

SharePoint 2010 Training – IT Support

Our SharePoint training course for Support Staff is intended for those support staff who are new to SharePoint or for those having recently taken on the role of supporting staff using SharePoint. A one or two day course (depending on experience) it covers the fundamentals of a SharePoint site and then using practical examples focuses on the role of the Support Team and the common issues they will encounter. After attending this course you should have the knowledge and confidence to provide first line support to your colleagues.

Items greyed out are those covered by our Introduction to SharePoint for Content Editors course.

Familiarisation with SharePoint

Finding your way round

- Navigating
- Ribbon Toolbar
- Different modes
- Viewing all content
- Search Facility
- Recycle Bin
- Applying a site theme
- Site Logo
- Setting date format
- Thinking about permissions
- Thinking about structure

Web Parts - Summary

- Types of Web Parts
 - Document Libraries
 - Announcements
 - Calendars
 - Discussion Forums
 - Surveys
- Editing web parts
- Inserting
- Deleting from page
- Deleting

Document Libraries

- Creating
- Adding Columns
- Deleting
- Uploading/Uploading multiple documents
- Creating from Document Menu
- Deleting
- Checking Out
- Editing
- Co-Authoring
- Version Control
- Working with multiple selections

- Views (datasheet, custom)
- Disable new folder option

Image/Media Libraries

- Site Assets
- Creating/Deleting

Site Analytics

- Site Collection, Site, Page
- Settings
- Exporting
- Emailed Reports

Site Pages

- Creating
- Deleting
- Layout options
- Navigation
- Editing
 - Adding/Moving web parts
 - Content Editor
 - Hiding header
 - Adding content
 - Image placement
- Saving

Custom Lists

All about lists

- Why use a list
- Creating
- Adding fields
 - Field types
 - Validation
 - Default values
 - Lookup values
 - Meta Data
- Ordering columns
- Deleting columns
- Importing spreadsheets
 - Issues
- Datasheet view

Advanced List Options

- View/Edit only items created by user

Views

- Creating/modifying views
- Types of view
- Filtering data
- Grouping data
- Private views

Navigation

- Settings when creating sites and pages
- Changing navigation settings

Sites

- Creating new team sites
- Same Navigation as parent site
- Site layout
- Adding web parts

Surveys

- Creating Surveys
 - Dealing with 'branching' questions
 - Viewing results

Permissions

- Planning permissions
- To use AD Groups or not
- Good practice and exceptions
- Creating SharePoint Groups
- Adding/Deleting
- Creating new permission levels
- Inherited permissions
- Item level permissions

Blogs

- Personalising
- Creating a blog
- Creating categories

Content Types

- What are they?
- Adding templates