## Osprey Approach: Uploading Emails

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

The latest version is always online at https://support.ospreyapproach.com/?p=61002

Click here for a printer-friendly version

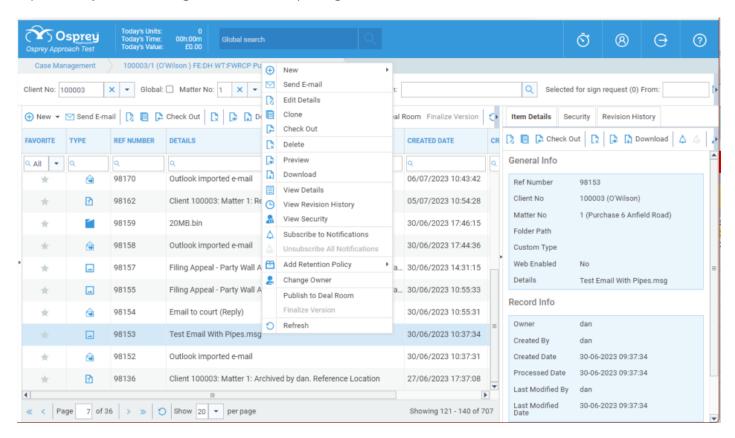


For best functionality, Osprey recommends that e-mails be exported into Osprey using the Osprey Outlook COM add-in or Office 365 Add-in.

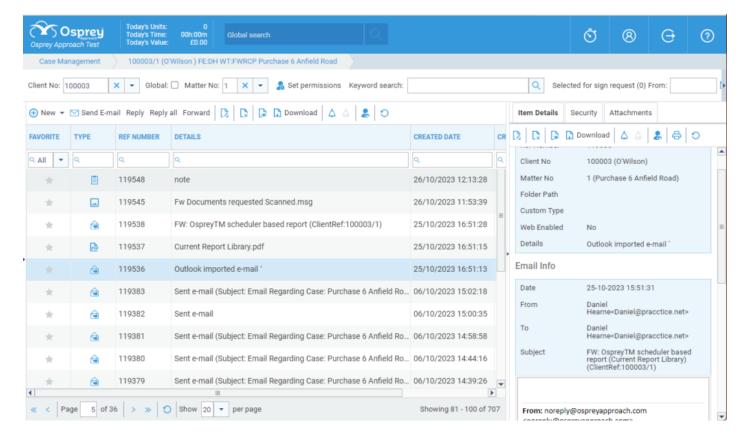
## Drag & Drop vs Email Exporting

When an email is saved onto the local PC, it creates an Outlook file, which can only be opened by Outlook.

When this is uploaded into Osprey, users are limited with functionality - emails can only be viewed or replied to by downloading the email and opening within Outlook.



When an email is exported, Osprey extracts all the data from within the email, allowing users to preview, reply, forward and download the email, with any attachments easily accessible from the Attachments tab.



## **Secure Emails**

Email providers such as CJSM offer secure emails from their dedicated email systems. Because of the security provided by these services, it may not be possible to export these emails into Osprey.

If you require copies of any emails from these systems, we recommend contacting the email provider to see if they offer any Outlook add-ins to access these emails within Outlook to export via the Osprey Outlook Connector.

If this is not possible, you may choose to print the email to PDF (go to print and select Print to PDF as your desired printer) and upload the PDF printout to Osprey. Doing so will of course remove any security features provided by the email hosting service.