Microsoft 365 Administration & Troubleshooting (1 Day)

Code: M365-200

About this course

In this course, students will discover how to efficiently manage their organization's implementation of Microsoft 365, including global subscription settings, Exchange mailboxes, SharePoint, OneDrive, and MS Team services. Also know how to set up email domains, configure policies, and make advanced Microsoft 365 configurations, including how to troubleshoot with admin center tools.

Product:	Microsoft (Office) 365
Prerequisites:	Microsoft (Office) 365 Business or Enterprise Plan
Audience(s):	System (IT) administrators or Microsoft 365 Administrator who want to learn about administration in Microsoft 365
Language:	Speaker Thai / Presentation English & Thai
Time:	9:00-12:00 and 13:00-16:30 (1 Day)

Module

Module 1: Introduction to Microsoft 365
Lessons:
- What is the Microsoft 365
- What is the difference between Office 2019 and Microsoft 365
- Limits by plan for Exchange Online
- Limits by plan for SharePoint Online
- Cloud storage limits by Business plan

Module 2: Managing Microsoft 365 General Settings
Lessons:
- Getting familiar with the Microsoft 365 Admin Center
- Microsoft 365 admin center features and settings
- Managing subscription settings
- Managing general user settings
- Creating a new Microsoft 365 user
- Creating multiple new Microsoft 365 users
- Delete a user account
- Managing groups
- Managing Role Administrator
- Managing Domains
- Managing Org Settings

Module 3: Managing Microsoft 365 Email Service
Lessons:

- Exploring the Exchange admin center
- Managing Exchange user mailboxes
- Managing Exchange shared mailboxes
- Managing Exchange Groups
- Managing Exchange resource mailboxes
- Managing Exchange Contacts mailboxes
- Managing message trace
- Managing Public folders
- Remove user and secure data
- Transfer ownership user's mailbox
- Content Search & eDiscovery
- Export Content Search results
- Other features (Journal rule, Spam filter, Malware filter)

Module 4: Managing SharePoint Online & User's OneDrive
Lessons:

- Exploring the SharePoint admin center
- Active sites & site structure
- Create Site Collection
- Defining ownership site collection
- External Sharing & Sharing Policies
- SharePoint Site Permission (Advanced)
- Default Permission Levels
- SharePoint Groups
- Permission Settings
- Assign permission to library, list and items
  Manage settings
- Disable user site creation
- File Share migration
- Exploring the OneDrive settings
- OneDrive Retention
- Access delegate user's OneDrive
- The OneDrive deletion process
- Add and remove admins for a user's OneDrive

Module 5: Managing Microsoft Teams

Lessons:
- Exploring the Teams admin center
- Microsoft Teams Architecture
- Microsoft Teams with SharePoint and OneDrive
- Create and manage Teams
- Configure Teams settings
- Configure Teams policies
- Manage Guest access in Microsoft Teams
- Manage Meeting policies
- Manage App Setup policies

Module 6: Managing Microsoft 365 Report / Settings

Lessons:

- Usage & Report
- Service health
- Help & support and Service Request
- Connecting to Microsoft 365 with remote PowerShell