

Osprey Approach: Use Email Signatures

This help guide was last updated on
Dec 20th, 2023

The latest version is always online at
<https://support.ospreyapproach.com/?p=2580>



You can create signatures on Osprey that are included on emails sent from Osprey.

There are multiple ways email signatures being created:

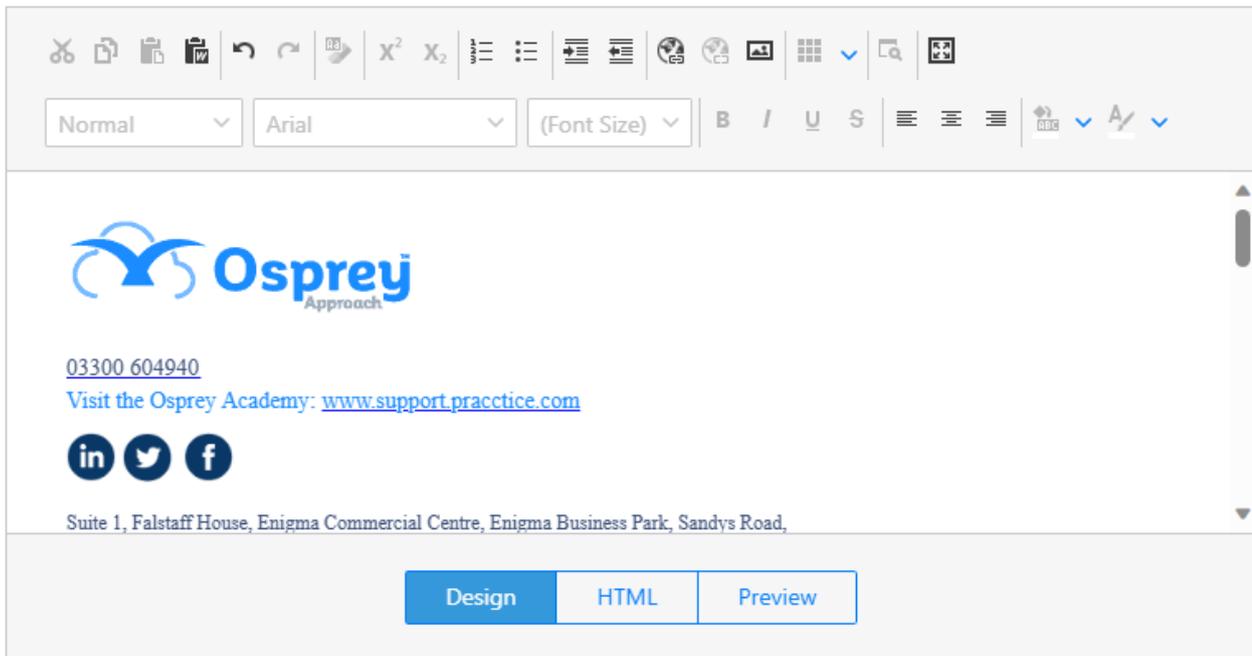
- System Signature
- Branch Signature
- Individual User Signatures

Any of these can be set as default. In addition, variations can be made for individual users over and above the defaults so the whole firm could be set to use branch signatures, but a number of individual users could have options to select their own signatures at the time of emailing.

System Signature

The System Signature is set at the bottom of the System Settings screen from the Supervisor menu. In System Setup, you also set the defaults for signature behaviour, which will allow you to use System Signature, use Branch Signature or allow the user to select the signature.

EMAIL SIGNATURE



The screenshot shows the 'EMAIL SIGNATURE' editor interface. At the top is a rich text editor toolbar with various icons for text formatting, alignment, and insertion. Below the toolbar are dropdown menus for 'Normal', 'Arial', and '(Font Size)'. To the right of these are buttons for bold (B), italic (I), underline (U), strikethrough (S), and list creation. The main editing area contains the Osprey logo (a stylized blue bird) with the text 'Osprey Approach' below it. Underneath the logo is the phone number '03300 604940' and a link 'Visit the Osprey Academy: www.supportpracctice.com'. Below the link are three social media icons for LinkedIn, Twitter, and Facebook. At the bottom of the editing area is the address: 'Suite 1, Falstaff House, Enigma Commercial Centre, Enigma Business Park, Sandys Road,'. At the very bottom of the interface are three buttons: 'Design', 'HTML', and 'Preview'.

