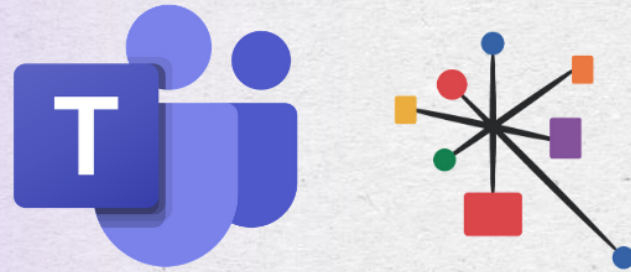


Delivering **Microsoft Teams** Training at Scale



Wey Tan | September 30 | 12 - 1 p.m.

Intro

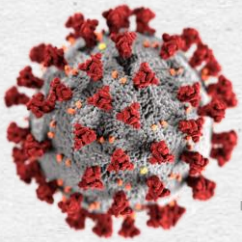


Wey Tan
Senior Consultant

Business Drivers



..... Support ending in July 2021



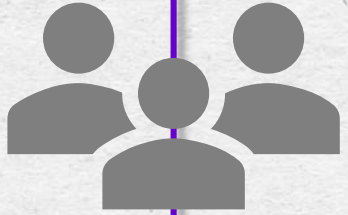
..... From the office space to the home office



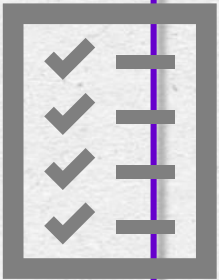
Microsoft Teams

Enhanced collaboration features

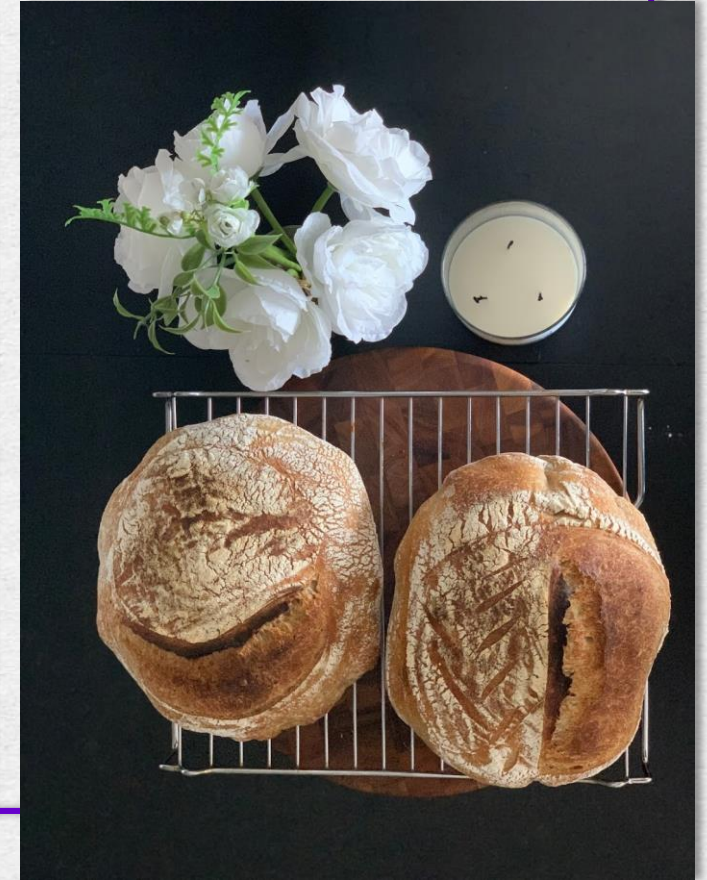
Why Training?



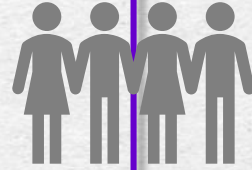
Ensures high user acceptance



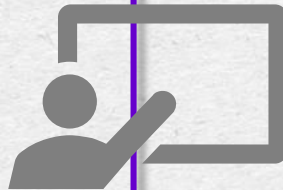
Supports compliance with records and information governance requirements



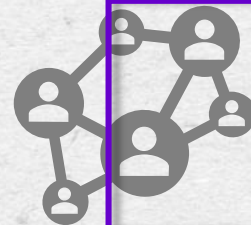
Training Approach



Tailor the training experience for diverse user groups



Set up the foundational elements to provide enterprise training



Build a sustainable support model

The 3 C's



Culture



Champions



Communications



Quick Poll

What approach did you take for Teams training?

- No formal training
- Minimal training materials available through Microsoft
- Robust training plan and execution
- Still in planning phase

Quick Poll

If you have deployed training, what stumbling blocks have you encountered? If you haven't, what issues do you anticipate?

- Lack of Teams expertise to plan and deliver training
- How to cater the training based on user needs or scenarios
- How to scale training for my organization
- Lack of long-term resources to support ongoing training

Know your audience

Culture



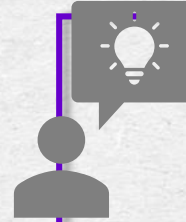
Champions



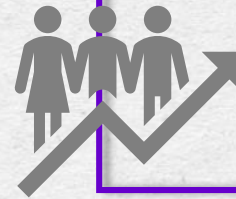
Communications



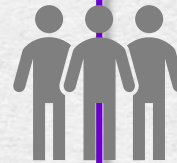
Various Usage Scenarios



Minimal Use



Daily Use

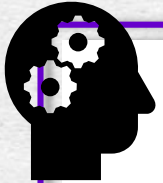


Use with External Parties



Devices

Role Based Training



IT Team

- Configuration



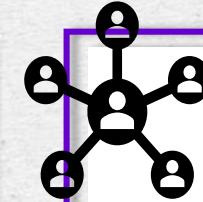
Pilot Team

- Issue discovery
- Collect feedback



Champions

- Power users



Department / Project Groups

- End users

Foundational Elements



Tools for Training – Support Team & Portal

The screenshot displays a Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area is titled 'Microsoft Teams' and contains a search bar. Below the search bar, there's a 'Teams' section with 'Your teams' listed, including 'ALL_TEAMS SUPPORT' and 'General'. The 'General' channel is selected, showing tabs for 'General', 'Posts', 'Files', and 'Home'. The channel content area features four tiles: 'Training' (laptop and coffee), 'FAQ' (question mark), 'Feedback/Issues' (globe with icons), and 'Teams Requests' (hand pointing at tablet). Below these tiles is a 'Feedback Form' with a 'Category' dropdown, a 'Details' text area with placeholder 'Write something..', and a 'Submit' button. To the right of the form is a purple button labeled 'Email Teams Support'. Below this is a 'Project Team Members' section with a 'See all' link and a list of teams with expandable arrows: 'Team : Acme (1)', 'Team : Austin Office (1)', 'Team : Contoso (1)', 'Team : Houston Office/ All Project Teams (11)', 'Team : Louisiana Office (4)', and 'Team : Ohio Team (5)'.

Tools for Training – Reference Guides



**Teams Training Guide:
Chats, Calls, & Meetings**



**Teams Training Guide:
Remote Access**



**Teams Mobile Training Guide:
Chats, Calls, & Meetings**



Tools for Training – Reference Guides



	<p>Share Desktop</p> <ol style="list-style-type: none"> 1. Click Screen Sharing icon. 2. Select Desktop or Windows. <p>Note: the screen you are sharing will have a red outline to indicate it is being shared with others.</p>
	<p>Share Files</p> <ol style="list-style-type: none"> 1. Click Attach icon. 2. Select file in OneDrive or Upload from my Computer. <p>Note: best practice is to use document links instead of attaching documents.</p>
	<p>Start Video Call</p> <ol style="list-style-type: none"> 1. Click the Video Call icon.
	<p>Record Audio</p> <ol style="list-style-type: none"> 1. Click More Options. 2. Click Start Recording. <p>Note: you must notify call participants prior to recording a call. Also, you must Stop Recording after the call ends.</p>



<p>Teams Remote Access</p>	
<p>Joining Meetings</p>	
	<p>Client Teams App</p> <ol style="list-style-type: none"> 1. Open Teams app, sign out of client credentials, then sign in again to Teams using Access Sciences credentials. <p>Note: from time-to-time, the single sign-on goes away and you will have to sign on again.</p>
	<p>ASC Teams App</p> <ol style="list-style-type: none"> 1. Open Teams app, then enter in ASC email address. 2. Click Sign in.
<p>Browser Access</p>	
<p>Chrome</p> <ol style="list-style-type: none"> 1. Click the profile icon, then select Add. 2. In the Name box, type in a name for this account. Select profile icon as needed. 3. Click Add button again. 	



