

How To Add The PoliteMail Server To Your Trusted Zones

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You may want to consider setting up a Connector to identify emails sent from your server. This method is much more effective than using a GPO Push. Contact your Account Representative for a copy of the documentation on how to do this.

Not using Internet Explorer? Even though you may be using a different browser such as Chrome, Edge, or Safari for your regular usage, Microsoft Outlook for the Desktop (not the "new" Outlook) currently still uses Internet Explorer, and so these settings must still be done.

How to add the PoliteMail Server to your Trusted Zones file

To more effectively measure email, the PoliteMail Server should always be included within your network's trusted zones.

This is an Internet security setting which blocks content from untrusted sites, and the user will be asked to "download content from an unknown website". To avoid this, and enable automatic content download and open tracking for internal email, place the PoliteMail Server name into the trusted zones file.

If the PoliteMail Server subdomain is not contained within an already trusted wildcard domain, then the domain name may be manually added to the trusted zones file on an individual machine (to test the result). However, is it best to implement this company wide using Group Policy [GPO] or Microsoft InTune. Use this reference chart to determine which policy fits your organization's needs.

Manually Adding a Trusted Zone

1. Trusted Zones are found under 'Internet Options' from the Windows Control Panel. Press the Search button on your Windows PC and start typing 'internet' to find it, or open the **Control Panel > Network and Internet > Internet Options**.
2. Click on the Trusted Sites icon, then click the 'Sites' button.
3. Type the full URL domain name for the PoliteMail Server (including http:// or https://) into the **Add this website to the zone** field, and click the **Add** button.

For more information on Group Policy see: [Group Policy to Add Trusted Sites](#)

Use Group Policy to Set Trusted Sites

1. In Group Policy Management, load the Trusted Sites Zone template

2. Under User Configuration > Administrative Templates > Windows Components > Internet Explorer > Internet Control Panel > Security Page, click **Site to Zone Assignment List**
3. Click **Enabled**.
4. Click **Show**.
5. Click **Add**.
6. In the **Enter the name of the item to be added** field, put in the domain name of your PoliteMail Tracking server (e.g. <https://company.pmail.com>)
7. In the **Enter the value of the item to be added**, enter the number 2 (2 = Trusted Sites)
8. Click **OK**

Allow time for GPO to refresh, This change will take effect upon the users next workstation restart. You may also run a group update on the workstations for the policy to take effect.

Click [here](#) to learn how to configure Trusted Sites through Microsoft Intune.