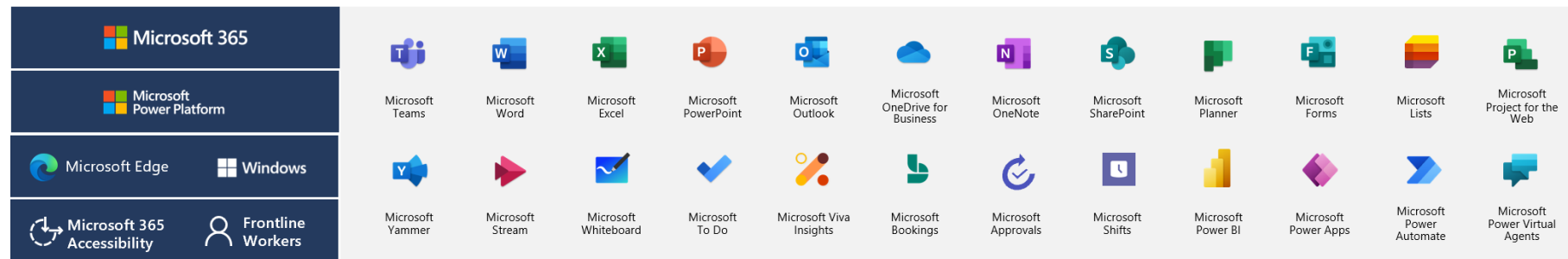


### Overview

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.



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### New and featured Training Topics

#### Microsoft Modern Desktop for Windows 11 Level 100

Learn more about managing content, staying secure and working faster and more productively using new features in Microsoft 365, Edge, and Windows 11.

[Learn more about this course on Page 4.](#)



#### Microsoft 365 for Frontline Workers Retail Level 100

Microsoft Teams gives retail frontline workers the tools they need to communicate and collaborate effectively. Microsoft 365 suite of products gives frontline workers access to everything they need to communicate, collaborate, and manage their day-to-day work life.

[Learn more about this course on Page 7.](#)



## 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.

### 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.

### Objectives:

- Understand Call settings in Teams
- Learn to set up and 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.
- Learn 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 as a Platform Integrating Apps Level 200

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.

## Microsoft Teams Breakout Rooms Level 100

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 Events Level 100

Learn about Microsoft Teams live events, designed to help your organization broadcast video and meeting content to large online audiences.

### Objectives:

- Create and design a Microsoft Teams live events.
- Prepare to produce and present for a Teams live events.
- Use best practices to keep participants engaged.
- Optimize your learning as an attendee during a Teams live events.

## Moving from Skype for Business to Teams Level 100

In 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 Foundations Level 100

Power Automate, Power Apps, Power Virtual Agents, and Power BI in Teams allow process, efficiency and reporting quick access for overall business management. This training will show the capabilities of Microsoft Power Platform in Teams and the ways business can use them.

### Objectives:

- Identify types of apps, data types, relational data.
- Build concepts for low-code apps in Teams.
- Understand how to create workflows using templates.
- Create and enable chatbots for simple conversational AI (artificial intelligence).
- Organize and filter data for easy-to-use reporting purposes.

## Microsoft Power BI Level 100

Power BI is a collection of software services, apps, and connectors that work together to turn unrelated sources of data into coherent, visually immersive, and interactive insights. This course will provide an overview Power BI and how its services and applications work together to connect a data source to begin visualizing data.

### Objectives:

- Learn about Power BI and how its services and applications work together to make your business more efficient.
- Understand the building blocks of a Power BI dashboard.
- Connect a data source to a Power BI dashboard and begin visualizing data.
- Save a Report and share within the Power BI service.



## Microsoft Power BI Desktop 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 Apps Level 100

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

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 Virtual Agents Level 100

Microsoft Virtual Agents can help you respond rapidly to your customer and employee needs using intelligent chatbots. 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 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 Bookings.
- Understand Staff Types, how to add, search, and manage Staff.
- Understand how to add and edit Customer information.



