orsys TRAINING

Microsoft 365: User Support
Remote AVIT® certification optional

Hands-on course of 3 days - 21h
Ref.: OIQ - Price 2025: 1 330 (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: 02/2024

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.

- 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

REMOTE CLASS
2025 : 17 sept., 26 nov.