

LESS PANIC, MORE PRODUCTIVITY

Training Our Way Out of Microsoft 365 Mishaps

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DESCRIPTION

As Humber River Health (HRH) transitioned to Microsoft 365 (M365), staff encountered a range of usability challenges across departments. While M365 offers powerful tools for collaboration and productivity, its diverse applications—such as SharePoint, Outlook, and OneDrive—require users to adapt to new workflows and digital practices. Early adoption revealed a pattern of recurring issues, often stemming from limited user familiarity and inconsistent support resources. Recognizing the need for a structured response, the Digital Learning Team (DLT) initiated a proactive training strategy to reduce technical barriers, enhance user confidence, and promote independent problem-solving. This initiative reflects HRH's commitment to digital transformation and continuous improvement in staff enablement.

OBJECTIVE

To promote user independence in troubleshooting M365 through targeted training and accessible support resources.

ACTIONS TAKEN

In response to recurring challenges identified through issue tracking, the Digital Learning Team (DLT) conducted a comprehensive analysis to determine common pain points within Microsoft 365 applications. Based on these findings, a structured, organization-wide training initiative was launched, focusing on SharePoint, Outlook, and OneDrive. Additional training sessions on troubleshooting methods were provided to give users the tools to self-resolve issues. To support more complex cases, individualized coaching and targeted tip sheets were provided. Monthly data trends were continuously monitored to inform and adapt training content. This multi-tiered strategy contributed to increased user confidence, a reduction in repeat issues, and the cultivation of a proactive, solution-oriented culture.

Monthly Issue Count by Theme from January to July 2025

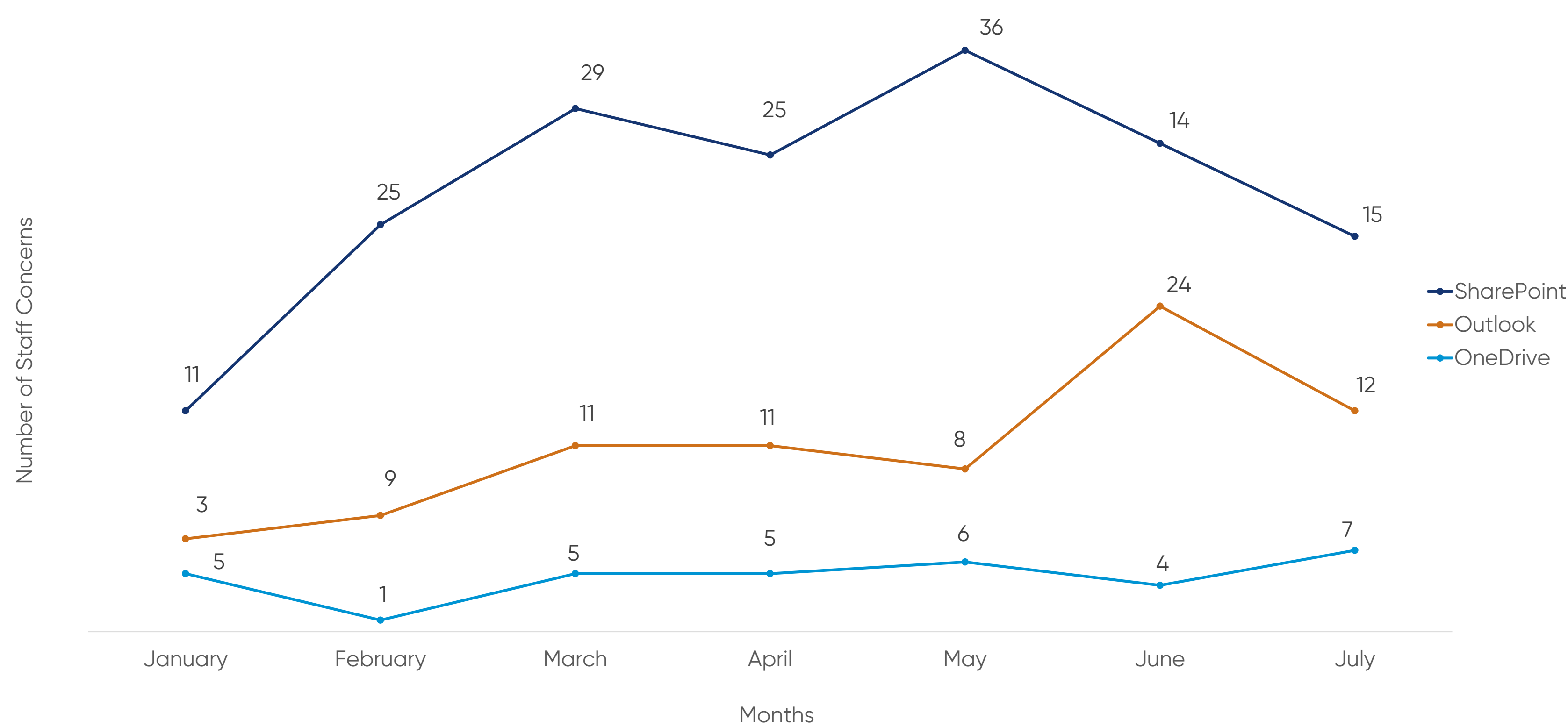


Figure 1. Common themes identified by the HRH team for where users had concerns from January to July 2025.

