



Education and Support for SharePoint, Office 365 and Azure
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COURSE OUTLINE

MICROSOFT TEAMS END USER

Course Duration: 1 Day

Overview

Microsoft Teams is a full collaboration platform and offers facilities for peer to peer collaboration as well as full team collaboration. This course will give guidance on how to use the tools for chat, file sharing, meetings and calls. The course will also give direction on best practices for sharing files with external parties and show how to access other services available in the tenant directly from within Teams. There will be a series of labs to practice the methods taught during the course.

Audience

The intended audience for this course are Power Users and Super users who will need to support the user base, advise on functionality and when to use what tool for the right collaboration need.

Prerequisites

As a minimum requirement for this course, delegates need to be proficient in using both a Windows desktop and web browsers.

Module List

Module 1	An Introduction to Teams
Module 2	Chat within Teams
Module 3	Collaborating with Teams
Module 4	Meetings in Teams
Module 5	Working with files
Module 6	Teams settings and addins
Module 7	Labs

Module 1: An Introduction to Teams

Office 365 is a selection of productivity applications hosted by Microsoft in the cloud. For years, users would jump between these different applications to achieve their working objectives whether it be file creation, conferencing, reporting or other intent. To act as a hub for these services, Microsoft Teams brilliantly weaves these services together creating a seamless experience.

In this module we will break down Microsoft Teams into its core components and explain what each is used for and when to use them. You will also be taught about the different types of Team that can be created to ensure your experience in Teams gets off to the best start.

Topics Covered

What is Teams?	Team components
An introduction to Groups	When to use Teams
How to use Teams	Creating a new Team

Module 2: Creating Sites

In this module we will focus on the chat component of Teams. This area is private to you and is where you can start your instant message chats with colleagues. You can chat with individuals or groups of individuals. Chat can be quickly turned into a voice or video call. You also have the ability to send attachments including Giphy's and Stickers for a more social experience.

Topics Covered

Changing your status	Moving from chat to a call
Peer to peer chat	Video calls
Starting a chat	During a call
Adding a colleague to a chat	Audio calls
Chat navigation	Organising chats
Pin chats	Chat shortcuts

Module 3: Creating and Managing Web Pages

In this module we will discuss how we use the Teams area of Teams to collaborate with our colleagues. As discussed in Module 1, a Team can be a department or a project in a small or large group. It gives you one area to store and share all your conversations, files, meetings and links to other apps and systems that the team use regularly. This is likely to be the area of Teams that you will spend the most time in, so it is essential to know as much about managing individual Teams as possible to ensure successful adoption and ongoing use of Microsoft Teams.

Topics Covered

Creating/joining a Team	@mentions
Components of a Team	Channel announcements
Team permissions	Format a post
Manage a Team	Conversation announcement
Guest permissions	Channel notifications
Channels	Manage a channel
Creating a channel	Email a channel
Private channels	Channel tabs
Channel conversations	

Module 4: Meetings in Teams

In this module we will discuss the meetings section of Teams. How you can schedule a meeting from Microsoft Outlook or within Teams itself and the benefits of connecting that meeting to a channel. We will also recap on the services available to us during the meeting seeing how these integrate with the channel.

Topics Covered

Scheduling a meeting	Options during a meeting
Schedule a meeting in Outlook	Joining a meeting
Schedule a meeting from within Teams	Recording a meeting
Adding a meeting to a channel	Benefits of saving a meeting to a channel

Module 5: Working with files

In this module we will discuss how to collaborate on the files that we need as a Team. We will look at the options provided, to chat about files and co-author files from within the Teams environment. Files are stored in a SharePoint document library with a link to them from Teams. This means that you can take advantage of some of SharePoint's advanced features to add business processes to your files. But for this course we will focus on the functionality available to us directly within Teams.

Topics Covered

- Adding files to a channel
- Creating a new file
- Uploading files
- Chat about a document
- Co-author documents

- Moving files
- Sharing files
- Share an individual file
- Share a folder of files
- SharePoint document library tab

Module 6: Team settings and addins

In this module we will discuss how to customise the settings in Teams to best suit us as an individual user but also as a Team. We will look at how we can decide in what way and when we are notified about activity in the Team. We will discuss what we can do as an owner of a Team to determine what the rest of your colleagues have access to do. We will look at the search functionality in Teams and then discuss the connectors and bots that could assist us. This is the module that brings everything together from the previous modules and allows you to ensure you get the best out of the whole Teams app.

Topics Covered

- Activity
- My activity
- Feed
- Manage notifications
- Manage the Team
- Members
- Channels
- Settings

- Apps
- Forms bot
- Archive the Team
- Setting your location
- Priority access
- Calls
- Immersive reader

Your Learning Roadmap: What Next?

If you have completed this class or you have equivalent knowledge, we recommend looking at our course outlines for the following classes to enhance your knowledge:

Office 365 Users

- Office 365 Power User
- Rapid Upskill for Office 365
- Power Automate
- Power Apps
- Power BI

SharePoint Power Users

- SharePoint Online Power User
- Nintex Workflow
- Nintex Forms

SharePoint Farm Administrators

- Core Skills for Server Administrators
- Advanced Infrastructure
- Office 365 Identities and Services

SharePoint Developers

- Developer Track

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CBT 

Created by the SharePoint experts at Combined Knowledge, CBT (Computer Based Training) helps your users become familiar with all key aspects of SharePoint from the comfort of their desks using a variety of effective delivery methods including hands-on exercises, illustrated examples and videos.

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