

I Can't Login or Connect to the PoliteMail Server

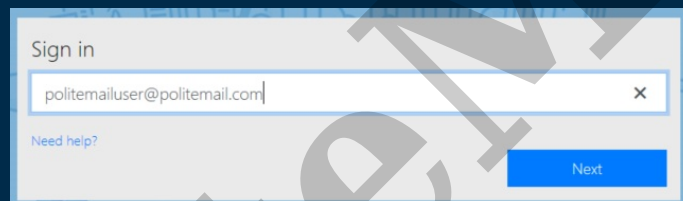
Last Modified on 12/04/2025 9:36 am EST

If you are an **On-Premise/Self-Hosted** client, you will need to contact your IT department regarding your PoliteMail credentials.

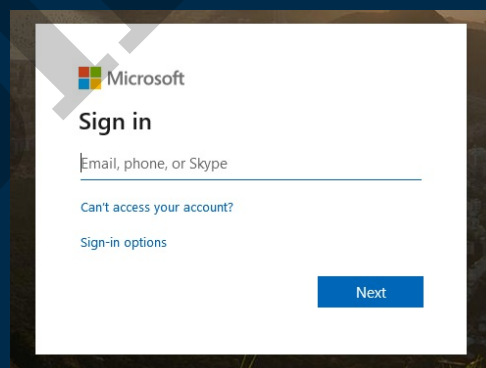
If you are using **Single Sign-On** as a method of authentication, you will need to contact your IT department regarding your PoliteMail credentials.

If you are not sure if your authentication is Single Sign-On or Password Authentication, click **PoliteMail > Server Connection**. Then click OK in the Server Connection box.

If your screen looks like this, then you are Password Authentication:



If your screen looks like this, then you are Single Sign-On and you must contact your IT department for your credentials. However, you may want to first try to close and restart Outlook. Sometimes that resolves problems with logging in.



Connecting to the Server with Password Authentication

1. The first step when you can't login is to close and restart Outlook.
2. If this doesn't solve the issue, move on to reauthenticating your server. Go to **PoliteMail > Server Connection**. Verify that you are logged in to the correct PoliteMail Server, not your local host. Verify that Send Email Via is set to PoliteMail Server, not Outlook Outbox. Click OK. You may be asked to enter in your user name and password if applicable. You know you have successfully connected to the PoliteMail server when it brings you to the My Profile page.

3. If you are not brought to the My Profile page, and you have been assigned as a User or Manager role, check to make sure you are copying your credentials from the "Your PoliteMail account is Ready" email. When you copy and paste the password, be mindful that you don't include extra spaces. If you haven't received this email, contact your Administrator user. You should then receive the email with the zip file and new password. If you are an Administrator user, and you haven't received your Welcome email with your credentials, you will need to contact another Administrator user on your account for a password reset, or contact PoliteMail Support.
4. If you are unable to contact your PoliteMail Administrator, or you do not know who your PoliteMail Administrator is, you will need to submit a case to Support for a password reset. If you are unable to login to PoliteMail to hit the Request Support button, email support at