Send via Graph

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Applies To: ■ **PoliteMail Desktop**   ■ **PoliteMail Online**   ■ **PoliteMail M365**

Version: ■ **4.9**   ■ **5.0**   ■ **5.1+**

Sending Via Graph

PoliteMail supports the option to send a Measured Message via the Graph Send Service. Sending via Graph eliminates the need to go through security appliances, such as ProofPoint or MimeCast, as it is trusted automatically. There is no need for a GPO, and requires much less technical configuration.

Sending via Graph is controlled via your Entra ID account and will need the same items as with setting up a Graph configuration. If no Graph token is stored for a user, a dialog will appear to set up and for the user to give consent.
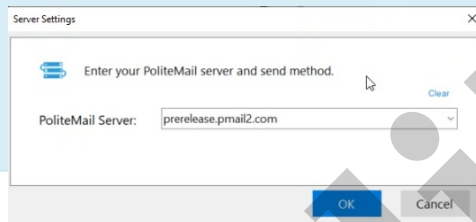
With the implementation of Sending via Graph, you will no longer see a dropdown to select your Send Method when logging into PoliteMail.

Selecting Send via Graph

Setting the Default Send Method

A System Admin can select which Send Method to use as the default for all users under **UI Overrides > Sending > Default Send Method**.

Setting the Send Method for a Specific Message

Outlook Desktop	Microsoft 365	PoliteMail Online
Once PoliteMail Measurement is turned on for the message, an additional option for Microsoft Graph will display the Send Method dropdown in addition to PoliteMail Server and Outbox.	You will see an extra option in the Send dropdown under the blue 'Send' button to select Graph as your server.	**Send Options > Send Method**. An additional option for Microsoft Graph will display.

Send Limits and Shared Mailboxes

Sending via Graph is limited to the same daily send limit as Outlook (10k per day total, not just from PoliteMail). **Multiple From addresses do not increase this limit; however, this can be worked around by using shared mailboxes, since the quota is** *per mailbox.* A user with Send permissions to a shared mailbox can then send up to 20,000 messages, 10,000 from their own mailbox and the rest for the shared mailbox. As many shared mailboxes as needed can be used this way, and the sends will be split among them.

Insufficient Sending Capacity ✕

The 24-hour sending limit will be exceeded using your available mailboxes and the current recipient count. Switch the send method to PoliteMail Server or add another shared mailbox under your user preferences, to have additional send limit capacity.

3669/10000

Switch to SMTP | Cancel Send

- Shared Mailboxes need to be created from Exchange Admin Center. Access to Shared Mailboxes will require Send As or Full access to it.
- To add a Shared Mailbox to PoliteMail, go to Settings > Allowed Shared Mailboxes. Enter the desired Shared Mailbox name to select it and it will be added to the list. If the number of recipients will exceed the 10k limit, PoliteMail will automatically distribute the sends among all Shared Mailboxes.