Osprey Approach: Microsoft Word Prompts and Warnings
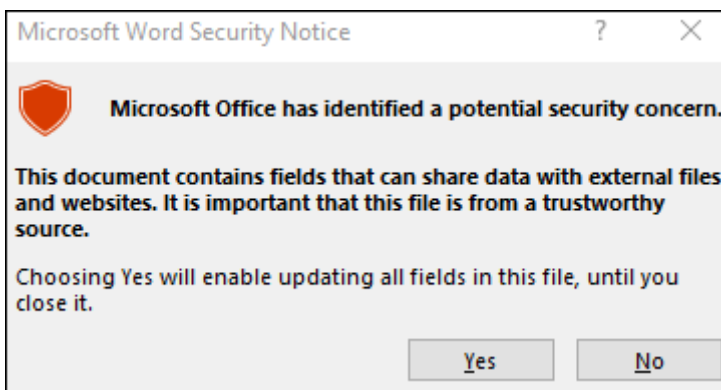
This help guide was last updated on
May 14th, 2024

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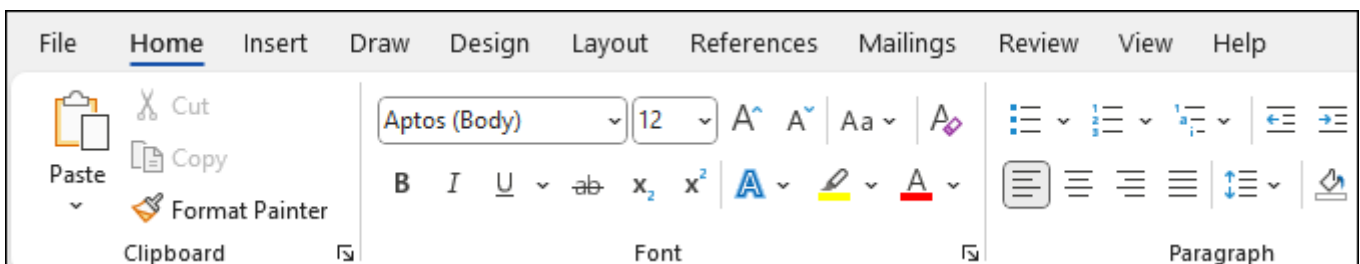https://support.ospreyapproach.com/?p=34908

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.
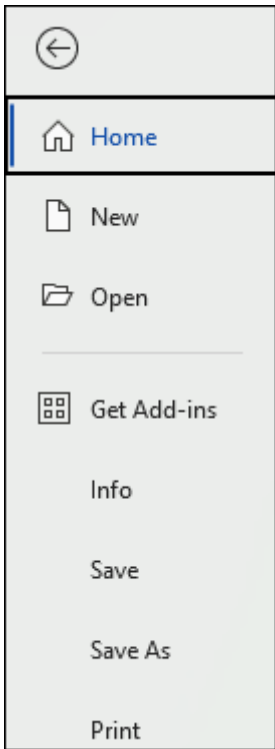

Obtaining the trusted location folder path

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.

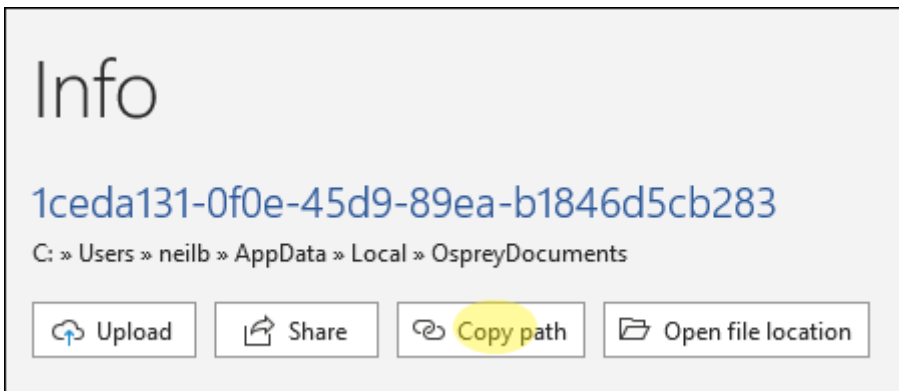Once the Word document has been opened from Osprey, click File.
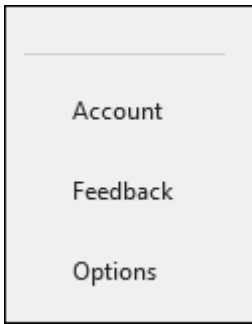

Navigate down to Info and left click.

Click Copy path.

Adding the folder path as a trusted location

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

Account

Feedback

Options

Click Trust Center > Trust Center Settings > Trusted Locations

Word Options   ?   ✕

General   General options for working with Word.

