

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

Last Modified on 10/17/2025 3:16 pm EDT

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

Version: ☒ 4.9 ☐ 5.0 ☐ 5.1+

PoliteMail is unable to add the watch folder at this time.

OK

✕ If you receive an error message regarding a watch folder, it is usually related to a shared mailbox.

1. Go to **PoliteMail > Account Settings > Settings**. Click on 'User Preferences' to bring up a list of 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.

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

Watch folder options are not accessible via PoliteMail Online.