

# Microsoft 365: User Support

## Remote AVIT® certification optional

Hands-on course of 3 days - 21h

Ref.: OIQ - Price 2024: CHF1 300 (excl. taxes)

### EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Identify the features of Microsoft 365
- Configure and manage accounts on the different admin centers
- Support users in the use of features
- Monitor activity and run activity reports
- Decipher incidents and escalate them to the primary administrator

### TEACHING METHODS

Active learning based on discussions, examples, hands-on exercises and evaluation throughout the training.

### HANDS-ON WORK

Theory, discussions, experience-sharing, demonstrations, tutorials, and real cases.

### CERTIFICATION

If registering for the AVIT® Microsoft 365 certification option, you must do so at the same time as course registration. The exam is a 60-minute adaptive test that is 70% operations. The result indicates your skill level. Merely taking the course is not sufficient to achieve a maximum score. The exam must be both scheduled and then taken online within 4 weeks following the start of your session.

## THE PROGRAMME

last updated: 06/2022

### 1) Getting started with Microsoft 365 support

- Working with a Web App and the limitations of Office Online.
- The OneDrive interface.
- Microsoft 365 and the services found in your version.
- Admin Centers.
- What a "tenant" is.

*Hands-on work* : Learn about and register for the AVIT® certification option. Work in the administrator interface.

### 2) Managing accounts

- Getting started with the account admin panel.
- Opening a service request.
- Managing users and passwords.
- The concept of roles and how to assign them.
- Assigning the correct licensing.
- Creating groups.

*Hands-on work* : Add and configure a user. Assign roles and passwords.

### 3) Monitoring and troubleshooting

- Checking the services' integrity status and defining incident statuses.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Running and interpreting activity reports.
- Displaying license and usage information.
- Hiding items in a report.

*Hands-on work* : Identify incidents. Run a report and hide details.

#### 4) Collaborating in the cloud

- Creating and sharing an interactive web panel with Sway.
- Designing a questionnaire with Forms.
- Creating a notebook and capturing content on the web with One Note.
- Sharing and working with others.

*Hands-on work* : Practice with Forms and OneNote.

#### 5) Supporting Outlook and Skype users

- Exchange Online and the interoperability of Outlook and Skype.
- Exchanging and managing your messages in Outlook.
- Managing contacts, tasks, calendars and groups.
- Chatting and sharing instantly on Skype.
- Organizing or participating in an online meeting.
- Configuring users, Federating domains.

*Hands-on work* : Work in Outlook and share with Skype.

#### 6) Supporting Yammer and Planner users

- Chatting with Yammer.
- Managing access.
- Creating a plan and a team on Planner.
- Assigning and managing tasks.
- Graphically monitoring and updating progress.
- Managing files, editing, and contributing.

*Hands-on work* : Work with Yammer and Planner.

#### 7) Supporting SharePoint users

- Helping create sites.
- Managing users and rights.
- Setting up access.
- Assisting in the use of the library and lists.

*Hands-on work* : Work with SharePoint.

#### 8) Supporting Teams users

- Creating teams and their users.
- Concepts of channels and meetings.
- Sharing and working with others.
- Setting up the administration center.

*Hands-on work* : Hands-on work

## DATES

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REMOTE CLASS

2024 : 08 Jul, 07 Oct