

# How do I open a previously sent message?

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

Version: ☒ **4.9** ☒ **5.0** ☒ **5.1+**

In PoliteMail for the Outlook desktop, you can access it in your Sent folder. Note that PoliteMail Online does not have a Sent Items folder, so this option is not available.

For the metrics, you can to POLITEMAIL > Results > Messages and double-click on the message. This is available in both PoliteMail for the desktop as well as PoliteMail Online, although viewing metrics is not available in PoliteMail for Microsoft 365.