

# Teams That Manage Our Tools



**The bottom of the page (#tools\_managed\_outside\_of\_it) lists tools managed outside of IT.** Please contact these teams directly for support. This includes **Streamline, Coupa, Ultipro, Adaptive and Workfront.**

## Tools Managed by IT

Many tools are supported by IT so please [contact us \(https://itsupport.life.church/m/21592/c/79161\)](https://itsupport.life.church/m/21592/c/79161) with any questions.

## Communication Tools

### Dialpad Phone Application

All staff members use Dialpad software as an alternative to a desk phone. Volunteers continue to have access to a physical phone for making calls.

For how-to guides, read the [Dialpad articles \(https://itsupport.life.church/a/747829-bria-phone-training\)](https://itsupport.life.church/a/747829-bria-phone-training).

### Pastor on Call

<http://www.dialpad.com> (<http://www.dialpad.com>)

Dialpad is used to assign the current Pastor on Call. You can view and edit the schedule.

For how-to guides, read the [Pastor on Call articles \(https://itsupport.life.church/m/20996/c/215008\)](https://itsupport.life.church/m/20996/c/215008).

### Use Outlook Email Online

<http://outlook.office365.com> (<http://outlook.office365.com>)

Check your Life.Church email, calendars, and contacts from a web browser if your Outlook app isn't working.

## Quarantine Spam Filter

<https://admin.protection.outlook.com/quarantine> (<https://admin.protection.outlook.com/quarantine>)

You can release messages that have been blocked and mark messages as "not junk".

## Church Management

### Rock RMS

<https://rms.life.church> (<https://rms.life.church>)

**Login with your first.last name and Rock password (this could be unique from other passwords).**

For how-to guides, read the [Rock RMS articles](https://itsupport.life.church/m/85715/c/282260) (<https://itsupport.life.church/m/85715/c/282260>).

### Rock RMS for Volunteers

<https://rms.life.church/volunteer> (<https://rms.life.church/volunteer>)

**Login with their Life.Church (giving) or Life.Church app account and password.** This will be unique to them and different from any previous volunteer account.

For how-to guides, read the [Rock RMS articles](https://itsupport.life.church/m/85715/c/282260) (<https://itsupport.life.church/m/85715/c/282260>).

## Planning Center Online

<http://planningcenteronline.com> (<http://planningcenteronline.com>)

Use this to communicate with and schedule volunteers.

For how-to guides, read the [Planning Center articles](https://itsupport.life.church/m/15839) (<https://itsupport.life.church/m/15839>) or visit Planning Center's [helpful support site](https://pcpeople.zendesk.com/hc/en-us). (<https://pcpeople.zendesk.com/hc/en-us>)

## Tools for Everyone

### Formstack

<https://lifechurch.formstack.com> (<https://lifechurch.formstack.com>)

**Login with your first.last name and LC password.** Create forms to get event RSVPs or to capture other information. The IT team or someone on your team may need to grant you folder access in order to work in Formstack.

For how-to guides, read the [Formstack articles \(https://itsupport.life.church/m/35078/c/116752\)](https://itsupport.life.church/m/35078/c/116752).

## go2.lc Links (Bl.ink)



You must [request an account \(mailto:help@life.church\)](mailto:help@life.church) before you can use Bl.ink.

<https://app.bl.ink/login> (<https://app.bl.ink/login>)

Bl.ink is the website that creates and manages go2.lc links. Use go2.lc to shorten long links to share and remember easily.

## Dropbox

<http://www.dropbox.com> (<https://www.dropbox.com/h>)

**Login with your LC email address. It will ask you to enter your password at Microsoft.** Dropbox allows you to store and share files with anyone. Every member of LC staff has access to Dropbox. Submit a ticket if you need support.

## Join LC-Files01 - Share Drive

LC-Files01 Share Drive is a folder where some teams can store files that need to be shared.

Access the share drive:

- Web Link - <https://lc-files01.unity.com/Share> (<https://lc-files01.unity.com/Share>)
- Mac > Click command + K > enter smb://lc-files01/share
- Windows > Click windows + E > enter \\lc-files01\share

You will be asked for your Life.Church username and password. If you cannot access the folder you need, you may need permission. Submit a ticket to IT Help Desk for support.

## Basecamp


[https://3.basecamp.com/sign\\_in](https://3.basecamp.com/sign_in) ([https://3.basecamp.com/sign\\_in](https://3.basecamp.com/sign_in))

This is Project Management Software that is available for use at no additional cost.

To get started with Basecamp, please [submit a ticket \(http://it-support.life.church/customer/portal/emails/new\)](http://it-support.life.church/customer/portal/emails/new) for details.

## Tools Managed Outside of IT


### Giving Reports (Giving Team)

-  The Giving Team manages all report requests concerning giving at your campus. Contact them directly for support at [giving@life.church \(mailto:giving@life.church\)](mailto:giving@life.church).

### Streamline (Purchasing)


<https://cpsolutions.worksmartsuite.com/Login.aspx> (<https://cpsolutions.worksmartsuite.com/Login.aspx>)

Streamline is the central purchasing site where you acquire items for your ministry. **Log in with your LC email and password.**

-  Please contact the Purchasing Team for support at [lc purchasing@life.church \(mailto:lc purchasing@life.church\)](mailto:lc purchasing@life.church). This includes setting up an account for the first time.

