Write a matter's documents in Word

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If your team drafts in Word, the Desk add-in brings the matter to you there. Put in a precedent or a single detail, and save the finished document onto the matter without downloading or uploading anything.

Before you start
An admin switches on the **Microsoft 365** pack, and someone who looks after your Microsoft 365 adds the Word add-in once for everyone.

1 Copy the Word add-in link

Go to **Settings** › **Microsoft 365**

A Desk admin presses **Copy link** under **Word add-in link**.

2 Add it for your organisation

In the Microsoft 365 admin centre, open **Integrated apps**, choose **Upload custom apps** and give it the link. If you've added the Outlook add-in already, this is a second app beside it.

It can take a few hours for the button to show for everyone.

3 Open Desk in Word

On Word's **Home** tab, press **Desk** in the Unforged group, then **Sign in**. You only sign in once on each computer.

4 Pick the matter

Choose the **Matter** you're writing for. Its details are ready to use straight away.

5 Put in a precedent or a detail

With the **Precedents** pack on, choose a **Precedent** and press **Put it in** to start from it. For a single detail, like the client's address, choose the **Field** and press **Put it in**.

6 Save it to the matter

Press **Save to**, followed by the matter's reference. The document goes in the matter's **Documents**, and everyone on the matter can see it.

7 Open it again later

Under **Word documents on** the matter, press **Open** beside the one you want.

If something goes wrong

There's no Desk button in Word.
The add-in may not be added yet, or it hasn't reached you. Ask whoever looks after your Microsoft 365, and give it a few hours after they add it.

You can't see the `Precedent` list.
It shows only while the **Precedents** pack is on. Ask your Desk admin.