

Osprey Approach: Microsoft Word Prompts and Warnings

This help guide was last updated on
Feb 7th, 2025

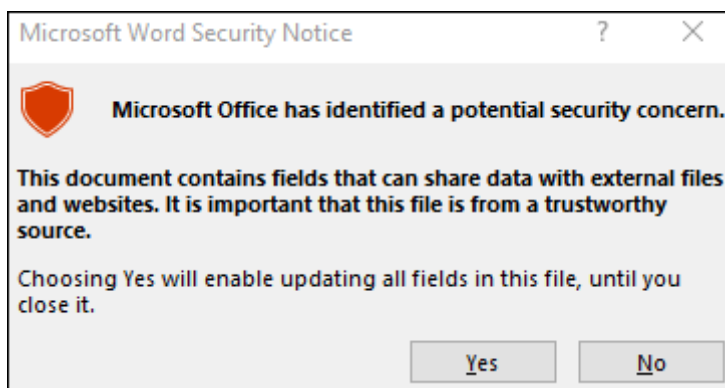
The latest version is always online at
<https://support.ospreyapproach.com/?p=34908>

[Click here for a printer-friendly version](#)



A recent security update for Microsoft Office will result in a Security Notice when running documents from Osprey. This may be resolved by adding Trusted Locations within Microsoft Word.

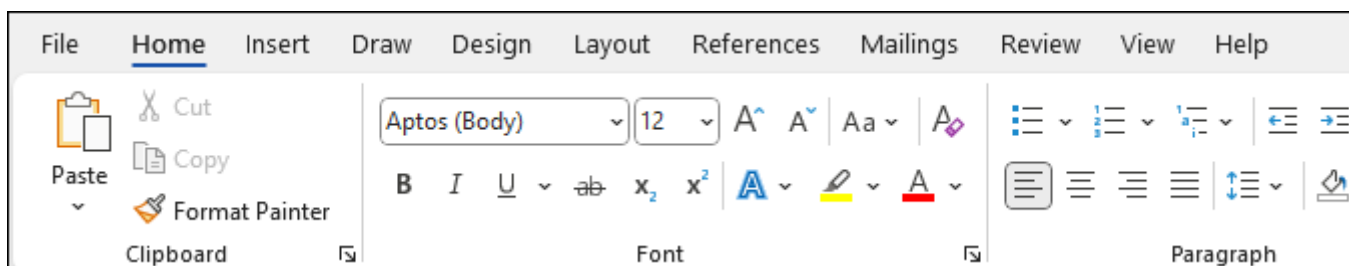
The guide below will provide instructions on how to add Osprey as a Trusted Location and should be done when producing the document from Osprey to ensure the correct location is saved.



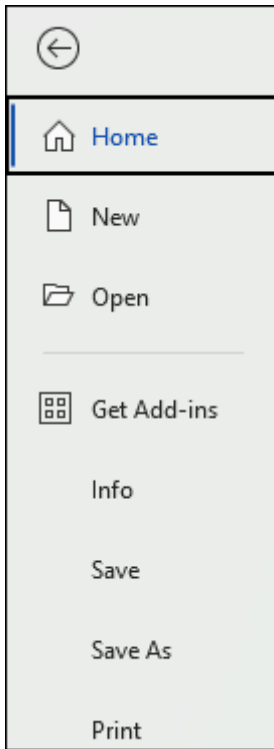
Obtaining the trusted location folder path

To identify what path to add to the Trusted Location, **run a document from Osprey** to show the prompt, click OK to continue, and then follow the below steps to obtain the path. This may need to be repeated if the user utilises multiple apps, such as our Osprey Case Management Conveyancing App.

