# What is Microsoft Sway?

Sway is a publishing tool built to make the most of modern digital design practices. Sway is best used to create multimedia-heavy presentations, reports, stories, and newsletters viewed in a web browser or on a mobile device.

Sway lets you organize source information (including web content) into what is essentially a template interactive website, which can be easily embedded or shared via link.

# How do I Access Microsoft Sway?

You can access Sway 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 Sway icon.

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

# What are Restrictions for Microsoft Sway?

You can only access Sway 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 Sway?

Guidance and Training will be added at a later date.

# Where can I access Microsoft Sway Training?

Guidance and Training will be added at a later date.

# What are Information Management Best Practices for Microsoft Sway?

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

# What Information Classification does Microsoft Sway fall under?

Sway 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 Sway?

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 Sway?

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 Sway and other applications.

This includes, but is not limited to:

Training and learning

Demonstrations

Non-technical assistance with M365 features

Connecting with them by asking a question about Sway in the Microsoft 365 Help team.