### Coupa P-cards (Accounts Payable)


<https://lifechurch.coupahost.com/> (<https://lifechurch.coupahost.com/>) (best accessed using only Chrome or Firefox browsers). **Log in to Coupa with your first.last name and LC password**

-  Please contact the Accounts Payable Team for support at [ap@life.church \(mailto:ap@life.church\)](mailto:ap@life.church).

### Adaptive Budgeting Tool (Finance)

<https://login.adaptiveinsights.com/app> (<https://login.adaptiveinsights.com/app>)


There are both PDF and video training resources on the LC Announcements page of Adaptive.

-  Please contact the Finance Team for support at [finance@life.church](mailto:finance@life.church) (<mailto:finance@life.church>).

## Ultipro Timecard (Payroll)

<https://ew43.ultipro.com/Login.aspx> (<https://ew43.ultipro.com/Login.aspx>)


UltiPro is our Time Management, timecard and time off request system.

-  Please contact the Payroll Team for support at [payroll@life.church](mailto:payroll@life.church), (<mailto:payroll@life.church>) **including any issues with passwords.**

## Volunteer Application (Risk)

<https://volunteer.life.church> (<https://volunteer.life.church>)

The Volunteer App is where volunteers submit a volunteer application online. If they have one, they can use their Life.Church account to login to the site.

-  For questions regarding the volunteer app, [contact the Risk Team](mailto:background@life.church) (<mailto:background@life.church>).


For problems with the site or Life.Church user accounts, email [help@life.church](mailto:help@life.church) (<mailto:help@life.church>).

## Tableau (Central Data Team)

<https://tableau.life.church> (<https://tableau.life.church>) Tableau uses data and dashboards to help you run reports for your team. **Log in to Tableau with your first.last name and LC password.**

Have them be sure to connect to vpn if remote.


Then clear history having trouble logging in.

-  Please contact the Tableau team for support at [tableau@life.church](mailto:tableau@life.church) (<mailto:tableau@life.church>).

## eLearning Site (Learning Team)

<http://learning.life.church> (<http://learning.life.church>)

Login with a Life.Church account you've created.


-  Please contact the Learning Team for support at [learningteam@life.church](mailto:learningteam@life.church) (<mailto:learningteam@life.church>).

If you have a Life.Church account issue, email [help@life.church](mailto:help@life.church) (<mailto:help@life.church>).

## Workfront (Various Teams)

<https://lifechurchtv.attask-ondemand.com/> (<https://lifechurchtv.attask-ondemand.com/>)


**Log in with your first.last name and LC password.**

-  Workfront is managed by individual teams within Life.Church. If you aren't sure which team to contact with questions, email [help@life.church](mailto:help@life.church) (<mailto:help@life.church>).

## Church Metrics (Various Teams)

<https://churchmetrics.com> (<https://churchmetrics.com>)

**Log in with your LC email address and password.**

-  Church Metrics is managed by individual teams within Life.Church (NextGen, Campus Ops, and Giving Experience). If you have a question about Church Metrics, contact the Central Team first, followed by IT.

## HVAC & Door Access Badges (LSE)

<http://www.go2.lc/lse> (<http://www.go2.lc/lse>)

**Log in with your first.last name and LC password.**

Use the [Key Tag Request Form](https://lifechurch.formstack.com/forms/key_tag_request) ([https://lifechurch.formstack.com/forms/key\\_tag\\_request](https://lifechurch.formstack.com/forms/key_tag_request)) and the [Location Support \(LSE\) Ticket](https://www.go2.lc/lse) (<https://www.go2.lc/lse>) links on the [Spaces & Places Staff Portal site](https://staffportal.life.church/teams/spaces_places) ([https://staffportal.life.church/teams/spaces\\_places](https://staffportal.life.church/teams/spaces_places)).

# Support

Here are some of the areas we connect people to most frequently.

## IT Help

Computers  
Software  
Networking

[help@life.church](mailto:help@life.church)    [405-265-4357](tel:405-265-4357)  
(<mailto:help@life.church>) (<tel:405-265-4357>)

## Tech Help

Audio, Video, Lighting  
LifeKids Rooms  
Lobbies and Auditoriums

[tech@life.church](mailto:tech@life.church)    [405-216-2846](tel:405-216-2846)  
(<mailto:tech@life.church>) (<tel:405-216-2846>)

## Financial Operations

Employee Reimbursements  
Invoice Payments  
Giving

[ap@life.church](mailto:ap@life.church)

(mailto:ap@life.church)

[giving@life.church](mailto:giving@life.church)

(mailto:giving@life.church)

## Location Support

Keytags  
Physical Locations  
From entrance to HVAC!

[Submit Request](#)

(https://login.microsoftonline.com/8c9a6ca9-b431-4964-afb4-b8e1a2ba636f/

wsfed?wa=wsignin1.0&wctx=eyJm1s08e1a2ba636f/

Keytag Request

[Keytag Request](#)

(https://life.church.formstack.com/forms/keytag-request)

## Production and Distribution

Curriculum Printing  
Re-Use Store  
Delivery

[Submit Request](#)

(https://login.microsoftonline.com/

8c9a6ca9-b431-4964-afb4-b8e1a2ba636f/

saml2)

## Learning Team

Staff Portal  
E-Learning  
Development Resources

[learningteam@life.church](mailto:learningteam@life.church)

(mailto:learningteam@life.church)

## Suggestions?

Is something missing from this page that you would find helpful? Please [let us know](mailto:help@life.church)  
(mailto:help@life.church)!