Monthly Issue Count by Theme from January to July 2025

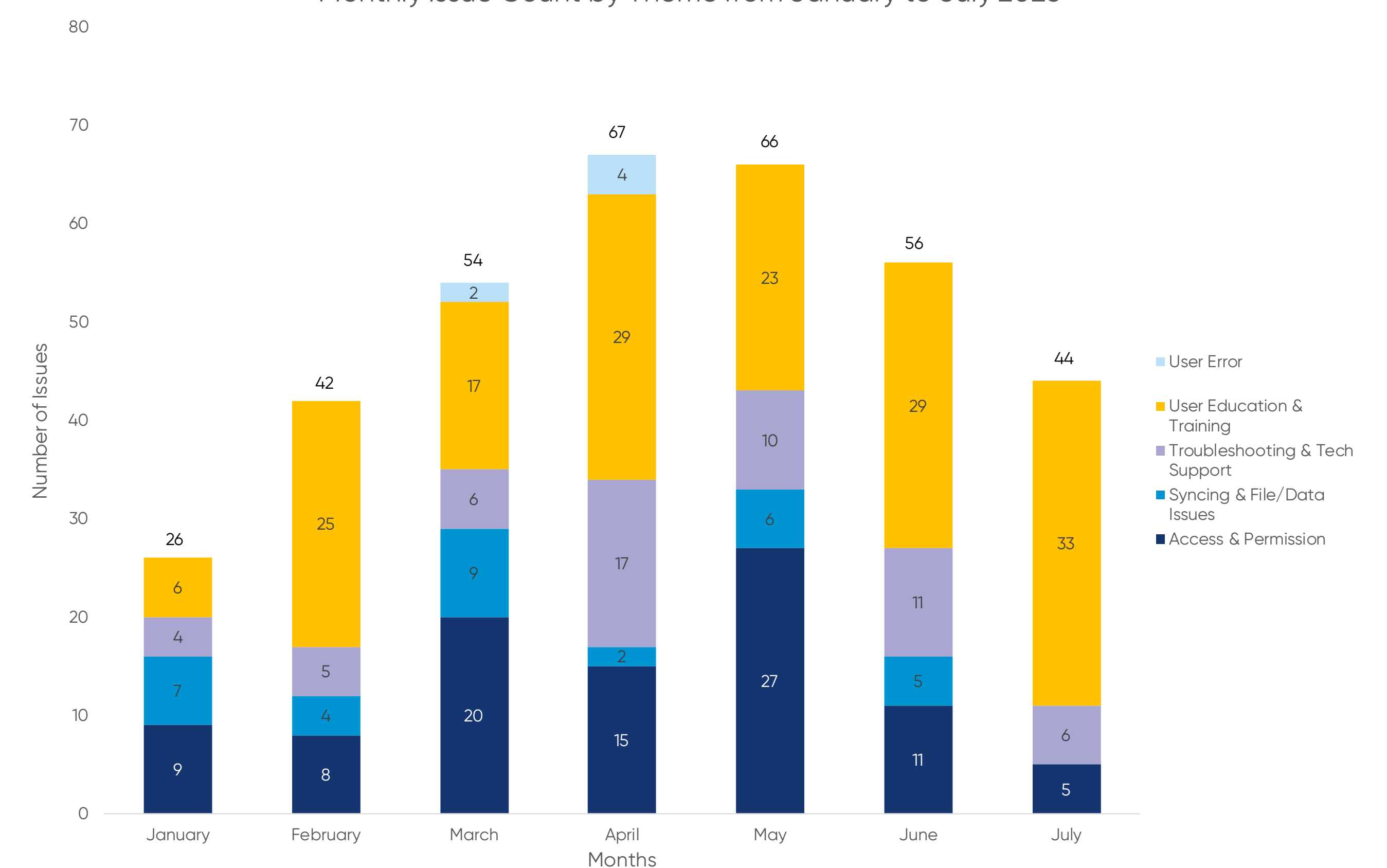


Figure 2. Bar Chart Displaying Monthly Issue Count by Theme from January to July 2025 for the main application issues from OneDrive, Outlook, and SharePoint

SUMMARY OF RESULTS

From January to July 2025, 266 Microsoft 365-related issues were logged from the main applications. Figure 2 shows the three of the main application systems that staff needed technical assistance were SharePoint, Outlook, and OneDrive displayed monthly. The number of user issues peaked in certain months such as April (67) and May (66) before declining to 44 in July when targeted training was introduced in Figure 1. The most common problems were related to User Learning, SharePoint Configuration, and Outlook Configuration. Issue trends shifted downward, reflecting improved user confidence and fewer recurring errors. These results highlight the positive impact of proactive education and support.

LESSONS LEARNED

A targeted training program, elbow support, and additional resources can significantly reduce the number of Microsoft 365 issues reported to foster user confidence for future utilization.

