

# 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