From Metrics Display as "Hidden"

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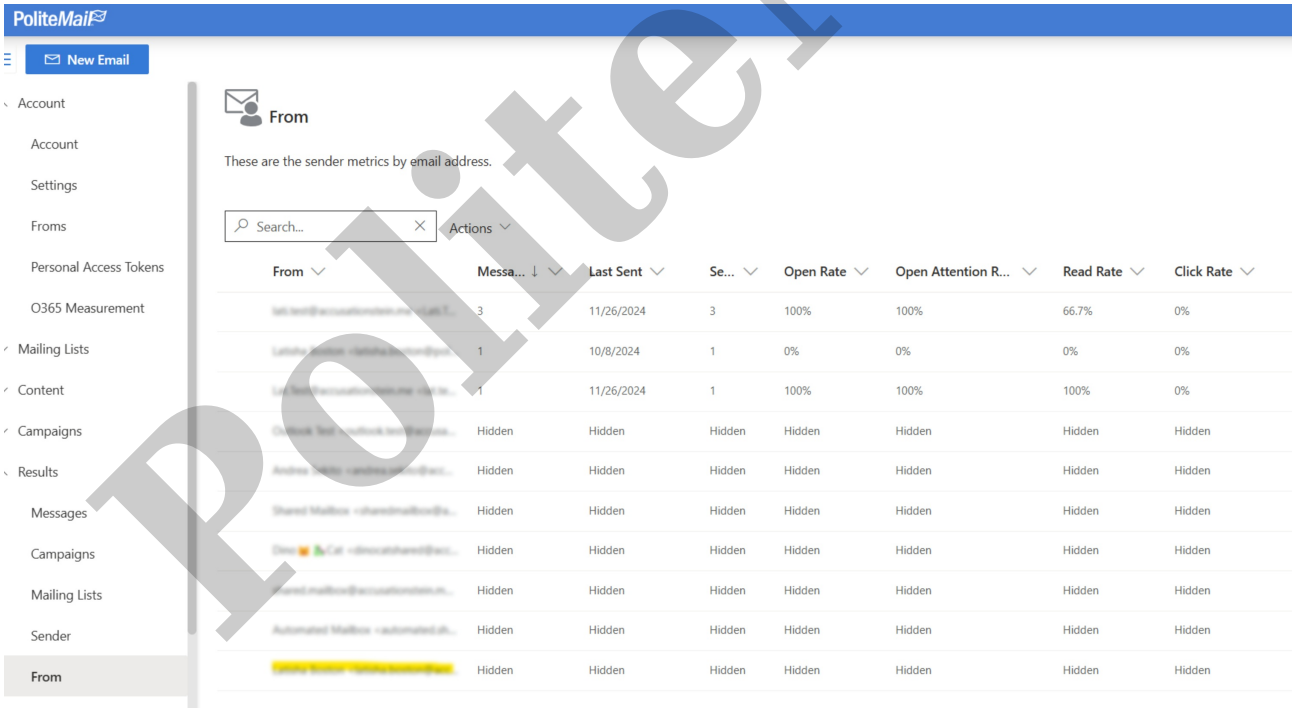
Applies To: ■ **PoliteMail Desktop** ■ **PoliteMail Online** ☐ PoliteMail O365

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

There may be time when you wish to see the From metrics for a From address that you use and the metrics display will only show "Hidden" in each column. If you see this, it is because the metrics are hidden if the From address is also used by another user.

- If you are a User, the data will be hidden if someone else sent as you since someone else's send metrics would be in that report.
- If you are a Manager, the data will be hidden if someone else sent as you that is outside of your Business or Region. If the user is in the same Business and Region, the metrics data will still display.
- If you are an Administrator or System Administrator, you will be able to view all Send metrics with no restrictions.



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