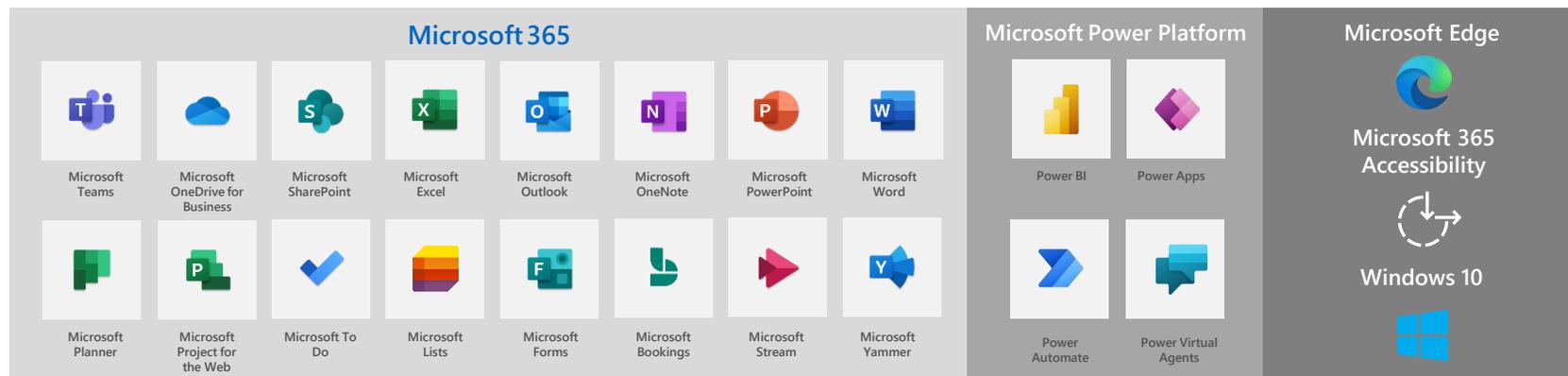


Overview

Experienced Microsoft trainers create an interactive learning environment focused on hands-on collaboration to drive excitement, discovery, and knowledge around the power of Microsoft solutions. Training sessions are conducted at the customer site or delivered virtually using Microsoft Teams.

Choose from more than 40 that can be tailored to a wide range of experience levels.



Microsoft Teams

Microsoft Teams—the hub for teamwork in Microsoft 365— can help your employees work together seamlessly. Teams is built for the different ways people work today.

Microsoft Teams Level 100

This introductory course shows the fundamentals to navigate Teams, get your team up and running, and start having conversations.

Objectives:

- Navigate Microsoft Teams and get to know key features
- Learn about Activity, Chat, Teams, Calling, Calendar and Files
- Search to easily find messages, people or files
- Understand shared resources available across your Teams
- Join your first meeting
- Set up your interface, profile and notifications

Microsoft Teams Level 200

Improve your facility with Teams by learning advanced features, leveling up your meetings, and extending your experience with apps.

Objectives:

- Reinforce knowledge of Teams navigation while learning advanced features
- Learn effective strategies for creating, structuring, and managing Teams
- Improve your efficiency with advanced search and commands
- Work collaboratively with files
- Learn new feature to support the meeting lifecycle
- Extend your experience with apps

Microsoft Teams Channels & Files Level 100

This training focuses on Team channels and working with shared files. Channels are where work gets done—it is where you'll find conversations, apps, and shared files.

Objectives:

- Understand shared resources in Microsoft Teams
- Learn about owner, member, and guest capabilities
- Organize teamwork using channels
- Work in channels by having conversations, sharing files, and connecting apps
- Collaborate on shared files

Microsoft Teams Chat & Meetings Level 100

This training looks at two key communication tools in Teams, Chat and Meetings, to help you take collaboration to the next level using Teams.

Objectives:

- Learn when to use Chat and Meetings in Teams
- Participate in one-on-one, group, and meeting chats
- View and manage chats and meetings
- Understand how to view meeting details
- Take collaboration to the next level with real-time audio, video, and screen sharing

Microsoft Teams Calling Level 100

Microsoft 365 Voice provides a secure, reliable, and rich cloud-based phone system backed by Microsoft Teams. In this course, learn to use the calling features you need.

Objectives:

- Understand Call settings in Teams
- Learn to set up a voicemail
- Assign, remove, and work with delegates
- Learn to manage call history and voicemail
- Be able to make an outgoing call and understand options including holding and forwarding
- Understand the difference between audio conferencing and PSTN
- Manage audio conferencing bridges

Microsoft Teams Meetings Level 100

The meetings workload includes audio conferencing, video and sharing. This course will demonstrate key features of Meetings while focusing on running more effective meetings.