Display

Proofing   **User Interface options**

Save

Language   When using multiple displays: ⓘ
                              ⦿ Optimize for best appearance
Accessibility
                              ○ Optimize for compatibility (application restart required)
Advanced
                          ☑ Show Mini Toolbar on selection ⓘ
Customize Ribbon
                          ☑ Enable Live Preview ⓘ
Quick Access Toolbar
                          ☑ Update document content while dragging ⓘ
Add-ins
                          ☐ Collapse the ribbon automatically ⓘ
Trust Center
                          ☐ Collapse the Microsoft Search box by default ⓘ

                          ☑ Enable modern comments ⓘ

                          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 ⓘ

                       Privacy Settings

                          | Privacy Settings... |

                       Start up options

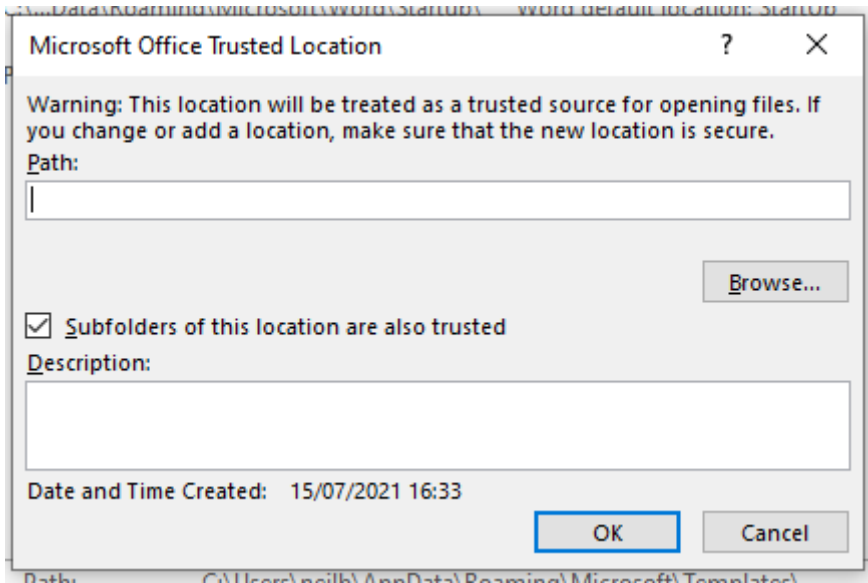   ☑ Show the Start screen when this application starts

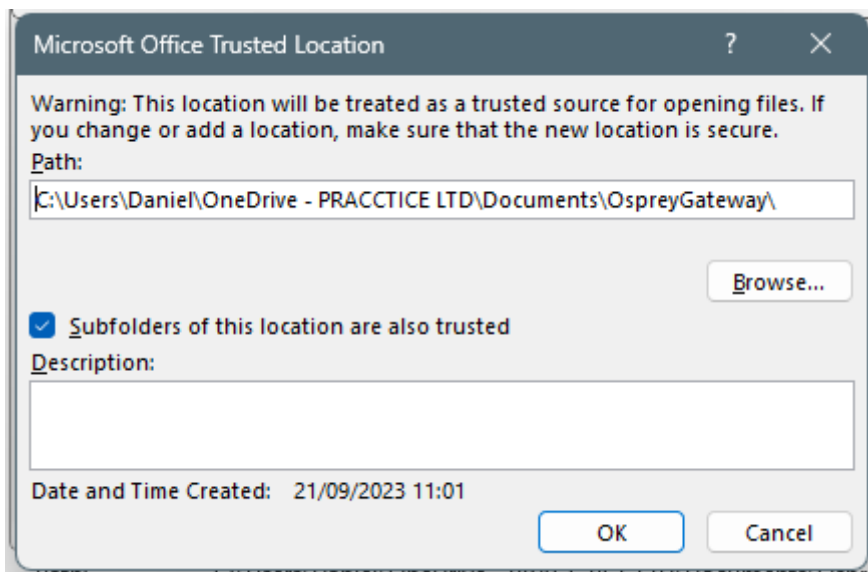 | OK | | Cancel |

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.

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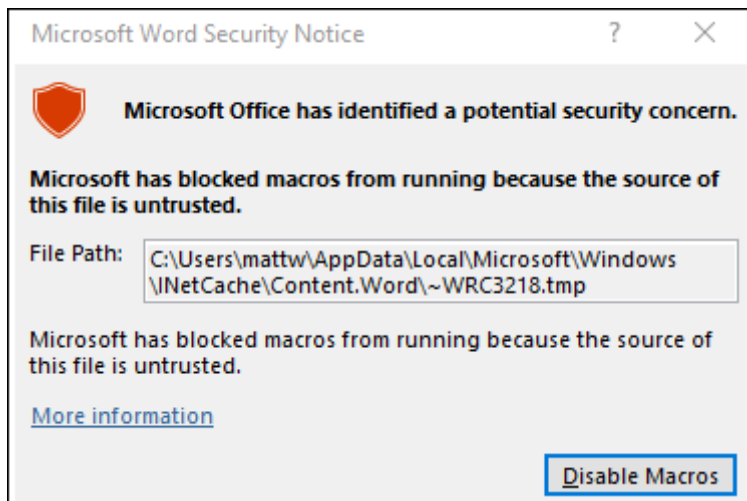
Default paths

Gateway App

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

Case Management App:

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.