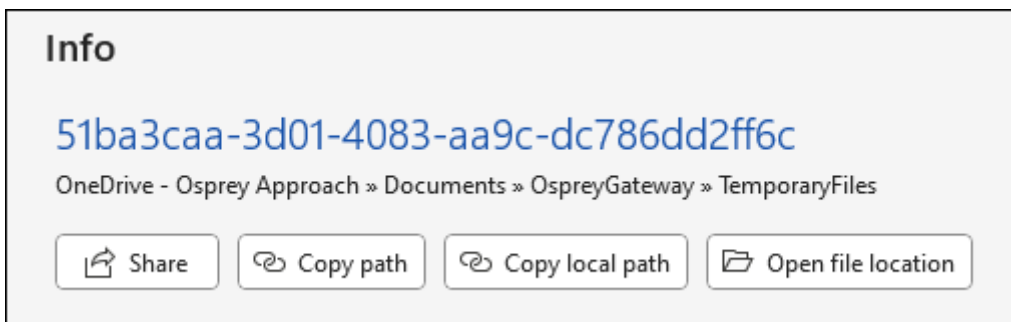
Once the Word document has been opened from Osprey, click File.



Navigate down to Info and left click.



Depending on how you open documents, you will either have a Copy Path and a Copy Local Path button, or just a Copy Path button.

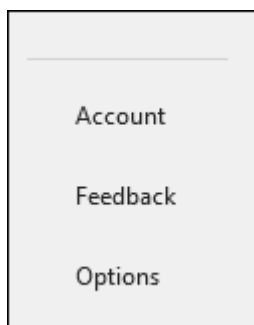


If you have both buttons, click **Copy Local Path**. If you only have the **Copy Path** button available, then click this.

Clicking the button will add the file path to your clipboard.

Adding the folder path as a trusted location

To add the file path, within Microsoft Word, click File and then Options.



Click Trust Center > Trust Center Settings > Trusted Locations

Word Options

General

Display

Proofing

Save

Language

Accessibility

Advanced

Customize Ribbon

Quick Access Toolbar

Add-ins

Trust Center

General options for working with Word.

User Interface options

When using multiple displays: ①

- ☒ Optimize for best appearance
- ☐ Optimize for compatibility (application restart required)

☒ Show Mini Toolbar on selection ①

☒ Enable Live Preview ①

☒ Update document content while dragging ①

☐ Collapse the ribbon automatically ①

☐ Collapse the Microsoft Search box by default ①

☒ Enable modern comments ①

ScreenTip style: Show feature descriptions in ScreenTips

Personalize your copy of Microsoft Office

User name: Jessica Bennett

Initials: JB

☐ Always use these values regardless of sign in to Office.

Office Background: No Background

Office Theme: Use system setting

☐ Never change the document page color ①

Privacy Settings

Privacy Settings...

Start up options

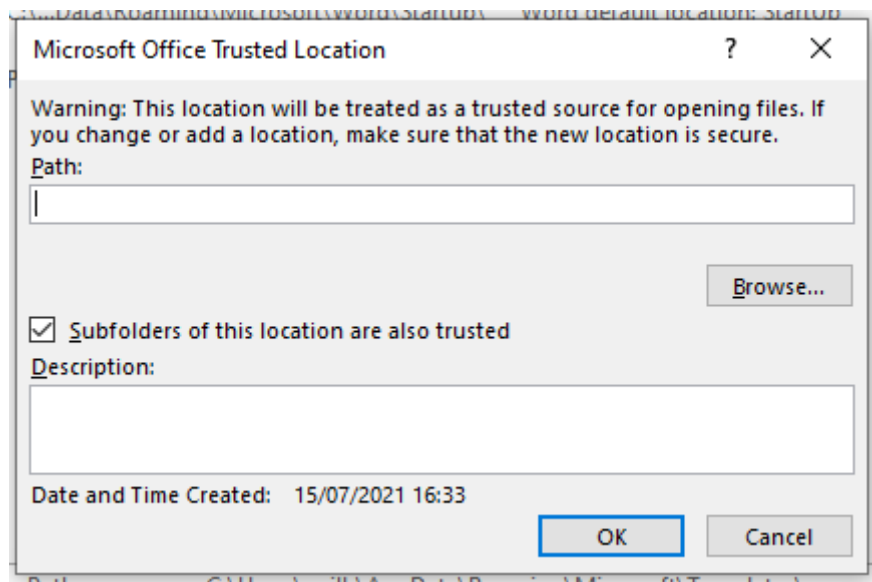
☒ Show the Start screen when this application starts

OK Cancel

If using a networked drive, you will need to select "Allow Trusted Locations on my network" before the next step.