Objectives:

- Understand meeting scenarios
- Experience the meeting lifecycle
- Learn to schedule meetings from Teams or Outlook
- Be set up to look and sound great on camera
- Utilize the meeting recording, notes and chat for ongoing collaboration

Microsoft Teams – Additional Training Courses

Microsoft Teams Breakout Rooms Level 100

Virtual breakout rooms are the latest innovation in Microsoft Teams. With breakout rooms, meeting hosts can break participants into separate meeting rooms for smaller group discussions, then bring groups back to the main meeting.

Objectives:

- Discover how to set up breakout rooms in a Microsoft Teams meeting
- Understand how to manage breakout rooms as the meeting organizer
- Explore the participants' experience of breakout rooms
- Learn how to bring breakout room participants back to the main meeting

Microsoft Teams Live Event (Attendee) Level 100

Teams is for more than just communication and collaboration—attend a keynote presentation with up to 10k attendees using a Teams live event.

Objectives:

- Learn about browser settings
- Understand types of live events – public and private
- Joining a live Teams event
- How to access recorded live events
- Understanding how to use Chat for live Q&A

Microsoft Teams Live Event (Organizer) Level 100

Teams is for more than just communication and collaboration. Host a companywide keynote presentation or host a digital event for larger audiences.

Objectives:

- Organizing a Teams live event including creation and sharing
- Presenter functions including screen sharing, audio and video
- Producer functions including health check, meeting settings and how to manage Chat
- Best practices to consider

Microsoft Teams as a Platform Integrating Apps Level 200

Using apps in Microsoft Teams allows organizations to bring key info, common tools, and trusted process to a single secure location. This training will show the capabilities of applications in Teams and the ways people interact with them.

Objectives:

- Identify types of apps, extension points for apps, and their User Interface (UI) elements in Teams
- Efficiently use apps in a collaborative workspace
- Access and install apps from the app store
- Manage applications for a Team or group

Moving from Skype for Business to Microsoft Teams Level 100

Discover how to transition from Skype for Business to Microsoft Teams efficiently. This Microsoft Teams migration session will show you how to set your profile to manage alerts and calls in Microsoft Teams, as well as how to use familiar Skype for Business features like chat and meetings in Microsoft Teams.

Objectives:

- Navigate Microsoft Teams and get to know key features
- Set up your interface, profile, and notifications
- Learn about Activity, Chat, Teams, Calling, Calendar, and Files
- Join your first meeting
- Work with files

Microsoft Power Platform

The Microsoft Power Platform is more than the sum of its parts. Connect them together—and to Microsoft 365, Dynamics 365, Azure, and hundreds of other apps—and build end-to-end business solutions.

Microsoft Power Apps Level 100

**This is an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the PowerApps service*

Power Apps increases agility across your organization by helping you rapidly build low-code apps that modernize processes and solve tough challenges. Get started by taking a tour of Power Apps and creating your first app.

Objectives:

- Learn the components of Power Apps
- Connect an app to a data source
- Build a canvas app from blank
- Learn to share an app within an organization
- Understand how Power Apps integrates with other products and services

Microsoft Power Automate Level 100

**This is an introductory course within Microsoft Business Applications. Recommended to be delivered in a series with Power Apps*

Microsoft Power Automate streamlines repetitive tasks and processes—so you can focus your attention where it's needed most. In this course, learn the basics of Power Automate and start creating flows from templates or from scratch.

Objectives:

- Learn about triggers and actions, the main components of a flow
- Understand the types of flows available in Power Automate
- Take a tour of Power Automate
- Utilize templates to create various flows
- Build a flow from scratch

Microsoft Power BI Level 100

**This is an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the Power BI Service*

Power BI lets you easily unify data from many sources to create interactive, immersive dashboards and reports that provide actionable insights and drive business results. This course will provide an overview Power BI and how its services and applications work together.

Objectives:

- Understand the building blocks of Power BI
- Explore how Power BI can enable you make confident decisions using analytics
- Collaborate with Power BI in Microsoft Teams
- Connect to a Power BI dataset and begin visualizing data
- Save a report within the Power BI service

Microsoft Power BI Level 200

Power BI enables everyone at every level of your organization to make confident decisions using analytics. Once you get started with Power BI Desktop, you can go from data to insight to action with hundreds of data visualizations, built-in AI capabilities, a tight Excel integration and prebuilt and custom data connectors to develop rich and interactive reports to share with colleagues.

