How do I delete a From address?

Last Modified on 11/13/2024 11:21 am EST

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

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

Currently there is no option to delete a From address, as email addresses are typically removed from Exchange or Entra ID. However, versions 5.1 and later of PoliteMail allow you to disable a From address so it can no longer be used.

Go to **Settings > Froms**, and select the desired From address. A panel opens on the right. Slide the toggle to disable the permission.

For earlier versions of PoliteMail, it may be easiest to have IT remove the email address; however, if only a handful of people have access to the From address/shared mailbox, a PoliteMail Administrator can revoke the permissions of the user(s) to access the mailbox as described in this article.