

# Edit Preheader Text

Last Modified on 03/04/2025 11:56 am EST

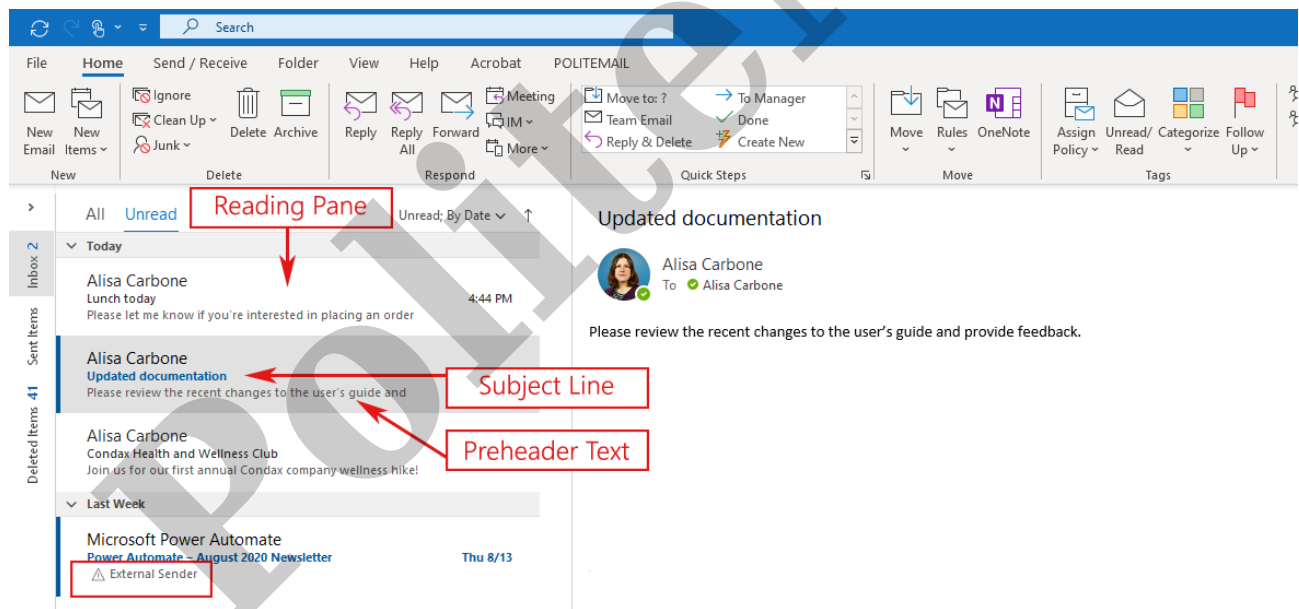
Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail O365

Version:  4.9  5.0  5.1+

## Outlook Message Preview

Preheader text is the text that appears under the Subject line in the Outlook Preview pane. It's the first few lines of the body of your email, but it can also be security notifications such as External Sender alerts.

Due to current limitations with Microsoft Online, preheader text is not currently supported if you are using the new version of Outlook or PoliteMail for M365. See [here](#) for more information.



Outlook allows you to display up to 3 lines of preheader text. To change this setting, go to **Outlook > View > Message Preview**.

## How to Edit Preheader Text

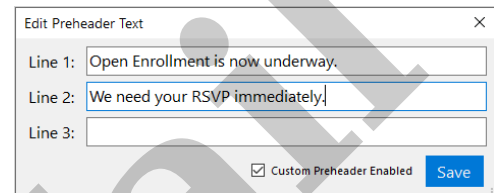
Preheader text will only be displayed based on the recipient's Outlook Message preview settings. PoliteMail measurement (tracking) must be turned on in order to display custom preheader text.

**DESKTOP:** With Measurement on, click the PoliteMail tab and you will see **Edit Preheader text** under the HTML options.

**ONLINE:** When composing a message, go to **Send Options > Edit Preheader Text**. Note that this feature was added to PoliteMail Online version 5.15.4538.5958 and higher.

You may enter up to three lines of Preheader text which will be displayed in the recipient's reading pane once they receive the message.

If you uncheck the "Custom Preheader Enabled" box, your message will be received with no preheader text. However, viewers will still be able to see the first line of the email.



Line 1: Open Enrollment is now underway.

Line 2: We need your RSVP immediately.

Line 3:

Custom Preheader Enabled Save

PoliteMail