Objectives:

- Understand the building blocks of Power BI Desktop
- Explore the data prep capabilities of Power Query
- Write formulas and model your data
- Begin visualizing data and formatting a report
- Save and publish a report to the Power BI service

Microsoft Power Virtual Agents Level 100

**This is an introductory course within Microsoft Business Applications. Recommended to be delivered in a series with Power Apps*

Respond rapidly to your customer and employee needs using intelligent chatbots built with Power Virtual Agents. In this course, you'll create, publish, and analyze the performance of your first chatbot.

Objectives:

- Learn the components of Power Virtual Agents
- Create a bot and work with topics and nodes
- Design and test a conversation path
- Publish a bot to a test page
- Understand how to analyze the performance of a bot

Microsoft 365 Accessibility

Microsoft 365 Accessibility training is available for a range of users including vision, hearing and neurodiversity. Attendees can expect to learn how to set up and navigate the settings within Windows 10 and Microsoft 365 desktop applications including Microsoft Teams.

Microsoft 365 Accessibility: Creating Accessible Content Level 100

There is no limit to what people can achieve when technology reflects the diversity of all who use it. This course shows how people at school and work can achieve more with the built-in accessibility tools and features in Microsoft technologies.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Teams
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower communication and learning

Microsoft 365 Accessibility: Low Vision Level 100

Learn about accessibility tools and features for people who are color blind or have low vision.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Microsoft Teams
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower communication and learning

Microsoft 365 Accessibility: Hard of Hearing Level 100

Learn about specialized features for those who are hard of hearing, have hearing loss, or have deafness.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Teams.
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower communication and learning

Microsoft 365 Accessibility: Neurodiversity Level 100

Innovative tools such as dictation and Windows Hello sign-in can make the digital world more accessible for those who live with dyslexia, seizures, autism, or other cognitive differences.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Teams
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower communication and learning

Microsoft Windows

Windows 10 Level 100

**This course is often combined with the SharePoint Online or Windows 10 courses to offer a more complete view of the advantages of moving to a Modern Desktop.*

This course offers an introduction to Windows 10, providing an open forum for users to ask questions and understand more about the transition to a modern desktop.

Objectives:

- Get familiar with Windows 10
- Maximize your User Experience by learning how to customize your Desktop to empower your best work
- Identify key areas in Windows 10 that provides the most options for customization
- Get familiar with Settings – customize Windows 10 to make it work for you

Microsoft 365

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Microsoft Bookings Level 100

**Using Bookings as an app within Teams is recommended*

This course introduces Microsoft Bookings to help you simplify how you manage and schedule appointments.

Objectives:

- Understand how Microsoft Booking integrates with the user's Microsoft 365 digital identity
- Learn how to access and navigate Bookings via the web browser and Microsoft Teams application
- Learn how to create and customize services in a Bookings calendar
- Understand Staff Types, how to add, search, and manage Staff
- Understand how to add and edit Customer information

Cloud Storage in Microsoft 365 Level 100

This training introduces cloud storage in Microsoft 365 using OneDrive for Business and SharePoint storage.

Objectives:

- Understand the difference between cloud storage in OneDrive for Business and SharePoint Online
- Synchronize cloud storage locations to a device
- Share and manage access to files and folders
- Use modern attachments
- Navigate OneDrive for Business and SharePoint document libraries
- Recover previous versions of a file

Microsoft Excel Level 100

Microsoft Excel, the spreadsheet app, lets you create, view, edit, and share files quickly and easily. Get started by learning to navigate excel, organize data, and use basic formulas.

Objectives:

- Learn key terms and work with the help pane
- Navigate the Excel interface and view available options
- Enter, format, and organize data
- Analyze data using charts
- Understand the basics of functions and formulas

Microsoft 365 – Additional Training Courses

Microsoft Excel Level 200

Take a dive into the intermediate features of Excel formatting, functions, and accessibility. Attendees taking this course should have a strong understanding of Excel's basic features, navigation, functions, and custom formulas.

Objectives:

- Expand knowledge of notable functions in Excel
- Understand a wide variety of cell formatting to manipulate and interpret data
- Learn to create Pivot tables for data analysis
- Understand options to restrict and protect data in Excel
- Utilize accessibility options in Excel using the Check Accessibility tool and how to add alternative text

Microsoft OneDrive for Business Level 100

**This course is often combined with the SharePoint Online course or the Windows 10 course to offer a more complete view of the advantages of moving to a Modern Desktop.*

OneDrive for Business and Microsoft 365 make it easy to access, share, and collaborate on files from anywhere.

