



Microsoft Teams Introduction

Course ISI-1538

1 Day

Instructor-led, Hands-on

Course Description

Microsoft Teams is the hub for teamwork in Office 365. This one-day, instructor-led course will provide an overview of how to use features within Teams such as chat, online meetings, calls and more. Learn the core features of Teams and how it relates to other Office 365 apps to make your team more productive.

Do you need to learn how to use Microsoft Teams? Are you questioning how to drive user adoption, govern content, and manage access for your Teams deployment? Either way, this course is your one-stop-shop to learning everything you need to know to find success with Microsoft Teams.

Course Objectives

By the end of this course, users should be comfortable using the Teams app in their day-to-day workflow. They will:

- Implement, use, and manage Microsoft Teams.
- Understand how Teams drives productivity and engagement by combining the functionality of Microsoft Groups, SharePoint, OneDrive, Outlook, and other services in one location.
- Govern, explain, and use Teams in your organization.
- Know the pitfalls to avoid that may create challenges in your usage of Teams.
- Become familiar with the functionality and components of Teams via walkthroughs, including opportunities for automating business processes in Teams.

Prerequisites

No prior Teams experience is necessary. To ensure your success in your course you should have basic end-user skills with Microsoft Windows and any or all of the Microsoft Office suite components, plus basic competence with Internet browsing. You can obtain this level of skills and knowledge by taking the following courses:

- Microsoft Windows Level 1
- Any or all, of the courses in the Microsoft Office 2013, 2016 or 2019 curriculum.

Course Materials

The student kit includes a comprehensive workbook and other required materials for this class.

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

Course Content

Module 1: Getting Started

In this first lesson, students will learn how to use the Teams interface and its key elements – including teams, channels and messages. They will also learn how to get help in Teams.

- Getting Started with Microsoft Teams
 - What is Microsoft Teams
 - Accessing Microsoft Teams
 - The Microsoft Teams Interface
 - Creating a New Team
 - Adding Members to your Team
 - Changing Teams
 - Leaving a Team
 - Teams Mobile App
- Using Channels
 - About Channels
 - Viewing Channels
 - Creating a Channel
 - Pinning a Channel
 - Modifying Channel Notifications
- Posting Messages
 - Posting a Message
 - Expanding the Compose Box
 - Editing a Message
 - Replying to a Message
 - Adding Files to a Message
 - Deleting a Message
- Getting Help with Microsoft Teams
 - Using the Help Center
 - Viewing New Features
 - Viewing Keyboard Shortcuts
 - Using Slash Commands

Module 2: Communicating in Channels

Next, students will learn how to use messages to communicate within channels, how to manage messages and files, and will be introduced to the wiki – a great place to store and discuss channel-related information.

- Managing Messages
 - Identifying New Messages
 - Marking Messages as Read and Unread
 - Reacting to a Message
 - Saving a Message
- Doing More with Messages

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- Using Mentions
- Using Announcements
- Viewing your Activity
- Searching in Teams
- Managing Files in a Channel
 - Viewing Posted Files
 - Creating a New File
 - Uploading a File
 - Managing Files
 - Moving Files
 - Adding Cloud Storage
- Using the Wiki
 - Viewing the Wiki
 - Creating Wiki Content
 - Creating Sections and Pages
 - Navigating through the Wiki
 - Accessing Section Options
 - Accessing Page Options

Module 3: Using Other Communication Tools

Students will then learn about some of the other communication tools in Teams. Using chat, making audio and video calls, managing meetings and, managing files are all covered in this lesson.

- Using Chat
 - Starting a Chat
 - Replying to a Chat Message
 - Continuing a Chat
 - Adding Other Users to the Chat
 - Using Chat Message Features
- 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
- 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
- Managing Files in Teams
 - Using the Files Tab in Teams

- Viewing Files
- Managing Files
- Adding and Managing Cloud Storage

Module 4: Customizing Channels

In this next lesson, customizing channels and adding functionality using tabs and connectors to a channel are covered.

- Customizing Channels
 - Renaming a Channel
 - Accessing the Channel Email Address and Link
 - Accessing the Team's SharePoint Page
 - Deleting a Channel
- Adding Tabs to a Channel
 - Adding a Tab
 - Using Tab Conversations
 - Renaming a Tab
 - Removing a Tab
- Adding Connectors to a Channel
 - Adding a Connector
 - Changing Connector Settings
 - Changing Connector Accounts
 - Removing a Connector

Module 5: Customizing Your Teams Experience

In the final lesson, students will learn how to manage their Teams profile, how to manage teams and, how to add bots and apps to Teams.

- Managing Your Teams Profile
 - Updating your Profile Picture
 - Changing your Status
 - Changing your Teams Settings
 - Logging out of Teams
- Managing Teams
 - Editing the team
 - Accessing Advanced Team Settings
 - Managing Team Members
 - Managing Channels
 - Managing Settings
 - Managing Analytics
 - Managing Apps
 - Deleting the Team