# What is Microsoft Delve?

Delve is a combined employee profile page and content discovery tool.

The profile page provides contact information about each employee. This includes their name, phone number, office location, email, manager, etc. A rudimentary organization chart is also included.

The profile page also provides space for you to add personal information about yourself, such as your skills, past projects, interests, and other personal details. Delve is useful for finding people based on their skills and experience across an enterprise without having to know those individuals prior to finding them.

The content discovery part of Delve displays files within Microsoft 365 (usually from SharePoint Online and/or OneDrive for Business) that are relevant to you. Files edited or opened by your colleagues and individuals you work with will be suggested as possibly relevant based on your connection to those people.

# How can I Access Microsoft Delve?

You can access Delve and Microsoft 365 (M365) via the official Microsoft 365 website

Visit office.com, select the "App launcher" waffle in the top left-hand corner, and select the Delve icon.

You may be required to sign in using your ESDC credentials if this is your first-time accessing Microsoft 365.

# What are some restrictions regarding Microsoft Delve?

You can only access Delve and M365 in the following ways:

On a managed government furnished laptop or tablet

On a managed government furnished mobile phone that can access work email

On a personal laptop connected to AppGate

On a personal laptop connected to the Secure Access Virtual Environment-Desktop (SAVE-D)

Visit the Restricted Devices page for more information.

# What are New Features in Microsoft Delve?

Guidance and Training will be added at a later date.

# Where can I access Microsoft Delve Training?

Guidance and Training will be added at a later date.

# What are Information Management Best Practices regarding Microsoft Delve?

For advice and guidance on managing information, please reference the Information Management page.

Information Classification

Delve may only be used for unclassified information at this time. It has not yet received ESDC certification for Protected A or Protected B use.

ESDC received Protected B certification for select M365 applications.

Before using an M365 application for Unclassified, Protected A or Protected B information, refer to the interim guidance.

# Where can I access Technical Support for Microsoft Delve?

All requests for Microsoft 365 technical support should be submitted to the National Service Desk (NSD).

This includes, but is not limited to issues related to:

Login or access

Applications not working properly

File syncing

Audio and video

# Where can I access Non-Technical Support for Microsoft Delve?

The Microsoft 365 Community of Practice is a group of more than 500 employees at ESDC. It includes a sub-community of volunteer Super Users that can help you and your colleagues learn to use Delve and other applications.

This includes, but is not limited to:

Training and learning

Demonstrations

Non-technical assistance with M365 features

Connect with them by asking a question about Delve in the community of practice