



MFE-IT

Reference: YAS/EN/MC2

Microsoft 365 and Cloud Support Training Course

Levels 1 and 2 — Master Technical Support for Microsoft
Collaborative Tools

Duration: 2.5 Days | Hours: 15 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

This training course provides participants with the practical skills required to diagnose, resolve and prevent the everyday incidents users encounter on Microsoft 365 services. It also covers hybrid cloud environments (on-premises plus M365) so support teams can handle modern collaborative workplaces end to end.

In a context of widespread digital transformation, Microsoft 365 has become the foundation of business communication and productivity. Helpdesk and IT support teams therefore need a structured, hands-on approach to deliver fast and reliable support across Teams, OneDrive, SharePoint, Outlook, Planner and Forms.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Understand the Microsoft 365 architecture and its key components
- Effectively assist users on Teams, OneDrive, Outlook, SharePoint, Planner, Forms and related services
- Diagnose and resolve common issues (authentication, access, synchronisation, performance)
- Implement best practices for security, storage and collaboration
- Manage Level 1 incidents and escalate Level 2 incidents in a structured manner
- Use the Microsoft 365 administration portal for everyday management operations

PREREQUISITES

- Proficiency in the daily use of Microsoft 365 tools (Outlook, Teams, OneDrive)
- Basic knowledge of office automation and the Windows environment to comfortably follow the training
- Technical or functional experience in IT support is an advantage, but not mandatory

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

Helpdesk support teams, IT technicians, junior administrators and local digital advisors responsible for providing daily user support on Microsoft 365 and cloud services.

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Introduction to Microsoft 365 and its cloud services

- Licences, web portal, OneDrive, SharePoint, Teams, Outlook, Planner, Forms
- Cloud architecture overview and Microsoft identities
- Overview of the M365 service map for a support engineer

Module 2 – Identity, authentication and access support

- Authentication, connection issues, MFA and session management
- Troubleshooting user accounts and password resets
- Conditional Access basics and how it impacts the end user

Module 3 – OneDrive and SharePoint troubleshooting

- Synchronisation, file sharing and version restoration
- Access management and recovery of deleted documents
- Common SharePoint Online navigation and permission issues

Module 4 – Teams and Outlook support

- Audio/video troubleshooting, channels, meetings and integrations
- Shared mailboxes, archiving, notifications and calendar issues
- Outlook profile, OST and connectivity diagnostics

Module 5 – Administration portal and diagnostic tools

- Overview of the Microsoft 365 admin centre
- Service status monitoring, message centre and audit log
- Common Level 1 to Level 2 escalation patterns

Module 6 – Best practices for security, storage and collaboration

- Data protection, access rights and Microsoft recommendations
- Collaborative document management and external sharing
- User awareness and recurring incident prevention

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts