How to Set Your Send-To Permissions on Exchange and Office365

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To solve send-to permissions issues for both Mac and Windows users, you can set send-to permissions on Exchange.

Users can still select the list in Outlook, but when they send, Exchange rejects it and bounces it back.

PoliteMail bypasses that check, so *authorized* PoliteMail users can send to those lists. This also prevents unauthorized users from sending to all-employees and other large distribution groups.

How to block send-to list permissions in Office365
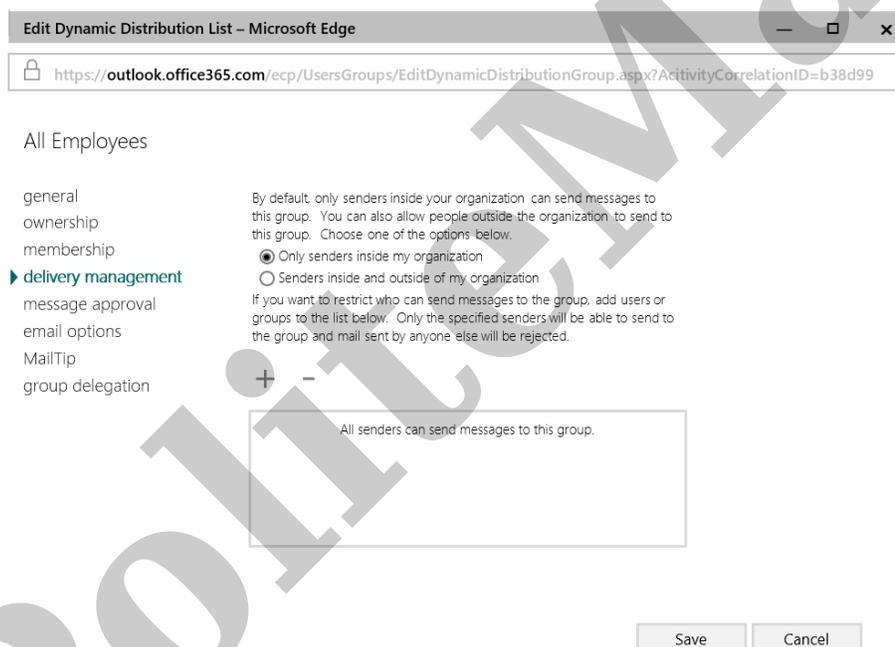
To achieve your 50% of users can and 50% can't send to all, customers have had success with the following workaround:

1. Deploy our Syncronym tool to sync (certain) distribution groups with PoliteMail (e.g. the all-employees or any other protected list).
2. On the Exchange/AD side, hide these lists (set as hidden so users can not even access them from Outlook). For Exchange on-prem this can be done via PowerShell:
   Set-UnifiedGroup -Id Group **-HiddenFromAddressListsEnabled $True** and synchronized via Entra ID with O365. Click here to read a Microsoft forum discussing this issue
3. Set-up user groups within PoliteMail (e.g. All-Enabled), and add authorized users to the All-Enabled group.
4. Set list permissions for the synchronized protected list(s), to allow users from All-Enabled to View/Send.

In terms of add-in compatibility, we recommend testing. If you are still having difficulties, PoliteMail's development team should be able to make them compatible if there is a conflict.

Setting these permissions will also prevent a dreaded Reply-All apocalypse.