

Microsoft 365 TEAMS



Days: 1

Prerequisites: None

Audience: End users who are responsible for creating, hosting, or attending virtual meetings, trainings, and collaborations

Description: This course is intended to help all users get started with Teams, use messages and channels, communicate in different ways, and customize Teams settings. By the end of this course, users should be comfortable using the Teams app in their day-to-day workflow (both internally and externally).

COURSE OUTLINE:

LESSON 1: GETTING STARTED

TOPIC A: GETTING STARTED WITH MICROSOFT TEAMS

- What is Microsoft Teams?
- Accessing Microsoft Teams
- The Microsoft Interface
- Creating a New Team
- Adding Members to Your Team
- Changing Teams
- Leaving a Team
- Using Microsoft Teams Mobile Apps

TOPIC B: USING CHANNELS

- About Channels
- Viewing Channels
- Creating a Channel
- Pinning a Channel
- Modifying Channel Notifications

TOPIC C: POSTING MESSAGES

- Posting a Message
- Expanding the Compose Box
- Editing a Message
- Replying to a Message
- Adding Files to a Message
- Deleting a Message

TOPIC D: GETTING HELP WITH MICROSOFT TEAMS

- Using the Help Center
- Viewing New Features
- Viewing Keyboard Shortcuts
- Using Slash Commands

LESSON 2: COMMUNICATING IN CHANNELS

TOPIC A: MANAGING MESSAGES

- Identifying New Messages
- Marking Messages as Read and Unread
- Reacting to a Message
- Saving a Message

TOPIC B: DOING MORE WITH MESSAGES

- Using Mentions
- Using Announcements
- Viewing Your Activity
- Searching in Teams

TOPIC C: MANAGING FILES IN A CHANNEL

- Viewing Posted Files
- Creating a New File
- Uploading a File
- Managing Files
- Moving Files
- Adding Cloud Storage

TOPIC D: USING A WIKI

- Viewing the Wiki
- Creating Wiki Content
- Creating Sections and Pages
- Navigating Through the Wiki
- Accessing Section Options
- Accessing Page Options

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LESSON 3: USING OTHER COMMUNICATION TOOLS

TOPIC A: USING CHAT

- Starting a Chat
- Replying to a Chat Message
- Continuing a Chat
- Adding Other Users to the Chat
- Using Chat Message Features
- Overview of Chat Tabs
- Managing Chats

TOPIC B: MAKING AUDIO AND VIDEO CALLS

- Using the Calls Tab
- Adding Contacts
- Starting an Audio Call
- Starting Audio or Video Calls from a Chat Message
- Video Calls
- Screen Sharing

TOPIC C: MANAGING MEETINGS USING THE TEAMS CALENDAR

- Scheduling a Meeting
- Scheduling a Meeting from a Chat Message
- Editing a Meeting
- Joining a Meeting
- Cancelling a Meeting

TOPIC D: MANAGING FILES IN TEAMS

- Using the Files Tab in Teams
- Viewing Files
- Managing Files
- Adding and Managing Cloud Storage

LESSON 4: CUSTOMIZING CHANNELS

TOPIC A: CUSTOMIZING CHANNELS

- Renaming a Channel
- Accessing the Channel Email Address and Link
- Accessing the Team's SharePoint Page
- Deleting a Channel

TOPIC B: ADDING TABS TO A CHANNEL

- Adding a Tab
- Using Tab Conversations
- Renaming a Tab
- Removing a Tab

TOPIC C: ADDING CONNECTORS TO A CHANNEL

- Adding a Connector
- Changing Connector Settings
- Changing Connector Accounts
- Removing a Connector

LESSON 5: CUSTOMIZING YOUR TEAMS EXPERIENCE

TOPIC A: MANAGING YOUR TEAMS PROFILE

- Updating Your Profile Picture
- Changing Your Status
- Changing Your Teams Settings
- Logging Out of Teams

TOPIC B: MANAGING TEAMS

- Editing the Team
- Accessing Advanced Team Settings
- Managing Team Members
- Managing Channels
- Managing Settings
- Managing Analytics
- Managing Apps
- Deleting the Team

TOPIC C: ADDING APPS AND BOTS

- Opening the App Store
- Installing an App
- Using Apps
- Managing Apps
- Removing Apps
- Using Bots