	<p>Turn on Notifications</p> <ol style="list-style-type: none"> 1. Click menu icon, then select Settings. 2. Select Notifications. 3. Toggle settings as needed.
<p>In a Chat</p>	
	<p>Add People to Existing Chat</p> <ol style="list-style-type: none"> 1. Click the vertical ellipsis, then select Chat Details. 2. Click Add People icon. 3. Type contact's name. 4. Click the Check icon. <p>Note: make sure to use the hyperlink of the person's name when adding them to the chat.</p>
	<p>Note: when there are two choices for a person, choose the ID that matches their email address.</p> <p>iOS: Accessing Chat Details</p> <ol style="list-style-type: none"> 1. Click the name of the person you are chatting with or the name of the group chat.

Training Plan

Use Cases

Scenarios

Devices

Roles

IG & IT Requirements

Create QRGs

Highlight key features

Maintain compliance

Pilot

Discover potential issues

Collect feedback

Refine &
Supplement QRGs

Implement feedback from pilot

Generate additional QRGs

Champions
Training

Role Awareness

In depth training

Enterprise Training

Role/Project based scheduling

Hands on activities

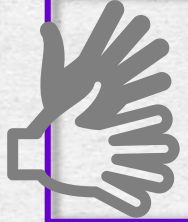
Surveys

Go Live

Communications

Ongoing support &
Training

Training Delivery

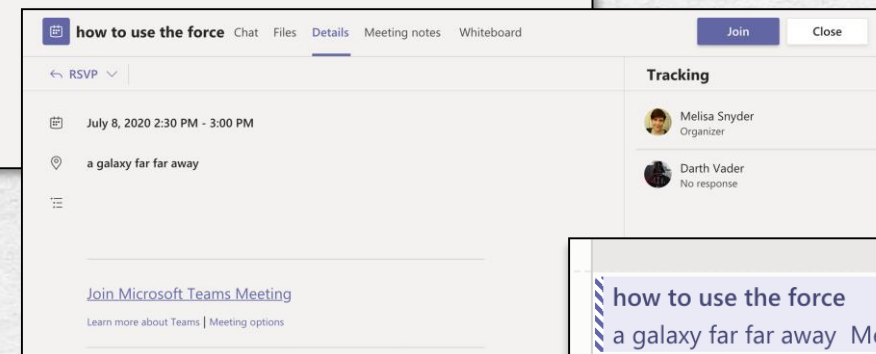
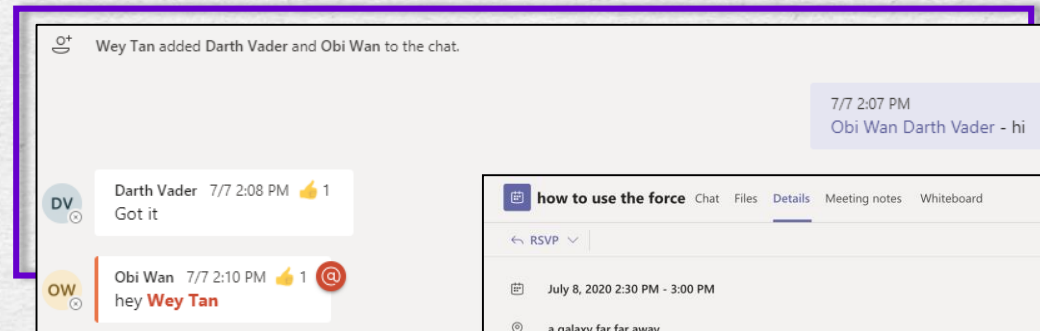
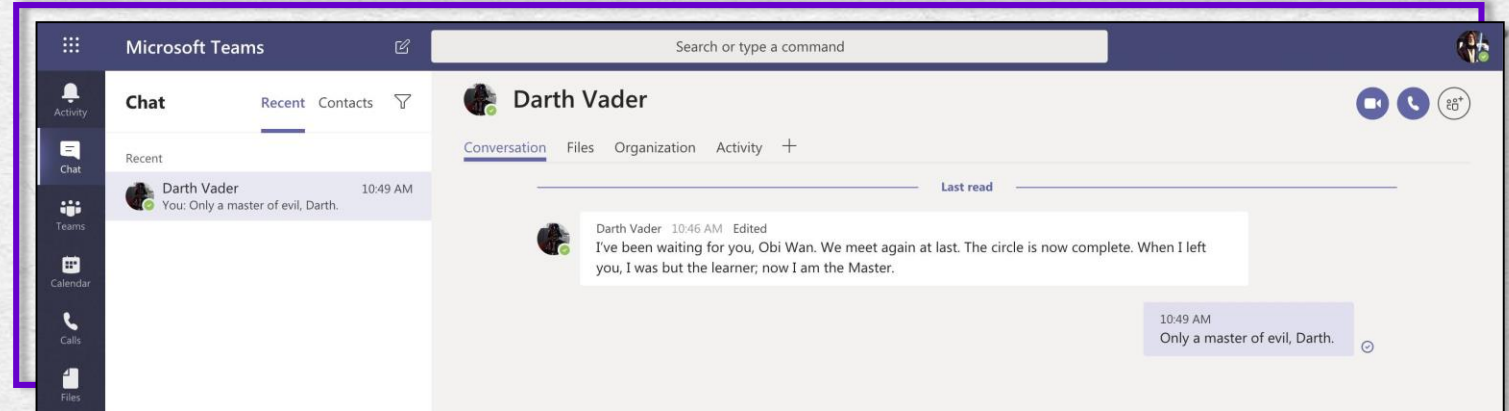
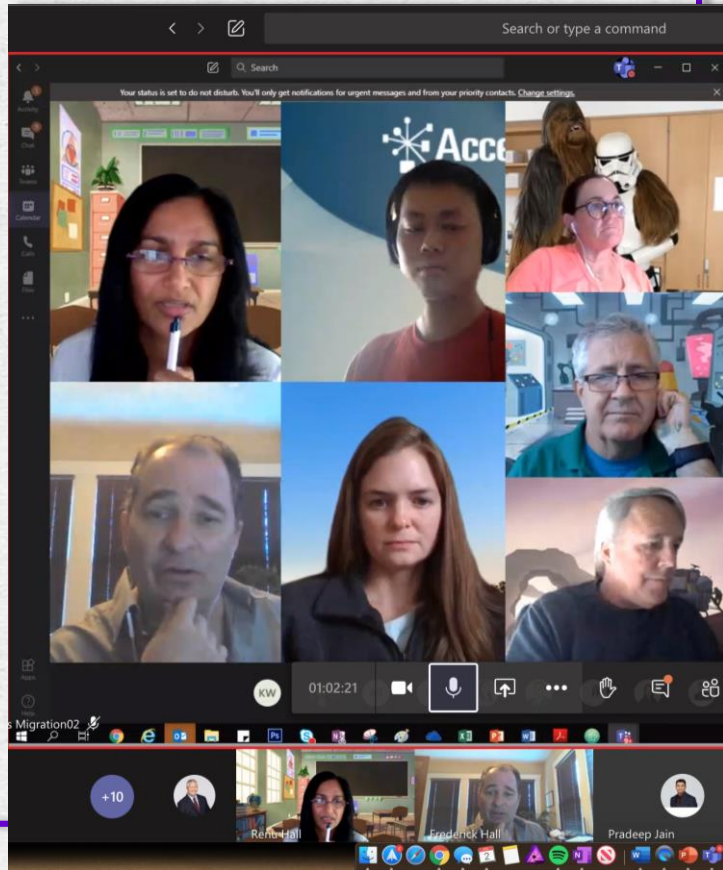


