Edit Preheader Text Last Modified on 07/07/2025 4:38 pm EDT Applies To: PoliteMail Desktop PoliteMail Online PoliteMail M365 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. § → ⇒ β Search POLITEMAIL File Home Send / Receive Folder View Help Acrobat Move to: ? \rightarrow To Manager [😽 Ignore 3 Ī \bigcap H 🗹 Team Email 3 🔯 Clean Up ~ Q IN ∼ Done Delete Archive Reply Reply Forward Move Rules OneNote Assign Unread/ Categorize Follow New New ≂ 🕤 Reply & Delete 🦻 Create New ∕⊗ Junk ~ Email Items ~ C More Policy ~ Read ÂII Up ~ Respond New Delete Quick Steps ۲<u>،</u> Move Tags Reading Pane > All Unread Unread; By Date 🗸 🕇 Updated documentation ✓ Today N Alisa Carbone Inbox Alisa Carbone To 🛛 🗢 Alisa Carbone 4:44 PM Lunch today Please let me know if you're interested in placing an orde Sent Items Please review the recent changes to the user's guide and provide feedback. Alisa Carbone Updated docur Subject Line Please review the recent changes to the user's guide and 4 Deleted Items Alisa Carbone Preheader Text Condax Health and Wellness Club Join us for our first annual Condax ✓ Last Week Microsoft Power Automate 2020 Newslette Thu 8/13 A External Sender

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

If you are using Amazon SES, the preheader text will display as a long URL unless you edit it beforehand.

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 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.

	Edit Preheader Text		
1	Line 1:	Open Enrollment is now underway.	
Line 2: We need your RSVP immediately.			
1	Line 3:		
		Custom Preheader Enabled	Save