

Microsoft Teams for End Users

Become a confident Microsoft Teams user with this practical end-user training. You'll learn how to chat, run meetings, share files, and collaborate across teams—on desktop and mobile. By the end, you'll be able to navigate Teams like a pro, communicate clearly, stay organized, and boost productivity in any business setting. Perfect for professionals who want to get the most out of Microsoft 365 and streamline their daily workflow.

[CBT Nuggets course material](#) →

WEEK 1

What is Microsoft Teams?

What is Microsoft Teams?

Accessing Teams via the desktop

Accessing Teams via a web browser

Accessing Teams via a mobile device

Uploading a profile picture

Teams Interface Overview

Setting availability status

Validation

Teams Chats

Types of Chats in Teams

Typing and Read Receipts

File Sharing in Chats

Formatting of messages

Responding to Messages

Validation

Chat options, Teams and Channels

Using @mentions to notify users

Pin or Mute Chats

Microsoft Loop in Teams

Teams and Channels

Difference between Chat vs. Team Channel communication

Creating and managing Teams and Channels

Different Methods to join a Team

Validation

Exploring Teams and Channels options

Teams Owners, Members, and Guests

Teams Guests

Teams Settings

WEEK 2

Channel Settings

Channel Tabs

Teams Tags

Channel Posts and Announcements

Validation

Microsoft Teams Meetings

Different Types of Teams Meetings

How to Schedule a Meeting in Teams

How to Launch an On-demand Teams Meeting

Other Methods to Launch Teams Meetings

Teams Meeting Pre-Join Screen

Teams Meetings | Chat, People, Raise, React, View

Teams Meetings | Rooms, Apps, Video and Audio Settings

Validation

Microsoft Teams Meetings Features

Teams Meetings | Live Captions, Call Health, Call Me

Teams Meetings | Meeting Options

Share Content in a Teams Meeting

Locking a Teams Meeting

Microsoft Teams Meeting Roles

Teams Meetings Lobby

Dialing into a meeting

Validation

Teams Meeting Recordings

Recording a Teams Meeting

Transcribe a Teams Meeting

Accessing the Attendance List

Setting up breakout rooms for team discussions

Q&A

Giving and Requesting Control

Validation

Microsoft Teams Phone

Teams Phone Interface

Making/Receiving Calls

WEEK 3

Placing a Call on Hold

Transferring Calls

Teams Phone Voicemail

Setting Call Forwarding

Using Speed Dials

Manage Call Group

Manage Delegates

Validation

Teams Settings and Mobile Experience

New Chat & Channels Experience in Microsoft Teams

Microsoft Teams settings | General

Microsoft Teams settings | Appearance, Chat and Channels

Microsoft Teams settings | Notifications and Activity

Microsoft Teams settings | The Other Settings

Microsoft Teams on Mobile

Microsoft Teams Command Bar

Validation

Teams Premium Features & Troubleshooting Teams

Teams Premium Licenses

Teams Premium | Manage what attendees see

Teams Premium | Hide Attendee Names

Teams Premium | Other Meeting Options

Teams Premium | Intelligent Recap

Troubleshoot Microsoft Teams Issues

Validation