Hands on exercises



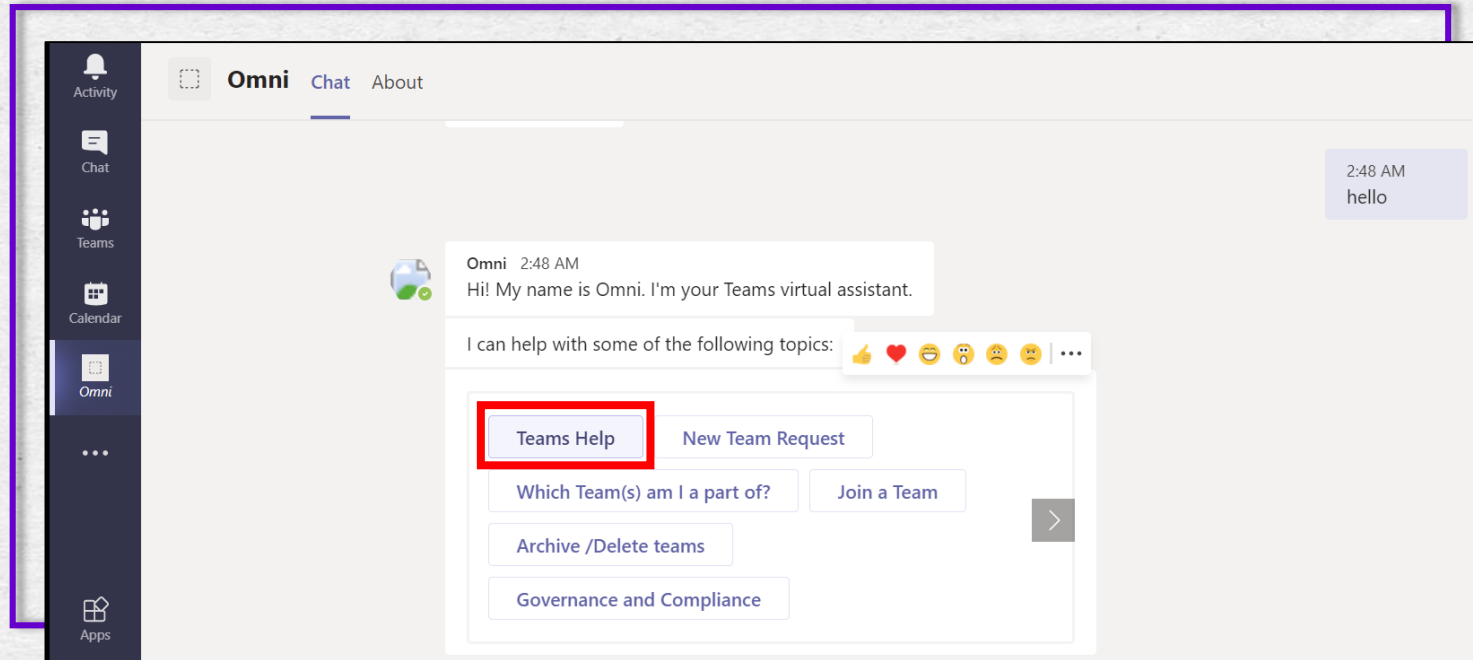
Make training fun!

Training Delivery



how to use the force
a galaxy far far away Melisa Snyder

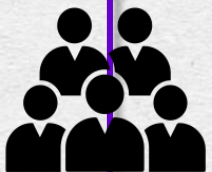
Scale up Training



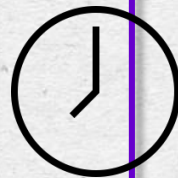
Create / host videos catered to your users



