

Osprey Approach: Osprey Office 365 Export Email Option not Visible

This help guide was last updated on
Aug 14th, 2025

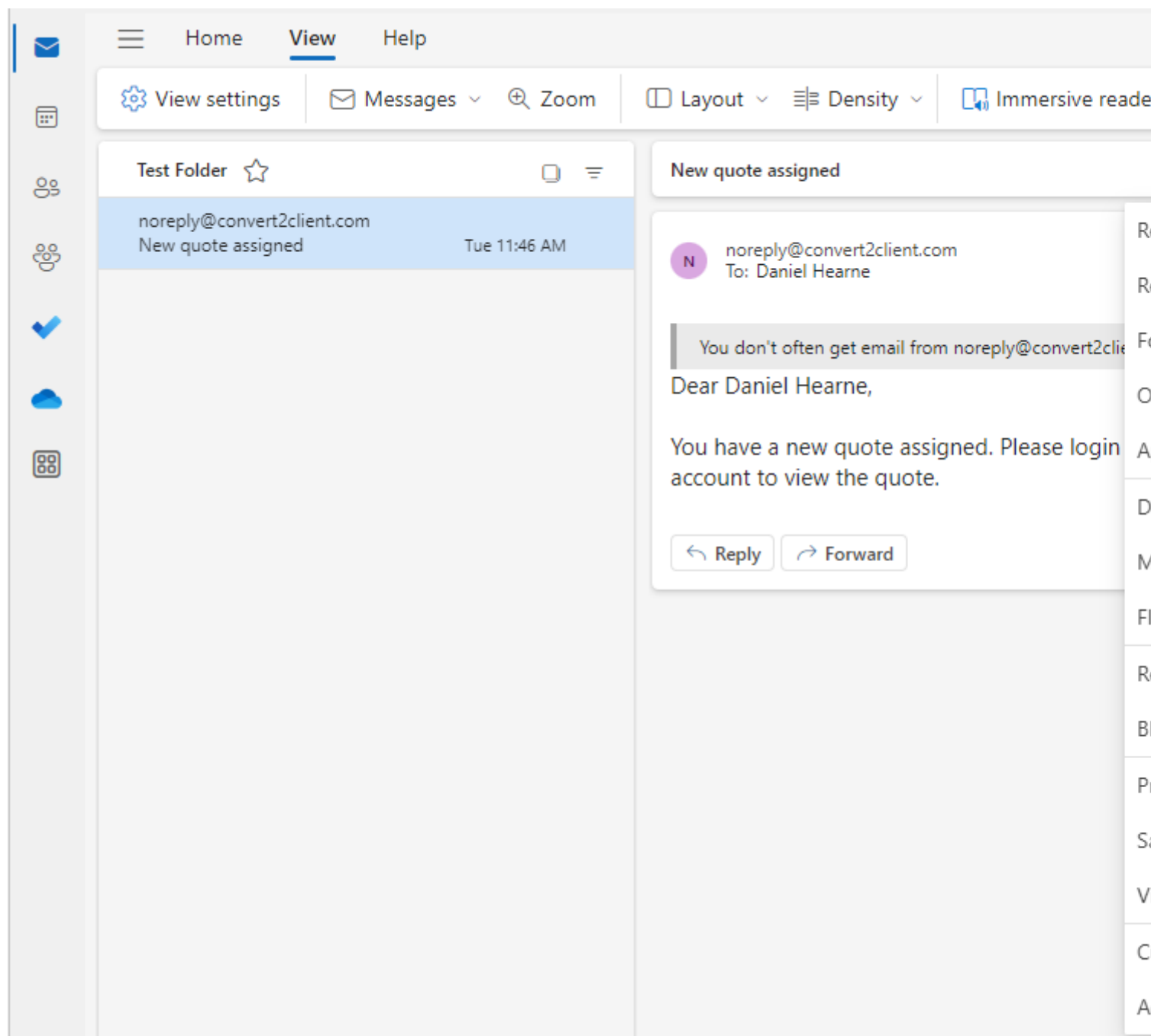
The latest version is always online at
<https://support.ospreyapproach.com/?p=61200>

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



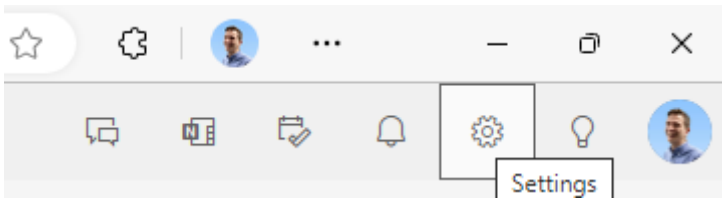
This guide will cover how to add an Export Icon to the top of your email, which will sit next to the reply/reply all/forward options

Recent changes to Office 365 have resulted in Osprey Office 365 Add-in no longer appearing in the top ribbon of Outlook, nor in the More actions within the email.

