



# Osprey Approach: Configuring Email Signatures

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The latest version is always online at  
<https://support.ospreyapproach.com/?p=32601>



# This guide will show you how to set up, system signatures, branch signatures and individual signatures on Osprey

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Osprey can be set up to use one of either:

- System Signature - this is the same for all users/branches.
- Branch Signature - this can be set differently for each of your separate branches.
- Allow User to Select Signature - when this option is set, your users can select which signature they want to use, along with creating their own.

## Supervisor Setup – set your default signature behaviour

Supervisors will need to set up the system to determine how the signatures work.

Supervisor > System Setup > System Settings > Edit.

Scroll down until you locate the section headed Email Signature Behaviour:

Supervisor	System Setup	System Settings
WIP % Warning		75
Standard Letter Price:		15.00
Default Currency:		Pound Sterling <span>▼</span>
Review Range (days)		120
		Range in days for calculation of Matters for Review and Key Dates
Document autosave interval(minutes)		0 <span>▼</span>
		If the interval is set to 0, the document auto saving is disabled!
<b>Email signature behaviour:</b>		<input checked="" type="radio"/> Use system signature <input type="radio"/> Use branch signature <input type="radio"/> Allow user to select the signature
Automatic email signature behaviour:		<input checked="" type="radio"/> Use system signature <input type="radio"/> Use branch signature
Application Timeout:		8 hours <span>▼</span>
Review Date Default Offset Period(days)		7

Select the setting you require, then scroll back up to the top of the screen and click Save. The default setting for new users is to Inherit From System, so whatever you set here will be the standard setting.

## Supervisor setup – editing your users

To enable different settings for different users, each user also has the option to Inherit from system/Use Branch Signature/Allow user to select.

Navigate to Supervisor > System Setup > Users. Right click the user you wish to edit, and then scroll down to the Email Signature Behaviour section:

























Supervisor > System Setup > Users > Add User

StylePath:	Default	▼
Preferred Ledged View:	Default View	▼
Financial Security View:	Not Allowed	▼
Posting Type View:	Default View	▼
Password Expires:	19/04/2021	
	Password will expire based on system settings.	
Number of Logins Remaining Description:	N/A	
	(Information Only.)	
User Licence:	Flexi	▼
	(0 Loyalty Licences Available.)	
Supervisor:	<input type="checkbox"/>	
FE Restricted View:	<input type="checkbox"/>	
Email signature behaviour:	<input type="radio"/> Inherit from system <input type="radio"/> Use branch signature <input checked="" type="radio"/> Allow user to select the signature	
Email Client:	<input type="checkbox"/>	

Select the option you require, then scroll back up to the top of the screen and click Save.

## Results grid – system settings vs user setting

The table below shows all the combinations of System Settings and User settings, and which email signatures may be used.

<b>System Setup Setting</b>	<b>User Setting</b>	<b>Branch?</b>	<b>System?</b>	<b>Own?</b>
Use system signature	Inherit from system			
Use system signature	Use branch signature			
Use system signature	Allow user to select signature			
Use branch signature	Inherit from system			
Use branch signature	Use branch signature			
Use branch signature	Allow user to select signature			
Allow user to select signature	Inherit from system			
Allow user to select signature	Use branch signature			
Allow user to select signature	Allow user to select signature	