Osprey Approach: Installing the Osprey Gateway

This help guide was last updated on
Feb 29th, 2024

The latest version is always online at
https://support.ospreyapproach.com/?p=49652

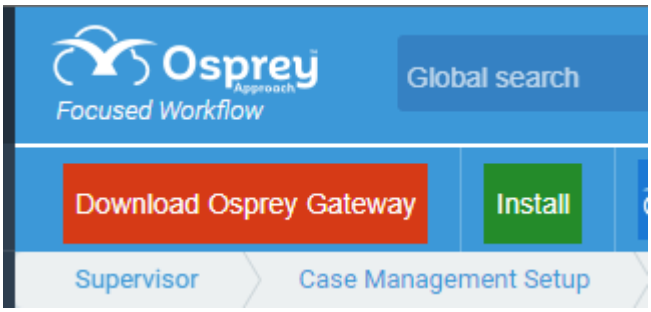
Osprey Approach offers the ability to produce documents via any web browser, such as Chrome and Edge, when running from a Windows PC.
To be able to do this, users will need to install the Osprey Office Gateway App, to allow document production within Microsoft Word.

Installing the Osprey Gateway

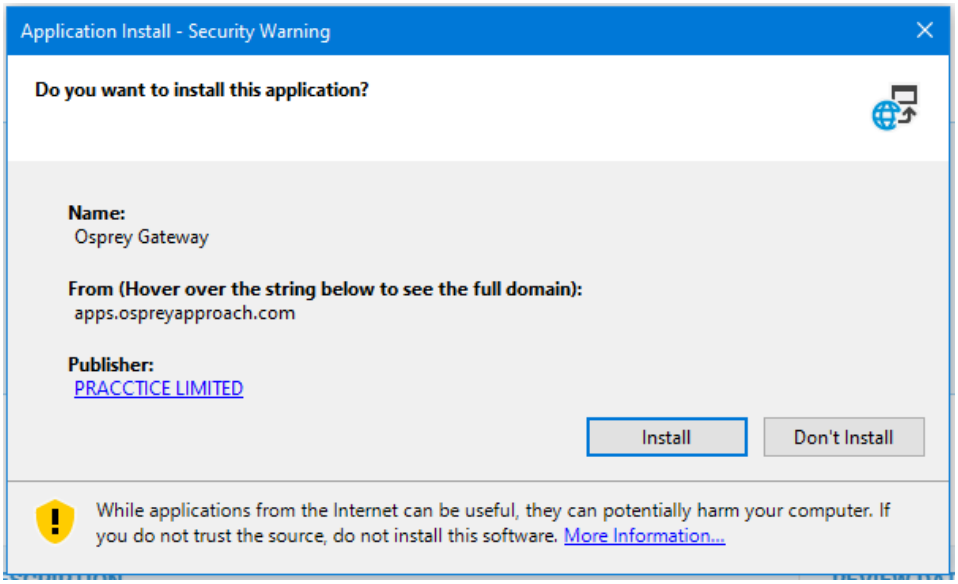
To download the Office Gateway, log into Osprey on your browser of choice, and expand the Focus On menu to show the Focused On Dropdown.

Click the Download Office Gateway to start the download.

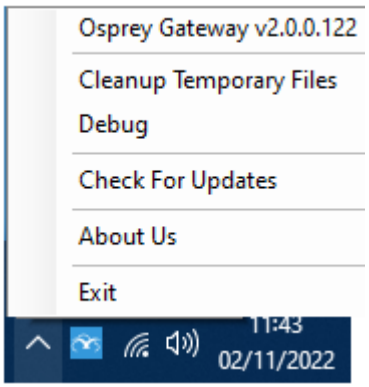
Your IT team can download the app without access to Osprey here



Once downloaded, run the **Setup.exe**. This will open a prompt. Click **Install**.



Once complete you will see the Osprey in the Notifications Tray and if you right click you will see some more options along with the version number:



Security Warnings

If users receive a Security warning when running a document, users may also need to add C:\Users\ *Username*\Documents\OspreyOfficeGateway and all subfolders to Word's **Trusted Locations**.

Please click the below guide for further information on how to prevent further warnings.

https://support.ospreyapproach.com/guides/resolve-microsoft-word-security-notice

Enabling Pop-ups

To ensure the save prompt appears when closing a word document, please refer to the below guides and ensure Osprey is allowed permissions for Pop-Ups.

https://support.ospreyapproach.com/guides/configure-your-browser/

Using a Remote Desktop or Terminal Server?

Users who log into Osprey via a terminal server, or a remote desktop session, will need to use the Remote Desktop version of the Osprey Gateway.

https://support.ospreyapproach.com/guides/osprey-gateway-remote-desktop/