



Office 365 Helpdesk Training

Microsoft Office 365 Helpdesk Training

This training course is designed for helpdesk personnel and IT administrators. This training is an instructor led 2-3 hour online training course by Cloud Advantage designed to provide guidance on support issues for Microsoft Office 365 including troubleshooting login problems, Outlook connectivity, performance, common support issues, user administration, email management, and support issues “in the real world”.

PART 1

Greetings!

Dashboard Overview

- Functionality
- Features, reports, alerts and warnings.

General Microsoft Office 365 Administration

- Types of Microsoft Office 365 Administrative accounts
- Create user accounts in Microsoft Office 365
- Bulk imports
- Create users in Microsoft Office 365 with PowerShell
- Add, remove or change licenses for users
- Allow or block access to accounts
- ADConnect / Dirsync impacts – disabled users
- Search and Filter for users
- Export to CSV

Deletions

- Deleted Accounts
- Recovering accounts and user mailboxes
- Dirsync impacts – deleted users, duplicate accounts
- Purge accounts – PowerShell cmdlets to delete and purge unwanted accounts

Exchange Online Recipients

- Mailboxes – different types, features
- When to use a Resource Mailbox, a Shared Mailbox, a Distribution Group or a Contact?
- Modify mailbox permissions thru console or PowerShell
- Add, remove or modify email addresses for user mailboxes, shared mailboxes, room mailboxes, groups and contacts
- Convert a User Mailbox to a Shared Mailbox GUI or PowerShell
- Convert a Shared Mailbox to a user mailbox GUI or PowerShell
- Distribution Groups – manage owners, members, aliases, hide, lock down delivery
- Lock down client access for Outlook, OWA, POP, IMAP
- Mailbox forwarding
- Turn on or off legal holds for a mailbox.
- Different type of groups, adding / removing users, allow access internally, allow or block external senders.
- Discourage or block users from abusing distribution groups, replying to all.

Helpdesk Support and Troubleshoot Outlook and OWA

- Tools for trouble-shooting Exchange and Microsoft Office 365 connectivity problems, routing, free-busy, message tracking.
- Other strategies for Outlook connectivity problems
 - Login problems
 - Narrow down the problem – Outlook profile/ Account / Workstation
 - Reproduce the problem
 - OWA – mail.office365.com, outlook.office365.com or (custom cname)
- Sharing mailbox folders
 - Delegate access for another user to access mailbox folders or calendar
 - Options for opening other user mailboxes
 - Different types of user folder permissions – Owner | Editor | Author | Reviewer
- Open another user's calendar, contacts or mailbox folder
- Open another user's mailbox – sporadically
- Open another user's mailbox – frequently
- Add another user's mailbox to the Outlook folder list
- Routing problems
 - Test / Narrow down root cause
 - Troubleshoot NDRs ("bounce backs")
 - Message delays – narrow down

- OST files, sync delays and related problems
 - Delayed messages
 - New Outlook profile - sync delays
 - Other sync delay causes
 - Large default folders
 - Corrupt OST files
 - Outlook profile conflicts
- PST files
 - Local Outlook Archives
 - Import / Export PST files to Exchange Online mailboxes

Missing messages

- What info do I need to gather from users who open tickets for missing messages?
- Search with Outlook / Advanced Find - Filter
- Search with Message Tracking in Microsoft Office 365
- PST / OST impacts on missing messages
- Outlook Rules

PART 2:

Manage SPAM / Content Filtering with Microsoft Office 365

- Outlook Junk Mail folder, settings and rules
- White list or block messages from domains, senders or IP addresses
- Quarantined messages – allow / block / release

4 Types of Microsoft Office 365 Groups

- What are they and how are they used?
- Administration

Skype For Business Administration and Management

- Enable / Disable users
- Administration
- Reporting
- Allow / Block external SFB users

Communicating with Microsoft about Service Requests

- Open Tickets / Service Requests with Microsoft
- Call Microsoft 1-800-865-9408
- Open a Service Request thru the portal
- Check on an open Service Request
- Check if Microsoft has made an announcement about an issue you found
- Check on known Microsoft issues
- Check the Message Center for scheduled maintenance or updates

MDM

- Overall functionality
- Lock down
- Password requirements options
- Allow / Block / Quarantine devices and phones

OneDrive

- Sharing folders, files, delegates, user usage, synchronization problems