Why can't I use Rich Text Formatting (RTF)?

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Applies To: ■ PoliteMail Desktop   ■ PoliteMail Online   ■ PoliteMail O365

Version: ■ 4.9   ■ 5.0   ■ 5.1+

PoliteMail and Rich Text Formatting

PoliteMail relies on HTML formatting for templates to show as intended and measurement to work accurately. As a result, converting RTF can lead to formatting issues that may cause measurement to be inaccurate. Recent versions of PoliteMail will prevent measured messages from using and RTF and converting it to HTML.