

Why can't I use Rich Text Formatting (RTF)?

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Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail M365

Version:  4.9  5.0  5.1+

PoliteMail and Rich Text Formatting

PoliteMail relies on HTML formatting for templates to show as intended and measurement to work accurately. As a result, converting RTF can lead to formatting issues that may cause measurement to be inaccurate. Recent versions of PoliteMail will prevent measured messages from using RTF and converting it to HTML.