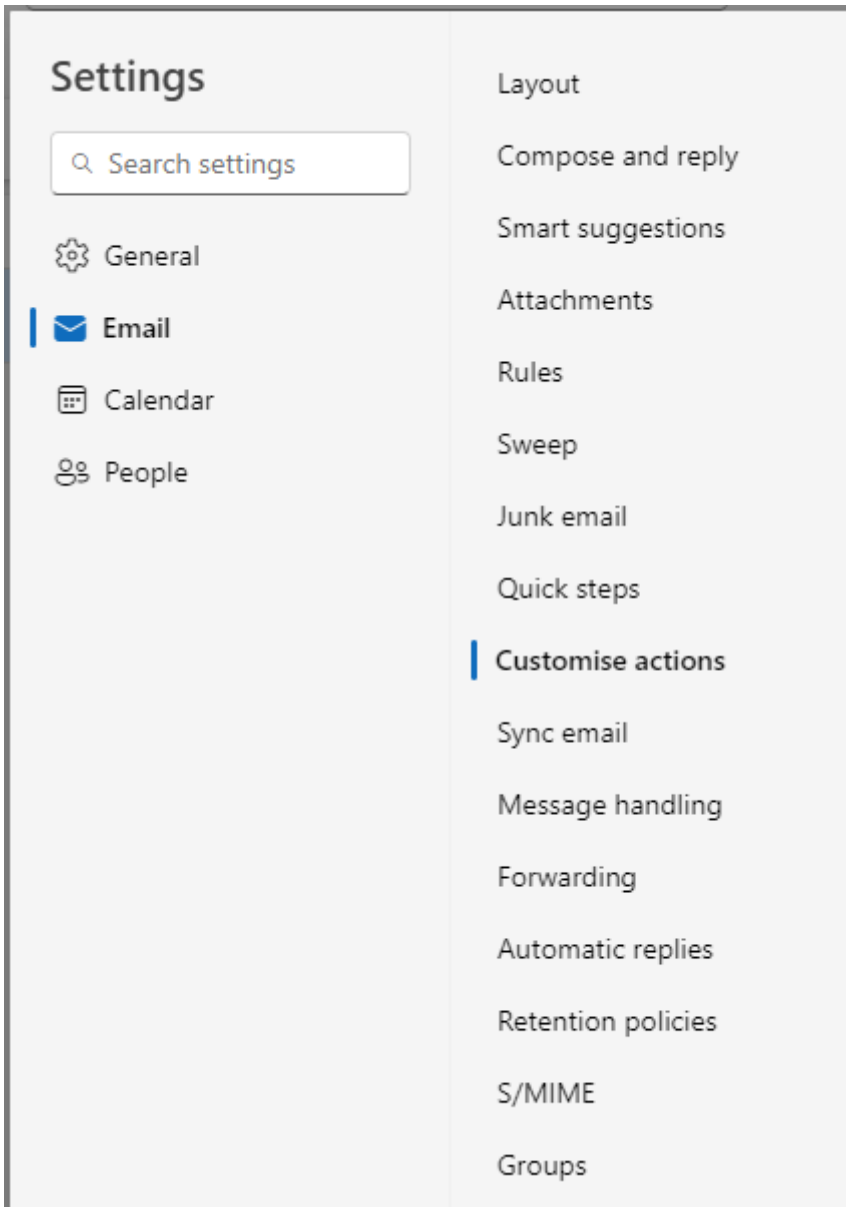


Customising the message view

To add Osprey Export icon to your emails, go to Settings.



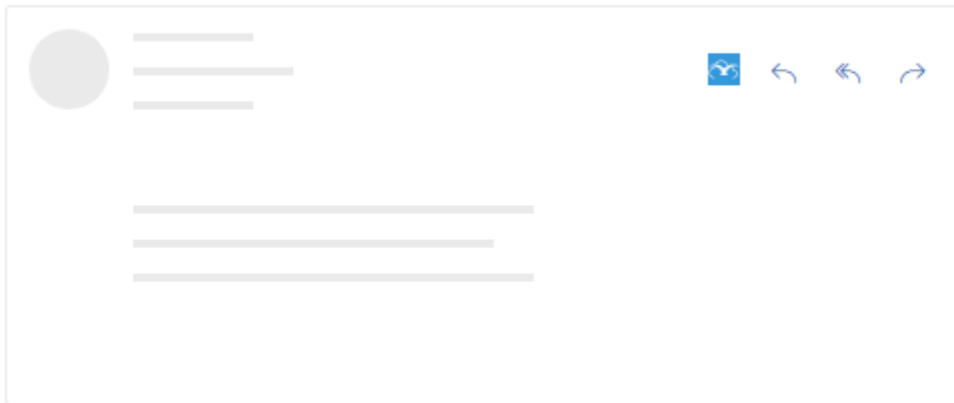
Within the Pop-up, Select Email > Customise actions.



Scroll down and you will see a section for "Message surface". Tick the Osprey Approach option

Message surface

Choose actions and add-ins you want to see when you select a message to read.



- | | |
|--|---|
| <input checked="" type="checkbox"/> Reply | <input type="checkbox"/> Block |
| <input checked="" type="checkbox"/> Reply all | <input type="checkbox"/> Assign policy |
| <input checked="" type="checkbox"/> Forward | <input type="checkbox"/> Create rule |
| <input type="checkbox"/> Reply all by meeting | <input type="checkbox"/> Recall message |
| <input type="checkbox"/> Forward as attachment | <input type="checkbox"/> Print |
| <input type="checkbox"/> Delete | <input type="checkbox"/> Translate |
| <input type="checkbox"/> Mark as unread | <input type="checkbox"/> Show in immersive reader |
| <input type="checkbox"/> Flag | <input type="checkbox"/> View message details |
| <input type="checkbox"/> Reply by IM | <input type="checkbox"/> Open in new window |
| <input type="checkbox"/> Reply all by IM | <input type="checkbox"/> Save as |
| <input type="checkbox"/> Never block sender | <input checked="" type="checkbox"/> Osprey Approach |
| <input type="checkbox"/> Report junk | <input type="checkbox"/> Share to Teams |
| <input type="checkbox"/> Report phishing | <input type="checkbox"/> Viva Insights |

When viewing emails, the Osprey Export Email icon will be visible at the top

