Contact PoliteMail Support

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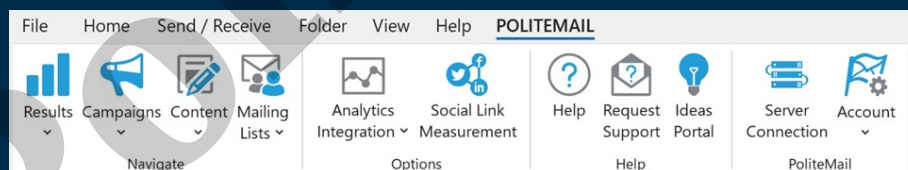
PoliteMail for Outlook 365: Open the PoliteMail panel on the right, click on the hamburger button, then select **Settings > Request Support.**

PoliteMail Online: 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:
User Type: SysAdmin
Send via PoliteMail Server: True
PoliteMail Server:
Server Version:
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/39.0.2171.71 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 reach out to our support team at server.support@politemail.com or call Toll-Free: 866 488-9768 ext. 3