



# Osprey Approach: Locate and recover lost documents

This help guide was last updated on  
Dec 29th, 2023

The latest version is always online at  
<https://support.ospreyapproach.com/?p=492>

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

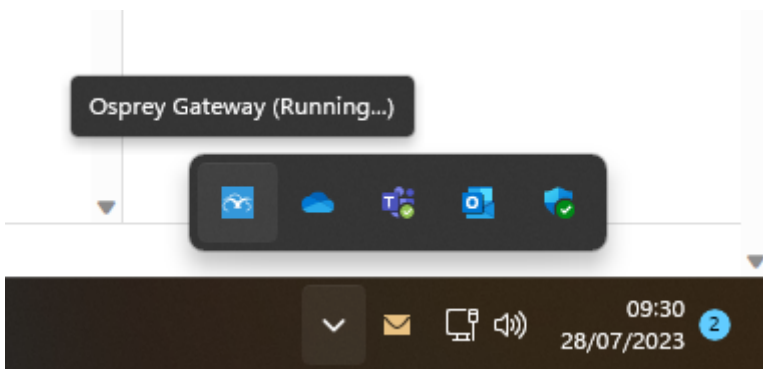


Occasionally, due to an internet connectivity or network issue, your document may not be able to save back into Osprey. This guide will take you through locating any documents that have not saved successfully.

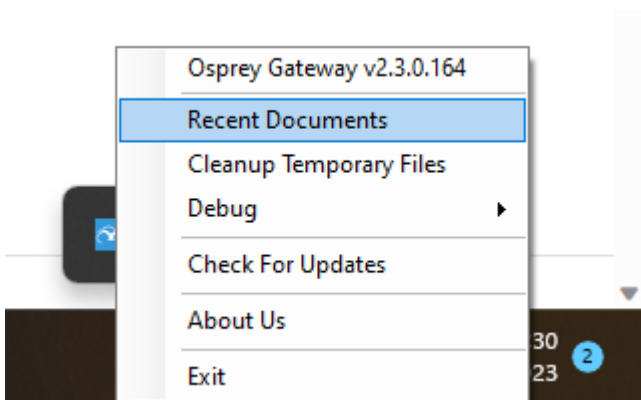
## With the Osprey Gateway

Documents will automatically delete after a specific number of days, so it is important to try recover the document as soon as possible.

The Osprey Gateway includes a "Recent Documents" option, which retains a copy of any documents that have failed to save back into Osprey. To access these, right click the Osprey Gateway App

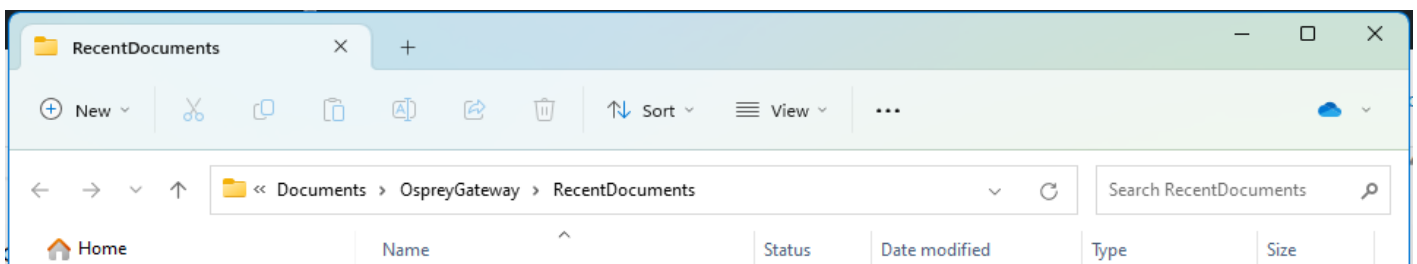


Select the Recent Documents folder



You will see a folder called 'RecentDocuments'.

This contains all of the document temporary files from Osprey saved locally on your machine. Locate the temporary file and double-click to reopen it.



Users can now save this document to a secure location for uploading or copy any changes into Osprey manually.

