

Microsoft 365 Super User

The course is designed to help Power Users and end users make the most of the Microsoft 365 apps. Teaching you how to collaborate across the business and understand when to use what and maximize your business adoption of Microsoft 365.

The intended audience for this course are super users who will need to support the user base, advise on functionality and when to use what tool for the right collaboration need..

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Module 1 An Introduction to Microsoft 365

In this module we will give a brief overview of what Microsoft 365 is, where the data is stored and some of the subscription choices available. We will also discuss how to access Microsoft 365 and where it can be accessed. Leading to a discussion the benefits to the end users.

Lesson 1: Introducing and provisioning Microsoft 365

- What is Microsoft 365?
- Microsoft 365 Plans
- Microsoft 365 Apps
- Browser Support
- Getting started – Login to Microsoft 365
- Update your Delve Profile

Lab Getting started with Microsoft 365

- Login to Microsoft 365
- Update your Delve Profile

Module 2 Managing Content with OneDrive

Typically, organisations work on shared drives and may also have a drive for personal files. OneDrive replaces that personal drive. We will discuss when you should use OneDrive and importantly when staff should not be using OneDrive. We will show you how OneDrive can be accessed and synchronised with your devices. We will discuss the options for sharing files and folders as well as the benefits of versions and the recycle bin. We will also look at the file details available to us for audit and search purposes.

Lesson 1:

- Adding and organising content
- Version History
- Deleting and restoring files
- Sharing files
- File details
- Synchronising files to the device

Lab Managing Content with OneDrive

- Create a folder
- Create and change a file in the browser
- Restore a previous version
- Delete and restore a file
- Share a file
- Manage file sharing

Module 3 Working with Office Apps

In this module we will look at the more familiar Office Apps and discuss when you would use the local copy of the application and when you would use the browser version. We will also discuss how they integrate with the other Apps such as saving attachments to OneDrive or Groups. This module will also discuss the ways to collaborate with colleagues Co-Authoring on documents.

Lesson 1

- Working with emails in Outlook online
- Managing attachments
- Meeting creation
- Out of Office Rule
- Word / Excel and PowerPoint Online
- OneNote notebooks

Lab Working with Office Apps

- Create an email in Outlook online
- Add an attachment to an email
- Create a meeting
- Set up an Out of Office Rule
- Create a Word online Document

Module 4 Collaborate with SharePoint Online

SharePoint can be many different things to different organisations. Some will use SharePoint as it's intranet, others, as an extranet, to share content with external suppliers. Many organisations will use SharePoint as its document management tool. We will look at and discuss the different ways organisations use SharePoint Online. We will focus mainly on the document collaboration in this module. We will look at the benefits of adding metadata to documents and how that metadata can be utilised to create different views of the data, as well as sorting and filtering data. We will show you what can be achieved with alerts, workflows and document approval. We will also discuss how to share documents internally and externally. Finally, we turn to Communications sites and look at editing pages and adding web parts.

Lesson 1

- Creating Team Sites
- Working with Document Libraries
- Adding metadata columns
- Working with views
- How to set an alert on a document library
- Creating News Items
- Communication sites
- Editing pages
- Adding Webparts to pages

Lab Collaborating with SharePoint Online

- Create a new Team site
- Create a new Document Library
- Add a column
- Create a view
- Setting up an alert
- Create a news page
- Create a Communication site
- Edit the home page
- Add a news web part

Module 5 Working together with Groups

Office 365 Groups are an integral part of Office 365. Not all organisations utilise the collaboration abilities of these groups via Outlook. We will discuss how end users can

communicate and share documents directly from Outlook. There will be a demonstration of the conversation area which is a shared mailbox, the shared calendar, the notepad and Planner as part of this module. We will also discuss the other apps that are created when a 365 Group is created. Finally, we will discuss when it may be appropriate to collaborate with Groups.

Lesson 1

- Creating groups
- Adding files
- Using the Group Calendar
- Adding members
- Adding tasks to Planner
- Using the OneNote Notebook
- Navigating to the SharePoint Site

Lab Collaborating with Groups

- Create a new group
- Upload a file
- Add a meeting to the group calendar
- Add members
- Add tasks to Planner
- Navigate to the OneNote notebook

Module 6 Collaborate with Teams

Microsoft Teams is the new way to collaborate, providing, among other things, functionality from Skype for Business. It is the area where end users can work on documents with other members of a team, have conversations about the documents, set up meetings and discuss the meeting in the Team's Channel. You can also chat directly with colleagues, have video or voice calls and record meetings. The idea around Teams is to be able to find all the information relating to a specific aspect of a project or team in one place. During this module there will be a demonstration of each aspect of Teams and a discussion on why and how you may utilise it as an organisation.

Lesson 1

- Creating Teams
- Adding members to the Team
- Adding Channels
- Chat vs Conversations
- Adding files

- Tabs
- Scheduling Meetings

Lab Collaborating with Teams

- Create a new group
- Upload a file
- Add a meeting to the group calendar
- Add members
- Add tasks to Planner
- Navigate to the OneNote notebook

Module 7 Working with videos using Stream

Microsoft Stream is your corporate YouTube channel. We will discuss how we can organise our video content into groups and channels. There will be a demonstration of how to integrate video from Stream onto SharePoint Pages. We will also look at adding Stream to Teams. As part of the module we will also discuss the additional features available in Stream when you upgrade your subscription including the transcription and people finder service.

Lesson

- Uploading videos
- Channels in Stream
- Sharing content
- Following Channels

Lab Working with Video Using Stream

- Upload a video to Stream
- Create a Channel
- Add your video to the Channel
- Follow a Channel

Module 8 Engage Colleagues with Delve, Sway and Yammer

Delve allows you to find the content that's relevant to you all in one place, whether that is something that you've created or that a colleague is sharing content with you. You can also customise your own profile to make yourself easier to find. We'll look at how we can promote ourselves in Delve and utilise the search functionality of Delve to follow colleagues. Sway lets

us create visual presentations utilising templates and graphics alongside content from a wide range of sources. These webpages are then shareable internally and externally. Yammer is a corporate social area that can be used to talk to internal and external groups. Files can be shared and additional social features such as polls allow us to communicate with large groups of people and quickly gain feedback.

Lesson

- Searching for people in Delve
- Following colleagues
- Ways to create a sway
- Sharing Sway
- Yammer Groups
- Yammer Discussions
- Creating Polls in Yammer

Lab Engage colleagues with Delve, Sway & Yammer

- Navigate to Delve
- Follow a colleague
- Create a Sway from a word document
- Share the Sway with a colleague
- Set up a group in Yammer
- Create a Poll

Module 9 Working with data using Power BI, Power Apps, Power Automate and Forms

Storing information in various locations in Microsoft 365 can be enhanced by automation, data capture, mobile working and visualising information. Known as the Power Platform, Power BI offers a means to present raw data as reports and dashboards. Power Apps allows you to build apps for mobile devices, offering forms and visuals to support a variety of business activities. Power Automate can be used to automate what might be manual processes such as approvals, updates, communications and more. Forms allow you to set up surveys and quizzes for individual or group use, so you can quickly get feedback from end users. During the module you will see a demonstration of how Power Apps can be used to customise forms in SharePoint and then to create a mobile app to update a SharePoint List.

Lesson

- What is Power BI and what does it look like
- Using Connectors
- Using Microsoft Forms
- Using Flow and the Connectors available
- Creating Mobile Apps with Power App

Lab Working with data using Power BI, Power Apps, Power Automate & Forms

- Look in Power BI and investigate some of the templates available to you
- Create a feedback form
- Create a flow that sends an email based on your form