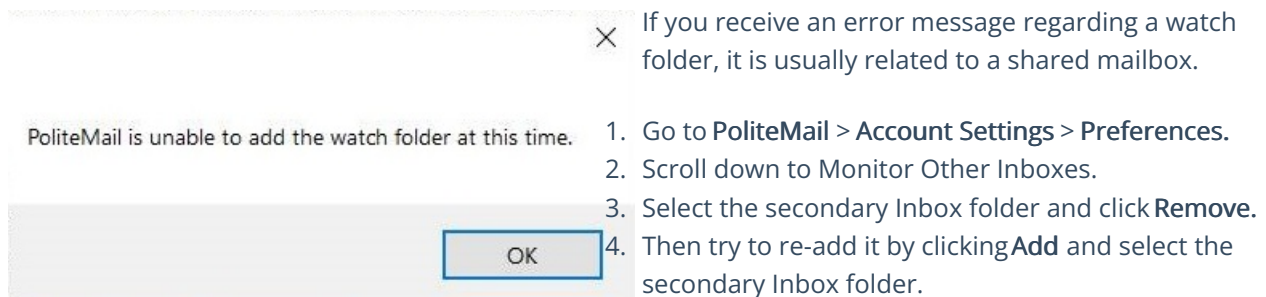


# PoliteMail is Unable to Add the Watch Folder at this time

Last Modified on 08/11/2022 11:09 am EDT



The screenshot shows a light gray error dialog box with a close button (X) in the top right corner. The message reads: "PoliteMail is unable to add the watch folder at this time." Below the message is a list of four numbered steps. A blue rectangular box highlights the "OK" button at the bottom of the dialog.

PoliteMail is unable to add the watch folder at this time. ✕ If you receive an error message regarding a watch folder, it is usually related to a shared mailbox.

1. Go to **PoliteMail** > **Account Settings** > **Preferences**.
2. Scroll down to Monitor Other Inboxes.
3. Select the secondary Inbox folder and click **Remove**.
4. Then try to re-add it by clicking **Add** and select the secondary Inbox folder.

OK

This should resolve the problem. If you are still experiencing this error, please use the Request Support button to submit a ticket to support.

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