Make guides available



Train the trainer



Office Hours



Chat bots

Sustainable Support Model



Culture



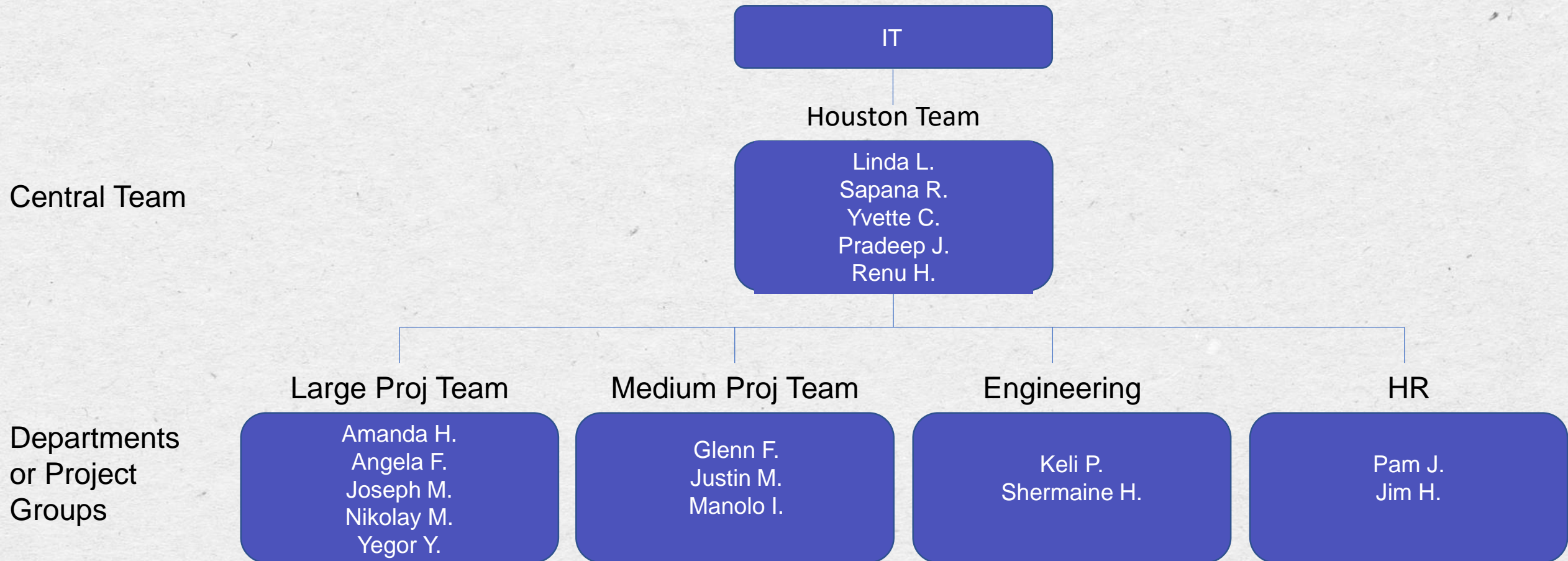
Champions



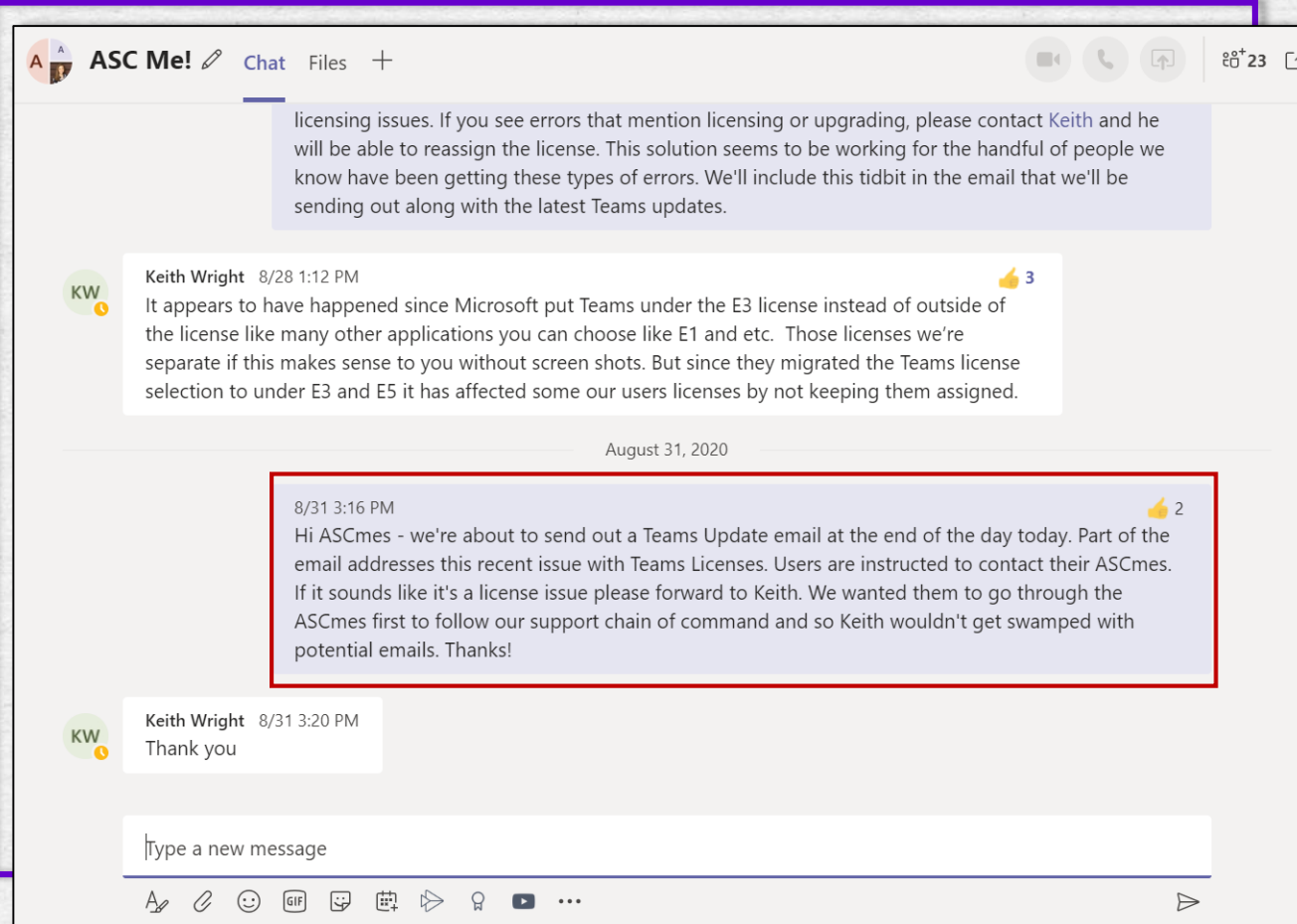
Communications



Establishing team of Champions



Establishing a Team of Champions



“How do I log into Teams from my client laptop?”



“How do we schedule meetings with the team?”



“How do I make a call with more than one person?”

Communication

Culture



Champions



Communications



Awareness

Dear Session A Participants,

Thank you very much for attending the recent **Teams Introduction and Demo Session** to discuss the why, how, and when we are transitioning from Skype for Business to Teams, as well as see a preview of the three features we are rolling out – Chat, Calls, and Meetings.

Your next meeting with us will be a **Teams Training Session** for a more in-depth walk-through of the Chat, Calls, and Meeting functions in Teams, with hands-on activities. If you have not received the calendar notification yet, please be on the lookout for it.



“How does this impact me?”



“Where do I go for more information?”



“What should I do to prepare?”



