



Welcome to Dynamics 365

Learning and Training Guide



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

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

