

Deleting and Removing Contacts

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Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

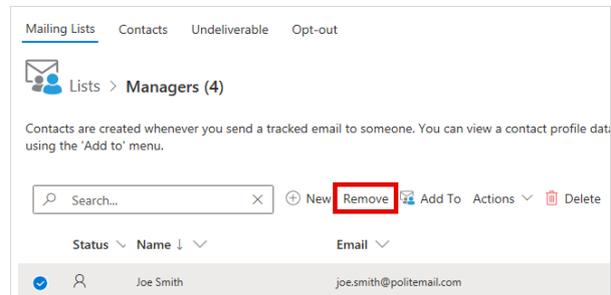
Version: ■ 4.94 ■ 4.97 ■ 5.0+

As a best practice, we recommend that the contact is no longer actively collecting metrics before you delete it. Once you delete a contact, you lose all metrics that contact has collected.

- **Removing** a contact will delete that contact from a single list.
- **Deleting** a contact will delete the contact from ALL lists.

Removing a Contact

1. To remove a contact, go to **POLITEMAIL > Lists > Mailing Lists**. Double-click on the list to open it.
2. Single-click the contact to select it.
3. Click the **Remove** button. This will delete the contact from this particular list, but keep them on any other list they are a part of.



Deleting a Contact

1. To delete a contact, go to **POLITEMAIL > Lists > Contacts**. Choose the contact by single clicking on it.
2. Now click Delete (The 'X' button in **Version 4.9x**). This will remove the contact from all mailing lists.

If you have many contacts to remove or delete, you can use the **search bar or filters** to find specific contacts quickly. Hold down the CTRL key to select multiple contacts for deletion or removal.