Objectives:

- Learn how to use OneDrive for Business to store your important work files
- Examine the advantages and convenience of having all your data available to you at any given time with all the different ways to access your OneDrive
- Keep your data constantly backed up with Automatic Backup to OneDrive
- Maximize your local storage space with Files On-Demand
- Securely share your files by configuring Access Management and Settings

Microsoft Forms Level 100

This course introduces Microsoft Forms and demonstrates how to create surveys, quizzes, and polls, how to respond in nearly any browser or mobile device, and how to analyze those responses.

Objectives:

- Understand navigation and functionality in Microsoft Forms
- Create forms, quizzes, and polls
- Change visual layout
- Configure access and sharing settings
- Learn question types
- Make use of branching forms
- Analyzing responses

Microsoft OneNote Level 100

Learn about OneNote, a digital note-taking app that provides a single place for keeping all your notes, research, plans, and information. Notes are easy to organize, print, and share, and you can search and find important information quickly.

Objectives:

- Discover OneNote versions and the differences between them
- Understand how to navigate OneNote and organize content across notebooks, sections, and pages
- Learn how to bring different types of content together
- Understand how to create a notebook and format notes
- Use OneNote to organize meeting notes
- Set up OneNote for team collaboration

Microsoft Lists Level 100

Learn to stay on top of it all with Lists, the smart information tracking app in Microsoft 365.

Objectives:

- Navigate and understand core functionality of Microsoft Lists
- Create, share, and track lists
- Customize with custom views
- Build lists from a template
- Understand SharePoint Online and Teams integrations
- Understand column types

Microsoft Outlook Level 100

Outlook lets you bring all your email accounts and calendars in one convenient spot. Get started by learning to navigate Outlook, customize your experience, and increase your productivity.

Objectives:

- Navigate the Outlook interface and view available options
- Customize your experience
- Learn to manage your mail, calendar, tasks, and contacts
- Use rich formatting options to express ideas
- Attach content to messages and events
- Learn tips and tricks for more precise searches

Microsoft Modern Desktop Level 100

Work smarter with Microsoft's new Modern Desktop course. Learn more about managing content, staying secure and working faster and more productively using new features in Microsoft 365, Edge and Windows.

Objectives:

- Improve how work gets done by understanding new productivity tools across Windows, Edge, and Microsoft 365 apps.
- Find and discover information with the intelligence of Microsoft Search.
- Understand the update experience for Windows and Office.
- Work with new security tools that better secure data and devices.
- Experience enhanced teamwork and collaboration using Microsoft 365 Cloud tools

Microsoft Outlook Level 200

This course illustrates how to use Outlook to keep daily schedules, communicate, collaborate, and stay organized. Attendees will expand their understanding on more advanced features and tools in Outlook.

Objectives:

- Understand Rule creation and management
- Set custom out of office messages to internal and external individuals
- Understand Delegation features
- Set up Signatures and Business Card
- Learn how to use Delayed Delivery and Mail Recall functions
- Utilize Shared/Sharing and Imported Calendars
- Learn best practices to collaborate easily across multiple time zones, including how to use Scheduling Assistant

Microsoft 365 – Additional Training Courses

Microsoft Planner Level 100

**While the Planner course can stand on its own, it is recommended to be taken with the Microsoft Teams course.*

This course introduces how to use Planner to allow teams to work together effortlessly by organizing projects visually in an easy-to-use application that works seamlessly across all your devices.

Objectives:

- Understand Planner navigation and Microsoft 365 integrations
- See how to create and organize a plan
- Share a plan and assign tasks
- Learn to stay on top of tasks assigned to you
- Learn to stay on top of the project using charts, calendars, and specialized views Work with Planner in Teams or SharePoint

Microsoft SharePoint Online Level 100

This course focuses on the SharePoint Online experience in communication and team sites. Attendees will learn how to share and manage content, find information, and collaborate across your organization. This introductory course focuses on the experience for site members.

Objectives:

- Successfully navigate SharePoint team and communication sites
- Understand Microsoft 365 groups
- Work with SharePoint document libraries
- Share files and folders with users outside of a group
- Utilize shared resources in team sites including lists, plans, and notebooks

Microsoft PowerPoint Level 100

PowerPoint allows you to create, view, present, or share presentations quickly and easily. Get started by learning to navigate PowerPoint, design presentations, and use helpful presentation tools.

