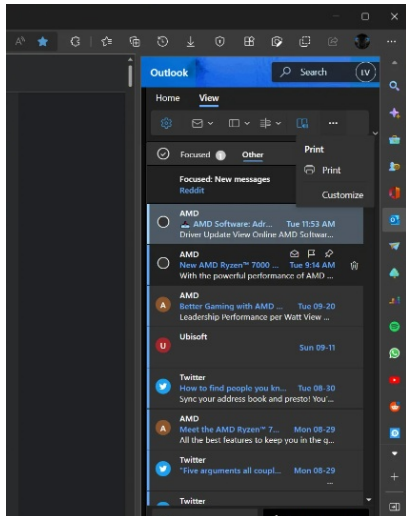


My messages is showing multiple opens in Microsoft Edge!

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Microsoft's Edge browser contains a feature in which links contained in a message viewed in Outlook will open while at the same time displaying the message in the side panel. This can be convenient in that it allows the user to view both the linked page and the original message at the same time; however, **this is registered as an additional open in PoliteMail**, since, well, it *is* being opened an additional time by the browser.

Note that this will also only happen if the user has the sidebar enabled in Edge. Users can either disable the sidebar completely, or they can go into the Sidebar settings, select 'App and Notification Settings', select 'Outlook', and turn off the 'Automatically open Outlook email context' switch.