



Welcome to Dynamics 365

- Getting Started
- Learning and Training Guide
- Support Guide



Get Started

Welcome to Dynamics 365 and the broad Dynamics community of product experts, partners, and fellow users ready to share their expertise



This guide provides quick access to resources to help you answer questions, find support, and learn about Dynamics 365

Many of the resources can be found on a handful of key sites you can rely on for learning and support.

- [Dynamics 365 documentation site](#), covering everything from getting started guides to application-specific documents, and links, to add-in solutions and apps
- [Getting Started with Training](#), linking you to a broad range of educational resources
- [The Dynamics 365 communities](#), where you can connect with peers, ask questions, and find relevant training
- [CustomerSource](#), which provides news on product updates, links to e-learning, access to the Dynamics knowledge base, and much more. Access requires a Dynamics Service Plan. Learn more at "[Need Access to CustomerSource](#)"

Learn at Your Own Pace



[Microsoft Dynamics 365 YouTube Channel](#)

- Product announcements and demos
- How-to videos
- Get Started and Get Assistance videos
- You can also ask questions in your search engine or within YouTube: "How do I....in Dynamics"

[Microsoft Virtual Academy](#)

- Short introductory e-learning courses
- You don't need to log in to learn, but if you want to track your progress, register and sign in with a Microsoft account

[Do-It-Yourself Dynamics 365 Video Tutorials](#)

- Covering topics such as "Introduction to CustomerSource" and "Using E-Learning on CustomerSource"
- Check back frequently, as content is being continuously updated

[Dynamics 365 Customer Engagement online course](#)

- Take this online course (MOOC-Massive Open Online Course) to develop customer engagement skills by completing the hands-on activities
- A variety of videos, scenarios, and success stories designed to showcase the powerful features available

[Comprehensive Dynamics 365 Resources from Microsoft](#)

- Find in-depth guidance, insights, and information to help transform your business using Dynamics 365—whether you're getting started or looking to take the next step
- Webinars, roadmaps, e-books

[CustomerSource e-learning](#)

- Certification and e-learning guides
- Click on "Get Trained with E-Learning" tile
- Access available to all on-line Dynamics 365 subscribers
- Learn more about access at "[Need Access to CustomerSource](#)"

Learn With Others



Connect with [Dynamics 365 User Groups](#)

- User groups provide many options for learning
- Meet at regional roundtables, connect with peers, attend national conferences with educational sessions

Find a formal training partner with [AppSource](#)

- Variety of partners provide formal Dynamics 365 training
- Training in-person, remote, one-to-many, or in classrooms
- Curriculum can be standard Dynamics 365 features or customized based on your needs or custom features

Achieve certification with Microsoft Certified Professional training for [Dynamics 365](#)

- Formal technical training for individuals seeking technical certifications
- MCSA: Microsoft Dynamics 365
- MCSA: Microsoft Dynamics 365 for Operations
- MCSE: Business Applications

Build Deep User and Administrator Expertise



Learn all the features with user readiness guides and product overviews

Step-by-step user guides walk you through all key application features

- [Sales](#)
- [Retail](#)
- [Project Service](#)
- [Customer Service](#)
- [Field Service](#)
- [Talent](#)
- [Finance and Operations](#)
- [Marketing](#)

Learn how to administer and manage Dynamics 365

- The [Customer Engagement Administrator's Guide](#) helps you manage and configure Dynamics 365 Customer Engagement, including onboarding organizations and users, managing data, creating user roles, etc.
- The [Finance and Operations Developer and Administrator's Guide](#) provides detailed information for IT professionals on topics such as data integration, BI reporting and mobile applications

Go deep with [Dynamics 365 E-books](#)

- Industry trends and how you can respond with Dynamics 365
- Specific guidance for business leaders and IT Pros

Learn how to customize, extend, and build applications using the [Microsoft Business Application Platform](#)

- Information on Power BI, PowerApps
- Links to partners and third-party Dynamics 365 extensions

Dynamics 365 Support & Answers



You have a variety of options ranging from traditional Microsoft support plans and Dynamics partners to online resources and active user communities.

Answers & Support from the Web and Communities

Search engines

Use your favorite search engine

- If your support question is: “How do I...in Dynamics,” try typing it into a search engine

[Microsoft Dynamics 365 YouTube Channel](#)

- How-to videos, product announcements, success stories, Tech Talks

[Dynamics 365 communities](#)

- Post questions in forums, search forums, blogs, and videos to help answer your questions

Look up answers in [CustomerSource Knowledge Base](#)

- Search the Knowledge Base, learn about service plans
- Get help creating support requests
- Access requires a Dynamics Service Plan and is available only to registered users
- To get access, go to [Need Access to Customer Course](#)

Microsoft Support Sites

[Dynamics 365 Support home page](#)

- Guide to all self-support and assisted support options
- Links to billing, licensing, and troubleshooting help

Check on service status, maintenance, deployment, and release schedules

- Get real-time status of your Dynamics 365 (online) and Office 365 services from the Office 365 [Service Health Dashboard](#)
- View planned maintenance, deployment schedules using [Message Center](#)
- Monitor instance-specific health at the [Dynamics 365 Administration Center](#) using the “Service Health” tab

Specialized Resources for Deeper Support



[Service Incident Policy Guide](#)

- Dynamics 365 Sales and Service customers: learn about service policies and how to report and monitor service incidents
- [Lifecycle Services](#) for Dynamics 365 Finance and Operations, Retail or Talent make implementations more predictable

