How do I update to the latest version of PoliteMail?

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Users of PoliteMail Online or PoliteMail for Microsoft 365 will update automatically.

For PoliteMail for the Desktop (Outlook Add-In), your Administrator needs to request an upgrade through contact the PoliteMail Support Team.   Once your Admin requests an upgrade, a Customer Success Manager will reach out to you to schedule a scope call. During this scope call, we will discuss your upgrade options and how best to implement the latest version.

PoliteMail has a variety of contracts with our client base. If you are on an assurance plan or a perpetual license version you are generally entitled to the software for a version upgrade. Additional technical assistance fees may apply.

Software versions are generally released on a monthly schedule for reliability enhancements and on a quarterly basis for feature updates. For hosted implementation PoliteMail generally updates the software on a frequent basis. In the event the server software is updated, in most cases the end users will get the best results by updating their client version. Installation of the new client should be considered as being mandatory.

As with any enterprise software, it's best to keep your software at or near the newest version and with all service releases.