

# Adding Images to a Message

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Applies To: ☒ PoliteMail Desktop ☐ PoliteMail Online ☒ PoliteMail M365

Version: ☒ 4.9 ☒ 5.0 ☒ 5.1+

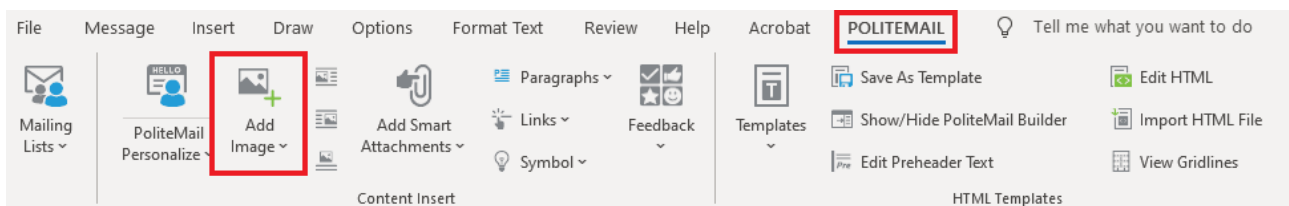
## Adding Images in PoliteMail for the Desktop

For information on inserting images in **POLITEMAIL ONLINE**, click [here](#).

Your browser does not support HTML5 video.

To keep your email size small and fast, we recommend you use PoliteMail's Add Image feature rather than embedding or attaching images. This also adds the image to your PoliteMail Content Library so it can be reused and/or shared with other users in your account.

1. Compose a new email, click on the **POLITEMAIL** tab, and click on 'Add Image'.
  - If your image is in the clipboard, you can paste the image into your message and it will be referenced automatically.
  - If the Image has already been saved in PoliteMail, open the PoliteMail Builder by clicking on the 'Show/Hide PoliteMail Builder' button. Then click on the hamburger button (three horizontal lines) in the top left corner of the Builder pane and select Images. Select your Image from the list. (In **Version 4.9x**, click 'Content' and then 'Images').
2. Select your image file and click **Open**. Your image will now appear in the body of your email.




**Note:** There are some special characters you should avoid using in your Image as it can cause the Image link to break. See [this article](#) for details.

## Notes

- When using Add Image to add images to templates, it is recommended to resize the image before adding it to the template.
- Images that are pasted or added via Outlook's Insert Picture will be embedded into your email message. When sending to recipients not using Outlook or accessing message on mobile devices, these embedded images may appear as attachments at the bottom of the message. Using PoliteMail's Add Image feature will ensure your recipients can view the photos, as well as keeping your email size small.
- Due to a limitation within Outlook, the Add Image pull-down menu can only display 999 results. If there are 1000 unique images loaded into the Content Library, the Add Image pull-down menu will appear blank. Clearing some lesser used items out of your Content Library and getting the total number count under 999 will alleviate this issue.


## Adding Images with PoliteMail Online

### Using the Add Image Button

 If you have the URL of an image that is stored online, you can use the Add Image button to insert it into your message.

- Note that this can only be done with online files; to insert a locally stored image, you will need to add it via the PoliteMail Builder first. This allows the image to be linked instead of embedded in the message, allowing for faster sending.

### I added an image via URL but it doesn't appear!

If you entered the URL for an image and nothing seems to have happened, first click the 'View Code' button  in the toolbar to see if the url for the shows in the HTML. If it does, the issue may come from your CSP. You can find out more about CSPs [here](#), but feel free to contact your Customer Success Manager for assistance.

## Using the PoliteMail Builder

You can also add an image from the PoliteMail Builder in the same way that you would in PoliteMail for the Outlook desktop.

1. Click on the 'PoliteMail Builder' button to open the panel on the right.
2. Click the hamburger menu (≡) and select 'Images'. You can browse for the image you want or use the search bar.
3. Once you have found the image you want, either double-click on it or drag it to the main window to add it to your message.

### Adding Multiple Images at Once

With version 5.3 and up and on PoliteMail Online, you can add more than one image at a time! You can Ctrl+click to select multiple images at once, or you can click on one file and Shift+click on another to select all files in between them.

- If any files are over the size limit (typically set at 50MB), PoliteMail will prompt you if you want PoliteMail to automatically resize the image. If not, the image will not be uploaded, but the others that are under the file size limit will continue to upload.
- You can upload up to 100 image files at once.
- This functionality is with the PoliteMail Builder in PoliteMail Online, not with the Beefree Editor.