microsoft.com/	 Open Microsoft 365 https://www.microsoft365.com/



Final reminder
A Google account is optional. For Microsoft Teams, use a Microsoft account, a church guest invitation or a church Microsoft 365 work account.