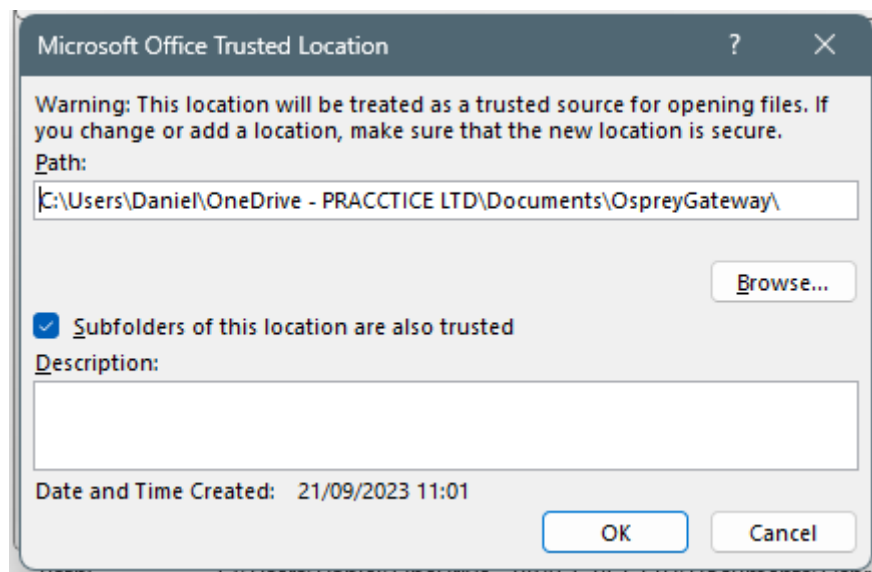
Click Add new location, and Browse to the path obtained in Steps 1-3, or paste the folder path into the Path box, removing the document name at the end of this path (backspacing to the last \ character will do

this).



Ensure *Subfolders of this location are also trusted* is also ticked. Click OK.

Default paths



Gateway App

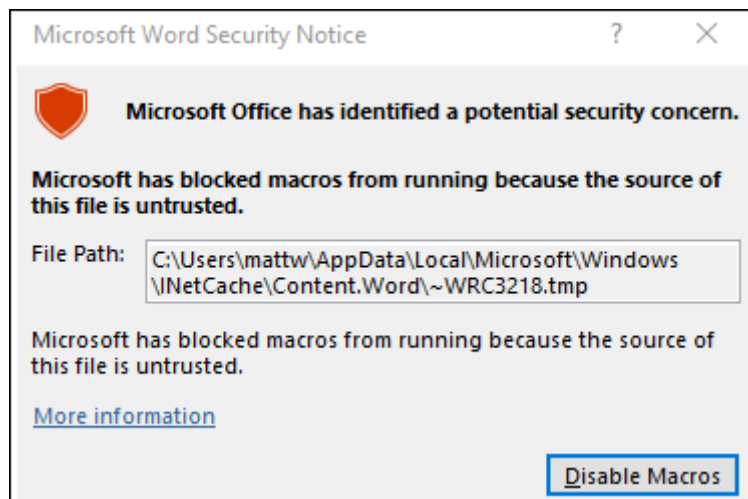
C:\Users\{Windows User}\Documents\OspreyGateway\ or
C:\Users\{Windows User}\OneDrive\Documents\OspreyGateway\

Case Management App:

Please note that apps installed from the Osprey Installer will not match those below/the apps downloaded from the Microsoft Store. The default links below are for the Microsoft Store apps.

C:\Users\{Windows User}\
AppData\Local\Packages\PraccticeLimited.OspreyApproachCaseManagementApp_expxx2x1s6rv4\
LocalState\

Macro Warning Message



Should you receive the above warning that Microsoft has blocked macros you can resolve this by ensuring you do not have any other Word Documents open prior to running documents on Osprey or by removing any macros you have within Word. Should you need to delete your macros please speak with your Office Manager or IT team.