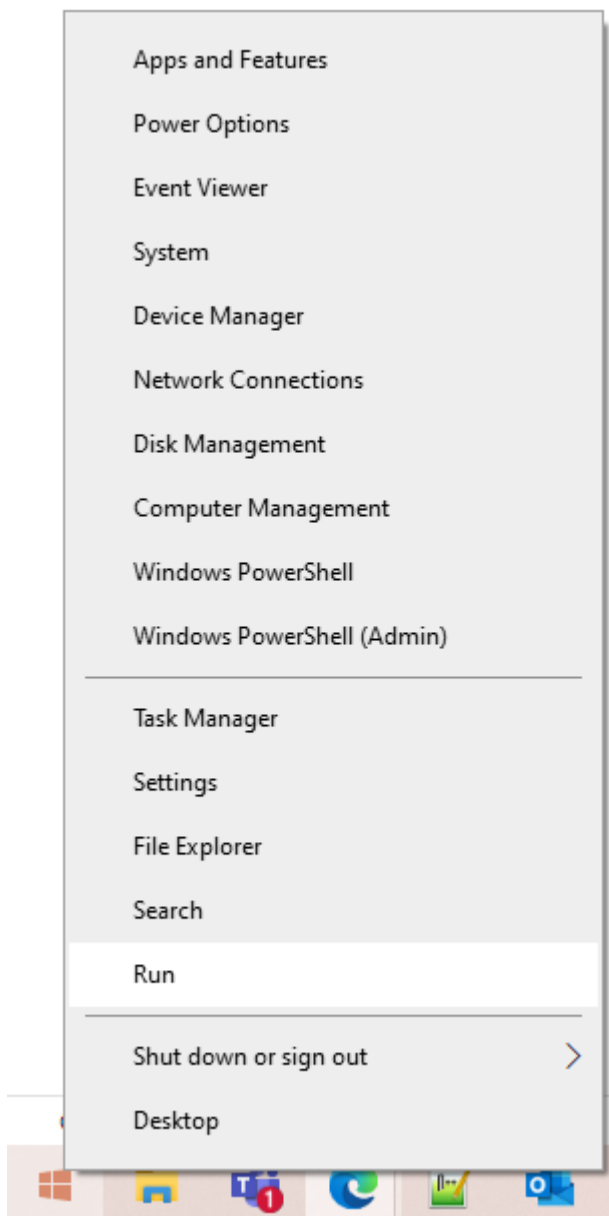
## In the Case Management App

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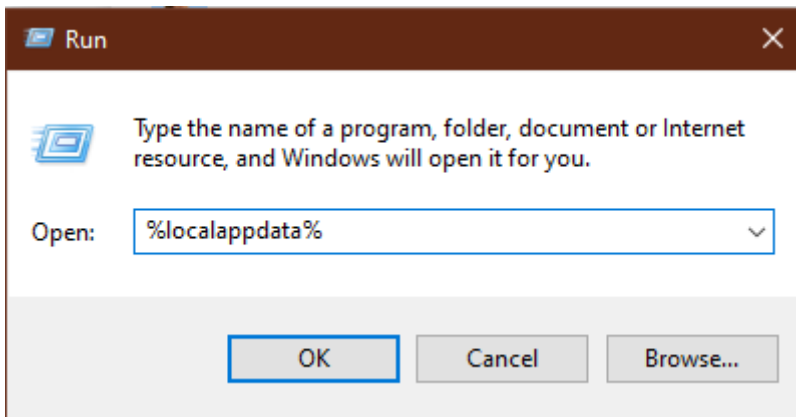
When Osprey generates a document from the Case Management App, the document is automatically deleted from the local machine. There are some instances where the document is prevented from being saved back into Osprey, which may possibly be recovered.

All documents opened in Osprey are also stored locally on your machine as a word temporary file, which this guide will show you how to access.

Right click your windows start icon, and select Run



From the Run box, type %localappdata% and click OK



File Explorer will open, navigating to a folder called C:\Users\{username}\AppData\Local

Locate the folder 'Packages' and double click.

Within Packages, there will be a number of folders starting with 'PraccticeLimited.' Open the relevant folder for the Case Management App you are using.

Name	Date modified	Type
PraccticeLimited.56797EAE34F06_expxx2x1s6rv4	20/10/2021 13:02	File folder
PraccticeLimited.OspreyApproachCaseManagementApp_expxx2x1s6rv4	10/05/2022 14:12	File folder
PraccticeLimited.OspreyApproachChequeRequisition_expxx2x1s6rv4	02/11/2021 17:11	File folder
PraccticeLimited.OspreyApproachSupervisorApp_expxx2x1s6rv4	23/11/2021 19:58	File folder
PraccticeLimited.OspreyTimeRecording_expxx2x1s6rv4	16/11/2021 13:59	File folder

Now locate LocalState folder, and then another folder named OspreyDocuments.

> AppData > Local > Packages > PraccticeLimited.56797EAE34F06\_expxx2x1s6rv4 > LocalState >

Name	Date modified	Type	Size
OspreyDocuments	04/05/2022 15:04	File folder	

This contains all of the document temporary files from Osprey saved locally on your machine. Simply double-click one of the document folders available here to reopen it.

<< AppData > Local > Temp > OspreyDocuments > 88c042cd-6c6a-4f4f-8d34-dfb285505485

Name	Date modified	Type	Size
4d643ba9-20af-46fb-8e36-8672ac919f41	11/09/2020 14:02	Microsoft Word 9...	22 KB

Please note that the name will appear as the Osprey ID. To locate a specific document, you will need to use the 'Date Modified' column to assist in identifying it.