Objectives:

- Navigate the PowerPoint interface and view available options
- Learn to design presentations using helpful tools
- Bring slides to life with transitions and animations
- Learn to collaborate with others during the editing process
- Utilize helpful tools for presenting

Microsoft SharePoint Online Level 200

This course expands on more advanced features of SharePoint Online sites, focusing on Site Ownership and Architecture. Attendees of this course can expect to learn about sharing and permissions, workflow management, content types, and various site architecture components for building effective team sites.

Objectives:

- Understand SharePoint Online team sites, communication sites, and hub sites
- Plan a successful site by understanding functionality and best practices
- Customize the look of a SharePoint site
- Build a site and utilize web parts
- Set approvals for documents
- Analyze usage data for a site

Microsoft PowerPoint Level 200

Deeply integrated with Microsoft 365 including utilization of one's digital identity within Microsoft 365. Permissions, presence, and more are tied to this identity.

Objectives:

- Understand and practice using Themes available in PowerPoint
- Using the Design Ideas menu to use alternate slide formats automatically generated
- Using Animation effects including Entrance, Emphasis, Exit and Motion Paths
- Best practices include transitions and animations, WordArt, SmartArt, tables and charts, links and videos
- 3D models and morphing for additional motion options

Microsoft Stream Level 100

Microsoft Stream is an enterprise video service where people in your organization can upload, view, and share videos securely. This course introduces how to view, manage, and share videos that aid in your team's collaboration.

Objectives:

- Navigate Microsoft Stream and discover content
- Understand how to upload and manage video
- Edit videos directly in Stream
- Add intelligence to videos
- Make videos engaging with a survey, poll, or quiz
- Share videos and utilize integrations across Microsoft 365

Microsoft Project for the Web Level 100

This course introduces how to plan and collaborate on projects easily with Project for the web. In this course, learn to build a project, share with your team, and integrate with other amazing tools.

Objectives:

- Understand how Project for the web compares to Microsoft's other project and work management solutions
- Learn the value of projects and roadmaps
- Navigate projects and roadmaps including available views
- Build and organize projects and roadmaps
- Utilize dependencies and scheduling
- Understand available integrations

Tasks in Microsoft 365 Level 100

This course introduces the unified task experience in Microsoft 365 with a focus on To Do and Planner.

Objectives:

- Manage your work with tasks across Microsoft 365
- Work with tasks in Outlook, shared Office documents, and in Teams
- Manage individual tasks and build "your day"
- Assign team tasks and build a plan
- Explore various views to get the most out of task management

Microsoft 365 – Additional Training Courses

Microsoft To Do Level 100

This course introduces how to manage your tasks easier by allowing you to manage your to do list anywhere, set up an intelligent and personalized daily planner, and share lists with colleagues.

Objectives:

- Understand To Do use cases and integrations
- Configure the To Do experience by reviewing settings
- Learn to use List as a smart daily planner
- Make use of smart lists
- Learn to stay on track by setting steps, due dates, and reminders
- Organize and share task lists with others

Microsoft Word Level 100

The trusted word app lets you create, edit, view, and share files with others quickly and easily. Get started by learning to navigate Word, make impactful documents, and review your content with ease.

Objectives:

- Navigate the Word interface and view available options
- Use rich formatting and layout options to express ideas in writing
- Understand how to jump-start documents with modern templates, themes, and style sets
- Use editing tools to review your document and get intelligent suggestions
- Learn to share files to quickly invite others to edit or view your document

Microsoft Word Level 200

This course will teach how to take word documents to the next level with advanced features. We will cover advanced features such as comparing and merging documents, creating and formatting a table of contents, document translation and more.

Objectives:

- Review where to find relevant features with the Ribbon
- Learn how Compare and Merge can save time
- Organize your work by creating a Table of Contents
- Gather ideas and thoughts with Comments and Suggestions
- Learn to quickly translate your work in sections or the entire document.
- Convert documents into emails with Mail Merge, while preserving Formatting Options

Microsoft Yammer Level 100

Yammer is a social networking tool to openly connect and engage across your organization. Learn to discover and engage communities so you can discuss ideas, share updates, and network with others.

Objectives:

- Navigate and discover communities in Yammer
- Engage in public conversations or send private messages
- Set notifications on posts that you care about
- Learn to create and manage communities
- Utilize Yammer across Microsoft 365, including in Microsoft Teams