

# Osprey Approach: Repair and Reset the Desktop App

This help guide was last updated on  
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The latest version is always online at  
<https://support.ospreyapproach.com/?p=23788>



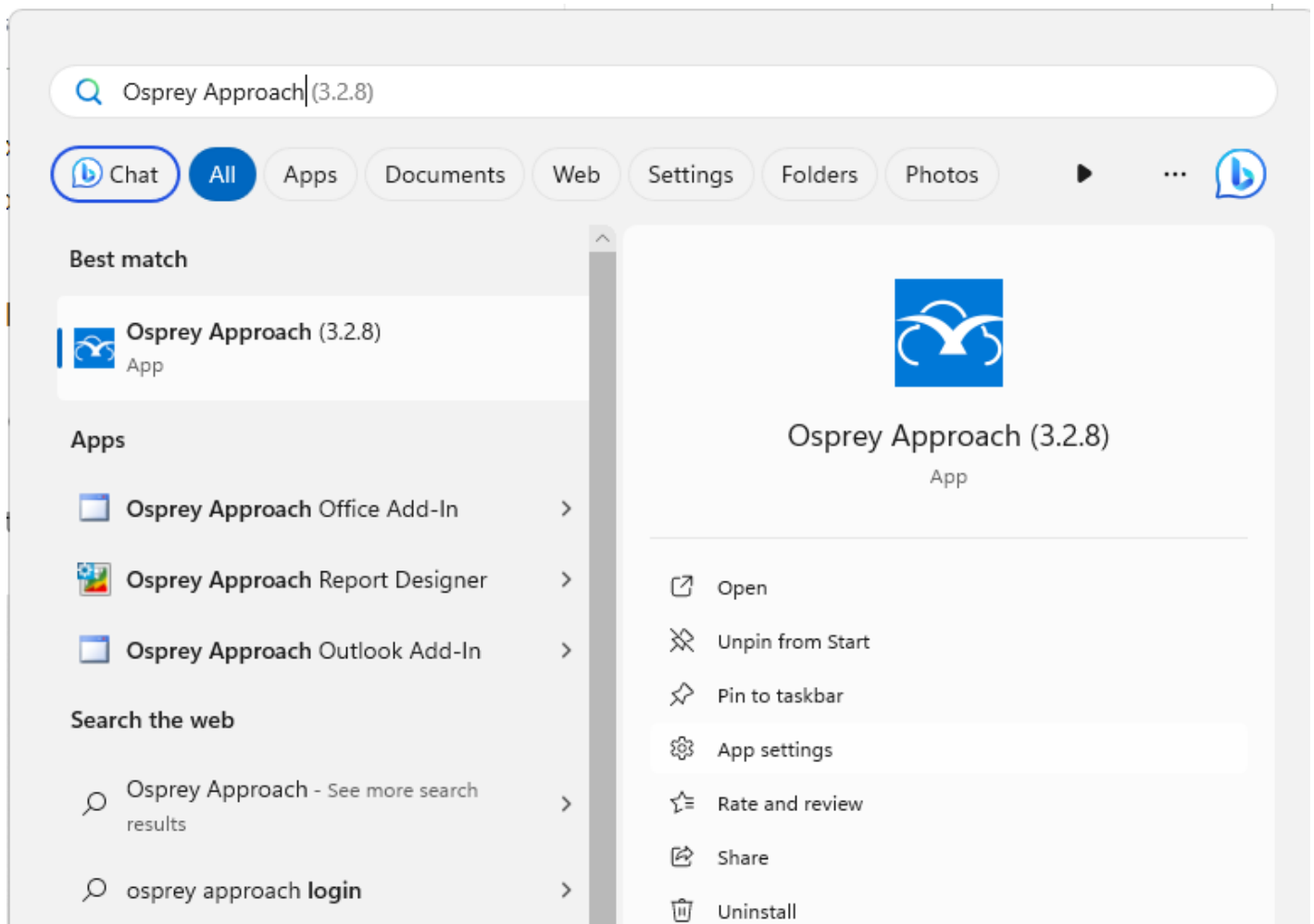
# This guide will take you through repairing and resetting the case management app

If you are experiencing any issues with our Osprey Desktop apps, users can quickly and easily repair or reset the app using the following steps.

## Repairing the app

To repair the app, firstly, locate the Osprey Desktop App Icon within your Start Menu.

Once located, you may have to right-click to see the App Settings option.



This will open Windows Settings.

## 🏠 Osprey Approach Case Management

### Specifications

Publisher	Pracctice Limited
Version	2.10.0.0
App	64.3 MB
Data	6.71 MB
Total usage	71.0 MB

### Defaults

Select which apps to use to listen to music, look at pictures, check mail, watch videos and more.

Set default apps

### Terminate

Immediately terminate this app and its related processes.

Terminate

### Reset

If this app isn't working correctly, we can try to repair it. The app's data won't be affected.

Repair

If this app isn't working correctly, reset it. The app's data will be deleted.

Reset

### Uninstall

Uninstall this app and its settings. Your documents will not be affected.

Uninstall

Click the Terminate button to close the application. Then click Repair. Once the Repair has been completed, a tickmark will be shown.

## Reset

If this app isn't working correctly, we can try to repair it. The app's data won't be affected.

Repair



If this app isn't working correctly, reset it. The app's data will be deleted.

Reset

# Resetting the App

If resetting the app, the firm URL, the user's username and password will need to be re-entered.

If users still experience issues, it may be necessary to reset the app to its original state. Follow the steps above, then left click Reset.

A Prompt will appear to advise this will also delete any preferences or sign-in details saved within the app. Click Reset again.

This will permanently delete the app's data on this device, including your preferences and sign-in details.

Reset

Once completed, the Reset Button will show a Tickbox.

If this app isn't working correctly, reset it. The app's data will be deleted.

Reset