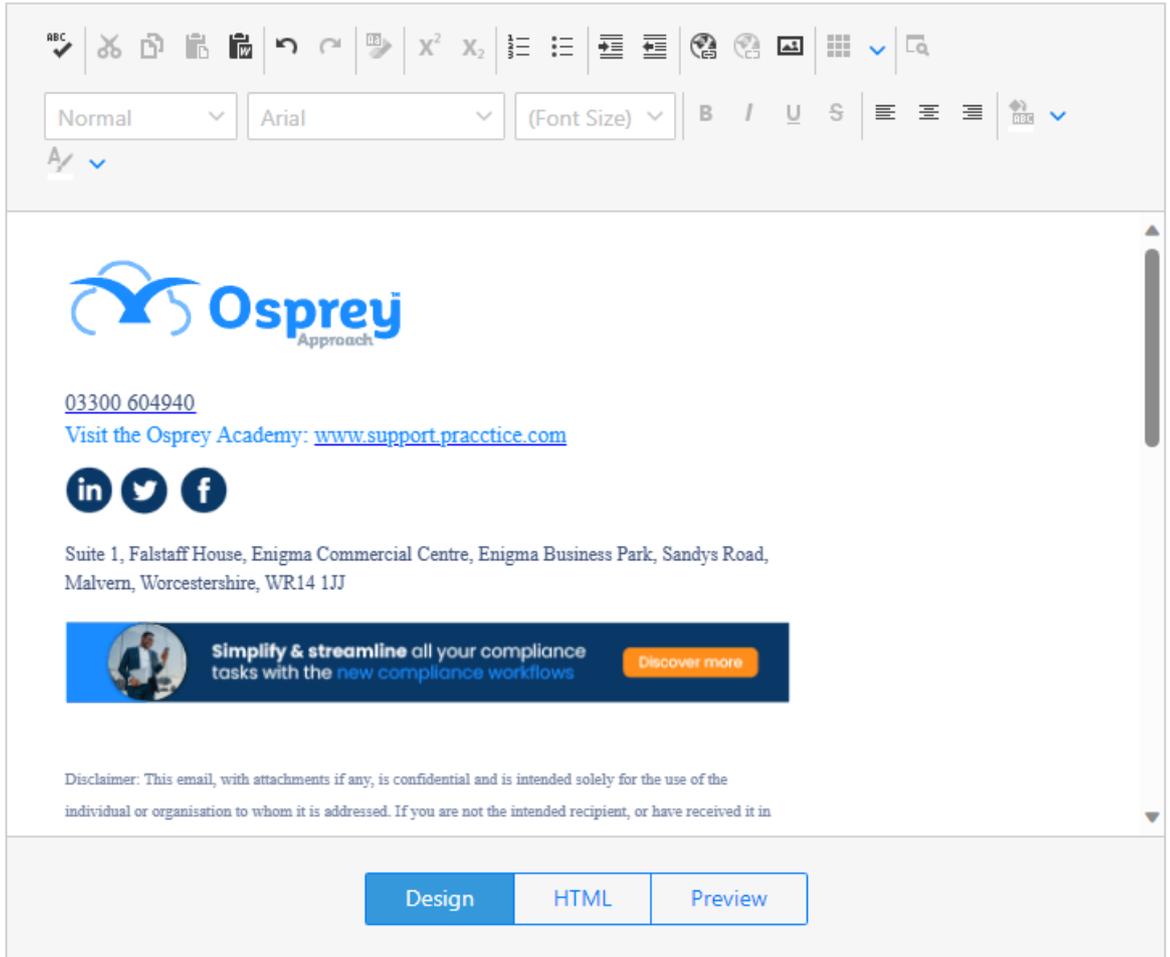
Branch Signature

The Branch Signature is set in the 'Edit Branch' area found by navigating to the 'Supervisor' area, then selecting 'System Setup' and then 'Branches'. Right click and select 'Edit' on the relevant branch.

 SUPERVISOR	—
Code Setup	+
System Setup	—
Branches	+

At the bottom of the 'Edit' screen there the option to put a branch signature in.

Email signature:



03300 604940
 Visit the Osprey Academy: www.support.pracctice.com

[in](#) [t](#) [f](#)

Suite 1, Falstaff House, Enigma Commercial Centre, Enigma Business Park, Sandys Road,
 Malvern, Worcestershire, WR14 1JJ

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Disclaimer: This email, with attachments if any, is confidential and is intended solely for the use of the individual or organisation to whom it is addressed. If you are not the intended recipient, or have received it in

Design HTML Preview

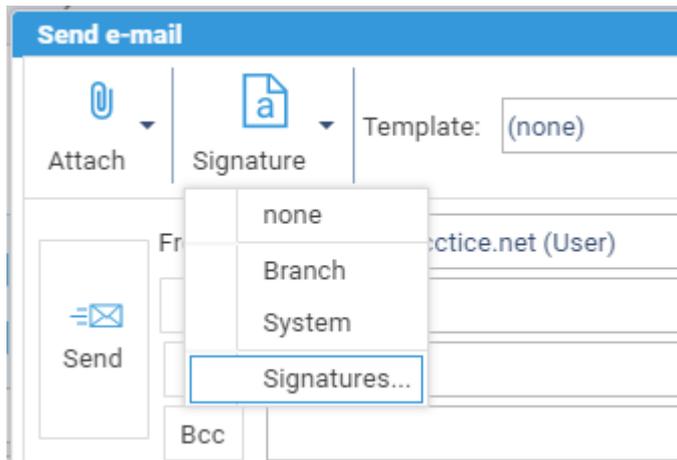
User Signature

User Signatures give the power to the user to be able to create their own signatures. The User Signature can be set from System Setup > Users and Edit the relevant user to enable them to select the signature.

Email signature behaviour:

- Inherit from system
 Use branch signature
 Allow user to select the signature

The user can then set up their own signature from within the Send Email screen in Case Management.



The signature can then be managed from the resulting screen.