“Who do I contact with questions?”

Communication & Change Management

How To's & Follow Ups

“Have you noticed the look of Teams has changed? Here are the latest updates, tips & tricks, and support information.”

Dear Access Sciences Personnel,

Good morning! We have now been using Teams for a month and we hope you have been enjoying it. Here are some updates we would like to share with you.

Communication & Change Management

How To's & Follow Ups

“Have you noticed the look of Teams has changed? Here are the latest updates, tips & tricks, and support information.”

Teams Support Portal

The [Teams Support Portal](#) has announcements, updates, training resources, FAQs, and links to relevant downloads and other learning resources. Please use this site as a resource for important Teams information.

Tips & Tricks

Go to [Communications](#) on the Teams Support Portal for Tips & Tricks. Here are some of the things that are covered:

- [New Meeting Experience](#)
- [Managing Contact Lists](#)
- [Setting Status Message](#)

New Teams meeting experience

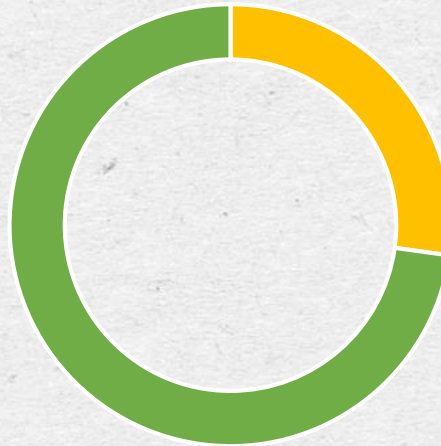
You may have already noticed many changes to Teams. Below are a few of the updates to note.



