



# Osprey Approach: Accessing the new era of Osprey

This help guide was last updated on  
Dec 2nd, 2024

The latest version is always online at  
<https://support.ospreyapproach.com/?p=70433>



# This guide will go through accessing the new era of Osprey

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You access the new era of Osprey using a web address similar to:

<https://yourfirmsname.ospreyapproach.com/main/app/>

To help you and your team transition to the new era of Osprey there are 3 ways you can access the upgrade:

- All your team will access the new URL immediately
- A chosen group at your firm will access the new URL first to get a feel for the updates and new features before rolling out to the rest of the firm.
- You'll have access to a training site, with dummy sample data, to learn and use new era without your own data. The URL for this option will be similar to:  
<https://yourfirmsname.ospreyapproach.com/training/app/>

You are in control of which option you'd prefer and your client success manager will be able to guide you through and schedule training where required.

To ensure Osprey operates effectively, please ensure that your PC has been configured in line with our instructions. You must CLEAR YOUR CACHE, to ensure the new era updates work effectively.

## Accessing your sites

Prior to accessing new era of Osprey, we would ask that you do some basic site configuration. This will often be carried out for you by your IT team.

Our PC setup guide can be found [here >](#).

You can access new era of Osprey from any internet browser.

## Logging In

The first screen will be your login screen. Add the username (or your email address) and password you have been provided and select log in.



Welcome back to Osprey Approach



LOG IN

[Forgotten password?](#)

If it's enabled on your Osprey site, you will also be asked to enter a Two Factor Authentication code > before gaining access which will be sent to you by email.



Welcome back to Osprey Approach



 Please enter your 2-Factor Authentication code below

[Didn't get the code?](#)

LOG IN

[Forgotten password?](#)

## Your two factor authentication code

To keep your account secure, we ask for a **two factor authentication code** when you log in. You'll find your code below:

7oYUKRHA

Please enter this code on the site where you tried to log in. Having problems?

- Try starting the process from the beginning
- Contact support using the button below

Contact support

Not expecting to receive this message? Please report any unexpected activity to the [support team](#) to help us keep your account secure.