IT Support: Troubleshooting Microsoft Office

Modality: On Demand

Duration: 16 Hours

About this course:

IT Support: Troubleshooting Microsoft Office is designed to introduce students to the basics of setting up an email client in Outlook, troubleshooting connectivity issues, and troubleshooting cloud storage. Since support professional may be working with Windows or Mac, the troubleshooting principles are explored on both platforms.

Course Objective:

- Troubleshoot Office download, installation, and activation issues
- Troubleshoot Office
- Troubleshoot cloud storage
- Troubleshoot Outlook

Audience:

- Account Executive
- Content Developer
- Sales / Market Executive

Prerequisite:

- The Windows client training as part of the Microsoft Professional Program – IT Support.

Course Outline:

Troubleshoot Office Download, Installation, and Activation

- Troubleshoot Download, Installation, and Activation Issues
- Module 1 Lab and Assessment

Troubleshoot Office

- Troubleshoot Office Using Tools in Windows
- The Mac User Interface
- Troubleshoot Office on a Mac
- Repair and Reinstall Office on Windows or a Mac
- Module 2 Lab and Assessment

Troubleshoot Cloud Storage

- Use Cloud Storage
- Troubleshoot Cloud Storage Synchronization Issues
- Module 3 Lab and Assessment

Troubleshoot Outlook

- Configure Outlook
- Troubleshoot Outlook Issues
- Troubleshoot Outlook Issues
- Module 4 Lab and Assessment

Final Assessment

- Final Assessment?