## Microsoft Cloud Storage: OneDrive for Business and SharePoint Online Level 100

In this new hybrid work environment, interchanging between office and home for work, you can create, view, edit and share files on the go.

### Objectives:

- Access and edit your files from all your devices.
- Share inside or outside your organization.
- Work together in real-time on Office documents.
- Quickly find the files that matter to you.
- Keep your files protected and backed up.

## Microsoft Edge for Business Level 100

Learn how Microsoft Edge can be your daily browser to help you navigate your workday. Microsoft Edge is the fast and secure browser that helps you protect your data all while saving you time with intelligent search and innovative Microsoft experiences.

### Objectives:

- Create your personalized profile and experience in Edge.
- Use the search tool to find information easily.
- Understand security and privacy features.
- Learn about Office 365 integration using new features.

## 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:

- Navigate Excel ribbon options.
- Format Excel workbooks and worksheets.
- Use formulas, functions and validate to work with data.
- Learn print processes for excel workbooks.

## Microsoft Excel Level 200

Take a dive into the intermediate features of Excel's 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 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 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 Modern Desktop for Windows 10 Level 100

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 Modern Desktop for Windows 11 Level 100

Learn more about managing content, staying secure and working faster and more productively using new features in Microsoft 365, Edge, and Windows 11.

### Objectives:

- Improve how work gets done by understanding new productivity tools across Windows, Edge, and Microsoft 365 apps.
- Find 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 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.

### Objectives:

- Discover OneNote versions and the differences between them.
- 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 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:

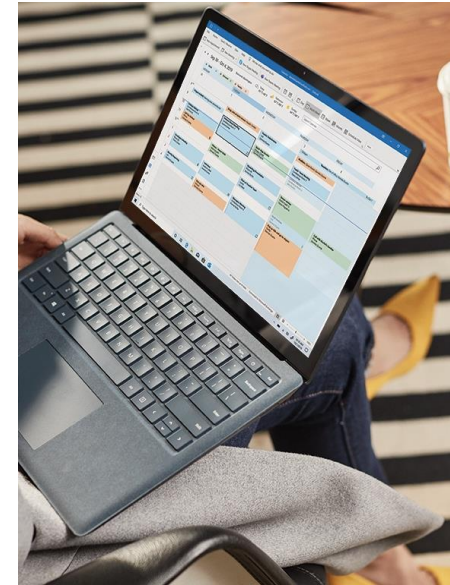
- Learn to navigate Microsoft Outlook.
- Set up and access Outlook modules.
- Use advanced features of Outlook to increase productivity and manage time.
- Use Outlook mobile for on-the-go requirements.

## Microsoft Planner Level 100

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 Online.



## Microsoft PowerPoint Level 100

Microsoft 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 Project for the Web Level 100

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.

## Microsoft Security Foundations Level 100

Get familiar with end-user security best practices. Strategies are presented for staying safe at work and home, including how to go passwordless, avoid phishing, and collaborate with colleagues more securely.

### Objectives:

- Understand how to make your organization more secure.
- Find the Microsoft Security Center and set up Windows Hello and two-step verification.
- Detect, analyze, and remediate phishing attempts.
- Collaborate and keep data safe with OneDrive for Business cloud storage.

## Microsoft SharePoint Online Level 100

This course focuses on the SharePoint Online experience. Attendees will learn how to share and manage content, find information, and collaborate across your organization.

### 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 SharePoint Online Level 200

Understand more advanced features of SharePoint. Expect to learn about sharing and permissions, workflow management and content types.

### Objectives:

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

## 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.



## 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 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 Whiteboard Level 100

Microsoft Whiteboard is the collaborative digital canvas in Microsoft 365 for effective meetings and engaging learning.

### Objectives:

- Understand what is Microsoft Whiteboard.
- Access Microsoft Whiteboard desktop and web applications.
- Create and annotate a new whiteboard using the Team’s meeting process.
- Format, share and collaborate with others using Microsoft Whiteboard.



## Microsoft Word Level 100

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 Viva Insights Level 100

Microsoft Viva Insights helps people and businesses thrive with data-driven, privacy-protected insights and recommendations to improve productivity and wellbeing.

### Objectives:

- Understand Viva Insights.
- Engage in the employee experience.
- Use leader insights to improve employee engagement.

## 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.

## Microsoft 365 for Frontline Workers Level 100

Microsoft Teams and Microsoft 365 give frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Teams.
- Create and manage time using Shifts.
- Set and conduct appointments with Bookings.
- Automate tasks using Approvals.
- Assign and review Task management in Microsoft 365 with ease.

## Microsoft 365 for Frontline Workers Nonprofit Level 100

Microsoft Teams and Microsoft 365 give nonprofit frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Microsoft Teams.
- Set and conduct appointments with Microsoft Bookings.
- Automate tasks using Microsoft Approvals.
- Create and attend meetings and events in Teams.

## Microsoft 365 for Frontline Workers Retail Level 100

Microsoft Teams and Microsoft 365 give retail frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Microsoft Teams.
- Create and manage time using Shifts.
- Create and attend meetings and events in Teams.
- Set and conduct appointments with Bookings.
- Automate tasks using Approvals.
- Assign and review Tasks with ease.

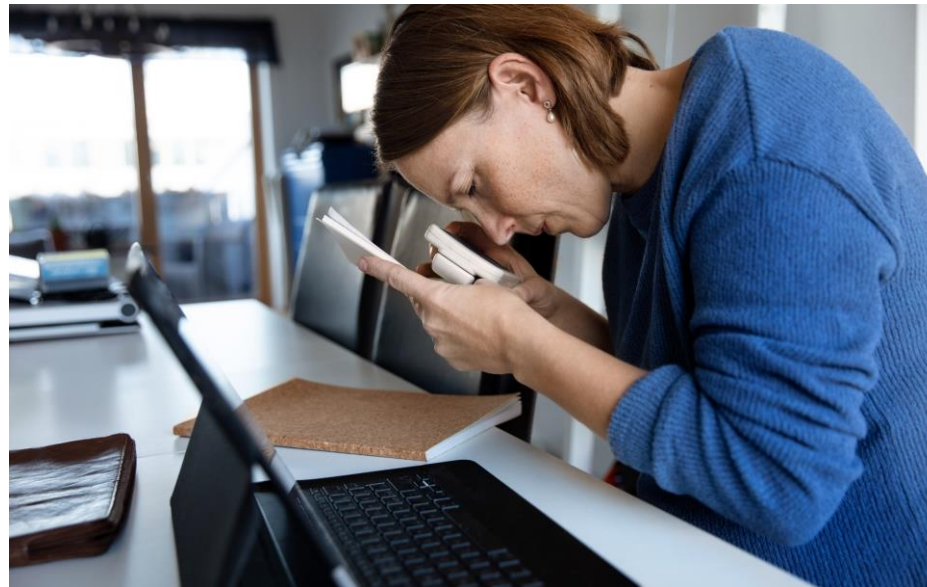


## Microsoft Accessibility Solutions Level 100

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

### Objectives:

- Understand how to set up and navigate accessibility settings within Windows 10, Microsoft 365, Microsoft Edge, and Microsoft Teams.
- Learn how to create accessible content within Office and Teams.
- Gain tips for presenting inclusively for all audiences.



## Microsoft Windows 10 and Surface Level 100

This course is intended to provide a showcase of the Microsoft Surface products and accessories and provide an overview on how to get started, get organized and work efficiently using Windows 10.

### Objectives:

- Understand Surface hardware components and accessory options.
- Learn to ink with Microsoft products.
- Get organized and work efficiently using Microsoft Windows 10.

## Microsoft Windows 11 and Surface Level 100

This course is intended to provide a showcase of the Microsoft Surface products and accessories and provide an overview of how to get started, get organized and work efficiently using Windows 11.

### Objectives:

- Understand Surface hardware components and accessory options.
- Learn to ink with Microsoft products.
- Get organized and work efficiently using Microsoft Windows 11.
- Search and browse with ease using Microsoft Edge.