



Osprey Approach: Removing watermarks from merged documents

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

The latest version is always online at
<https://support.ospreyapproach.com/?p=23303>



When your letter templates are set up with a watermark on them, the watermark is also merged into the document when you produce the letter on a client matter.

When you try to remove the watermark from the merged document, you may find that simply using Word's Design menu > Remove Watermark option does not work. To get around this problem you can follow the steps below.

Watermarks are stored within the header of Word documents. Check the document out in the usual way. Double click on the header section of your document:

Osprey Approach Case Management

Home

Client/Matter

Case Management

Client Ledgers

Contacts

Organisations

Case Bundle

Packages

Time Recording

Help

Today's Units: 0
Today's Time: 00h:00m
Today's Value: £0.00

Global search

Workflow Status Bar

Case Management - JON002/31 (Jones A Alan/Will - Alan Jones) FE: AEH WT: FW_WIL

Change Client/Matter

Email

Conflict of Interest

Enable Client Web Access

Send SMS

KEYDATES DOCUMENTS WORKFLOWS

+ Add Document

+ Add Note

Request Signature (DocuSign)

In Tray Items

Signature Requests

Matter History

Contracts

Draft Completions

emails

letters to client

TYPE	REF NUMBER	CLIENT NO	CLIENT SURNAME	MATTER NO	MATTER DESCRIPTION	RETENTION PERIOD	DETAILS	CREATED DATE	CREATED
document	1266	JON002	Jones	31	Will - Alan Jones		Will with watermark	11/09/2020	supervi
document	1263	JON002	Jones	31	Will - Alan Jones		FW_WIL Client file closing letter	10/09/2020	Supervi
document	1262	JON002	Jones	31	Will - Alan Jones		FW_WIL Client - enc. draft Will for approval	10/09/2020	Supervi
document	1261	JON002	Jones	31	Will - Alan Jones		FW_WIL Invoice Template	10/09/2020	Supervi
document	1260	JON002	Jones	31	Will - Alan Jones		Will template FW_WIL	10/09/2020	Supervi
document	1259	JON002	Jones	31	Will - Alan Jones		Doctor capacity assessment client 1	10/09/2020	Supervi
document	1258	JON002	Jones	31	Will - Alan Jones		FW_WIL Client Care Letter - Single Will	10/09/2020	Supervi
document	1257	JON002	Jones	31	Will - Alan Jones		Confirmation of new Questionnaire email failed	10/09/2020	Supervi
document	1256	JON002	Jones	31	Will - Alan Jones		Client re. questionnaire completion	10/09/2020	Supervi
document	1255	JON002	Jones	31	Will - Alan Jones		Web Questionnaire Tick List FW_WIL	10/09/2020	Supervi
document	1193	JON002	Jones	31	Will - Alan Jones		Client re. questionnaire completion FW_WIL	21/07/2020	supervi
document	1192	JON002	Jones	31	Will - Alan Jones		Web Questionnaire Tick List FW_WIL	21/07/2020	supervi
document	834	JON002	Jones	31	Will - Alan Jones		Web Questionnaire Tick List FW_WIL	09/04/2020	Alexh

Now, with the header still selected, double click the watermark until you can see its border. Press the Delete key on your keyboard:

Autosave ON

File Home Insert Design Layout References Mailings Review View Developer Forms Help

Header Footer Page Number Date & Document Info Quick Parts Pictures Online Pictures Navigation Options Position

Header: Section 1

THE LAST WILL AND TESTAMENT OF
ALAN JONES

PREPARED BY
PRACCTICE LTD

DRAFT

If your document is set up to have Different First Page/Different Odd and Even Pages, you may need to repeat this step on the next page.

Close your document and check it back in again.