[Subscription Licensing Guide](#)

- Explains various plans, pricing tiers, and support options
- Details different subscription license types and the relationship to traditional volume licensing

[FAQs for Volume Licensing](#)

- Understand discounting for volume licensing customers
- Learn how to move from direct purchase subscription to Enterprise Agreement

[Administrator Guide for Dynamics 365](#)

- Resources and topics for administrators and implementers
- Getting Started, Managing Subscriptions, Extending, Product Updates

[Dynamics 365 Release Notes](#)

- New capabilities, additional integration features, performance advancements
- Review current plans and product roadmaps

[Dynamics 365 Blogs](#)

- [Dynamics 365 Marketing blog](#)
- [Dynamics 365 Team blog](#)
- [Community blogs](#)
- Product-specific MSDN blogs
 - [Dynamics CRM](#)
 - [Dynamics AX](#)
 - [Dynamics NAV](#)
 - [Dynamics GP](#)
 - [Dynamics AXSCM](#)

[FastTrack for Dynamics 365](#)

- FastTrack is a service available to the largest Dynamics 365 enterprises for support during implementations
- If your organization is part of FastTrack, be sure to leverage FastTrack for implementation support

Compare Additional Support Plan Options

Support Comparison Tool

- Find appropriate support package whether your business is large or small.
- Use online comparison tool to find the right support plan for your organization

Microsoft Dynamics 365 Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics 365 support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics 365 Support benefits visit the service plan [page](#).

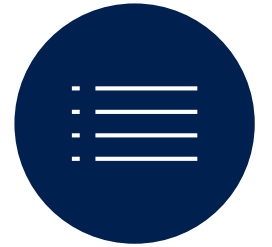
Level	Subscription	Enhanced	Professional Direct	Premier
Self-Select Your Plan	Small business operating a simple environment, sandboxing, or using a full-service partner	Small business operating a production application with a need for faster response	Medium/large business operating a 24/7 production environment requiring access to experts for lite advisory and escalation services	Large enterprise operating a 24/7 complex Dynamics 365 environment requiring immediate access to experts and full range of proactive services
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Web & Phone Incident Submission	X	X	X	X
Access to Self-help Portals	X	X	X	X
Unlimited Break/Fix Incidents	X	X	X	X
Support	Local business hours	Local business hours	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time	Next business day	<2 hours	<1 hour priority routing to Tier 2 escalation engineers	<1 hour priority routing to Tier 3 escalation engineers
24x7 Support			Severity A cases	Severity A cases
Lifecycle Services	X	X	X	X
Unlimited Online Training	X	X	X	X
Technical Account Manager			Pooled	Assigned
Priority Handling			X	X
Escalation Phone Line			X	X
Ask the Expert Webinars			X	X
Advisory Support			Limited	Full
Monthly Reviews			X	X
Proactive Services			Limited	X
Cloud Service Dependency Mapping				X
Major Incident Response Planning				X
Remote Diagnostics & Reporting				X
Mentoring				X
Onsite Services				X

Microsoft Dynamics 365 support plans are available through Volume Licensing channels and Web Direct

Microsoft provides this material solely for informational purposes and not as an offer. Customers who have questions about this material or their agreements should contact their reseller or Microsoft account manager.

Eligibility for Microsoft Dynamics 365 Support plan benefits varies by offering and region and is subject to change. For those customers who purchased Microsoft 365 Support, review the Terms of Use for the Microsoft Cloud Services Portal [here](#). For Volume Licensing Customers, consult product use rights [here](#).

Summary of Key Dynamics 365 Resources



Getting Started

Dynamics 365 home page	dynamics.microsoft.com
Documentation	docs.microsoft.com/dynamics365
Training	docs.microsoft.com/dynamics365/get-started/training/index
Communities	community.dynamics365.com
CustomerSource	mbs.microsoft.com/customersource/northamerica/home
Dynamics 365 YouTube Channel	youtube.com/channel/UCJGCg4rB3QSs8y_1FquelBQ

Learning and Training

Do-It-Yourself Dynamics	mbs.microsoft.com/customersource/northamerica/news-events/news-events/news/DIY_Dynamics
Microsoft Virtual Academy	mva.microsoft.com/product-training/microsoft-dynamics
Dynamics 365 Training on edX	openedx.microsoft.com/courses/course-v1:Microsoft+81900+2018_T1/about
CustomerSource training	mbs.microsoft.com/customersource/northamerica
Core and application-related user guides	docs.microsoft.com/en-us/dynamics365/customer-engagement
Dynamics 365 Administrator Guide	docs.microsoft.com/dynamics365/customer-engagement/admin/admin-guide
Dynamics 365 User Groups	d365ug.com/home
Dynamics 365 Team blog	community.dynamics.com/enterprise/b/365teamblog
Training partners and workshops	appsource.microsoft.com/marketplace/consulting-services
Microsoft Certified Professional training	microsoft.com/learning/browse-all-certifications.aspx?technology=Microsoft%20Dynamics%20365

Support

Support home page	microsoft.com/dynamics365/support
Latest Dynamics 365 release notes	docs.microsoft.com/dynamics365/get-started/whats-new/index
Finance, Operations, Retail, Talent support	lcs.dynamics.com
FastTrack for Dynamics 365	fasttrack.microsoft.com/dynamics
Choosing a Dynamics 365 support plan	microsoft.com/dynamics/dynamics-online-support.aspx