Training Feedback Surveys

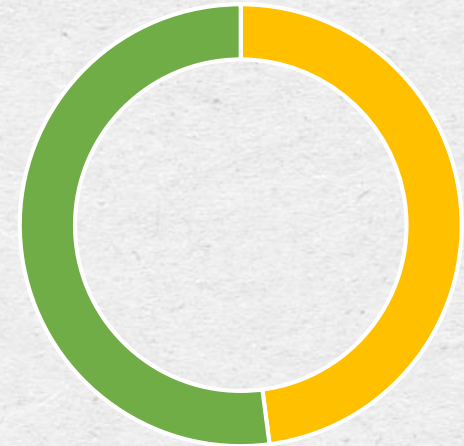


The walk-through exercises were helpful & relevant



Strongly Disagree Disagree Agree Strongly Agree

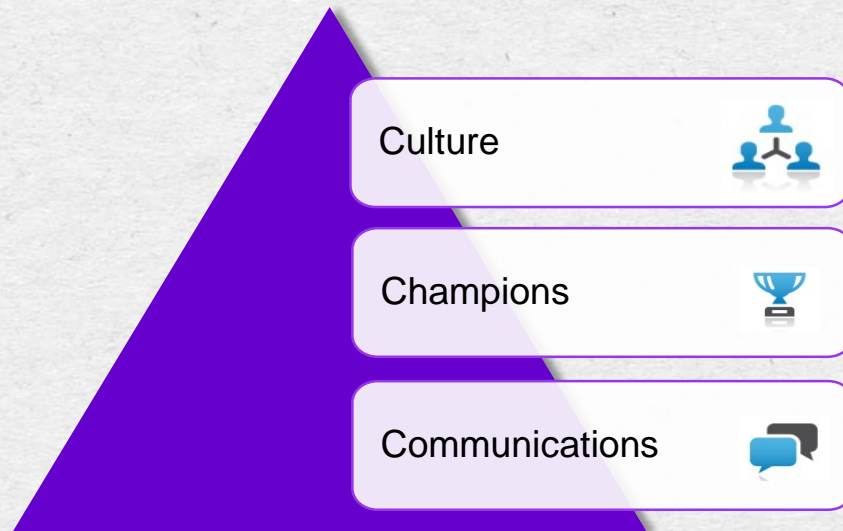
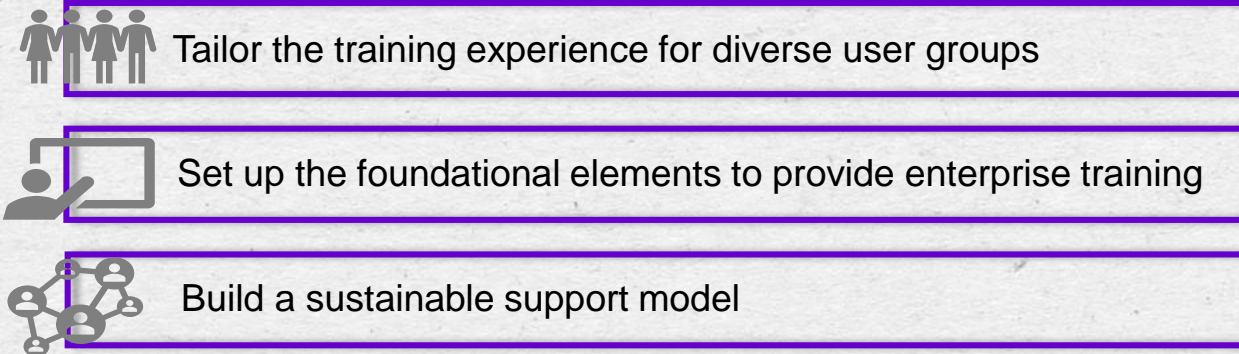
The course length was appropriate



Strongly Disagree Disagree Agree Strongly Agree

Summary

Training Approach



Demo of Teams Training

1. Device Settings
2. High Priority, Urgent, Mentions
3. Pinning Chats
4. Search
5. Attendance Panel
6. Notes
7. Sharing Screens
8. Switching Windows
9. Focus Mode
10. Changing Backgrounds

Podcast

ACCESS ANSWERS



information governance | technology enablement | business strategy

- Microsoft Teams Training with Wey Tan
- Wednesday, Oct. 7

Virtual Bingo Charity Event

Celebrating Access Sciences' 35th Anniversary | Supporting **Girls Who Code** | Thursday, Nov. 12



<https://girlswhocode.com/>

Resources & Links

Microsoft

[What's new in Microsoft Teams & Ignite 2020](#)

[Assorted free resources](#)

[Instructor-led training](#)

[Video Training & YouTube](#)

Access Sciences

Past Webinars:

[Practical Governance for Microsoft Teams & Executives Reveal the 3 C's of Microsoft Teams](#)

[Full Bot Demo](#)

[Podcasts: Access Answers](#)