

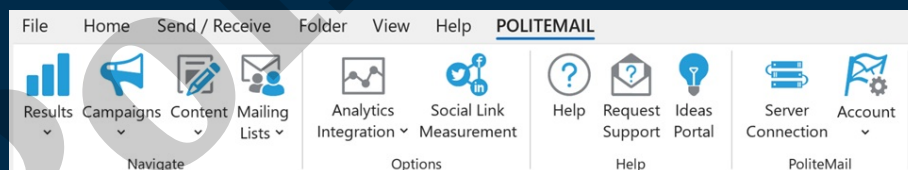
# Contact PoliteMail Support

Last Modified on 06/11/2026 9:47 am EDT

Your browser does not support HTML5 video.

If you are experiencing technical issues with your PoliteMail account, please reach out to our technical support team.

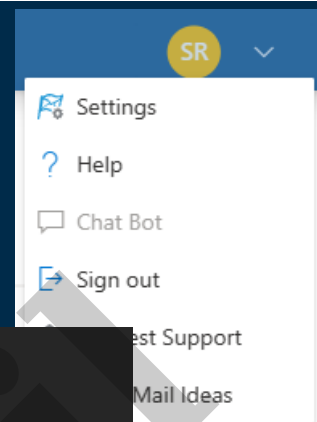
**PoliteMail for the Outlook Desktop:** In your main PoliteMail tab, click on the **Request Support** icon.



**PoliteMail for Outlook 365:** Open the PoliteMail panel on the right, click on the hamburger button, then select **Settings > Request Support**.

**PoliteMail Online/PMUA:** Click on your icon in the upper right corner and select 'Request Support'.

This will generate an email with your account information and an error log for our technical support team to use in troubleshooting the issue. Enter a brief synopsis of the issue you are experiencing and screenshots if applicable.



```
//type your issue or support request here.  
  
Local Time: 10/27/2022 9:14:29 AM Eastern Daylight Time  
Account Email: [REDACTED]  
User Type: SysAdmin  
Send via PoliteMail Server: True  
PoliteMail Server: [REDACTED]  
Server Version: [REDACTED]  
Use SSL: True  
Expansion Modes: GraphServer,MAPI  
Default Measurement: Individual  
Allowed Measurement Modes: None, Individual, Anonymous, Aggregate  
Product: PoliteMail v5.0.2594.6132  
Outlook Version: 16.0.0.15726  
Windows Version: Microsoft Windows NT 10.0.22621.0  
Physical Memory: 15.845027923584 GB  
Internet Explorer Version: 11.0.22621.674  
Installed (UTC): 05/23/2022 15:41:29  
Ip Address: 216.107.221.118  
User Agent: Mozilla/5.0 (Windows NT 10.0; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/99.0.2111.11 Safari/537.36  
Edge/12.0
```

Once you send the message, a case will be created for your support request and our support team will respond.

You can also go to [https://www.politemail.com/support](#), email our support team at [support@politemail.com](mailto:support@politemail.com) or call Toll-Free: 866 488-9768 ext. 3