

PoliteMail has disappeared!

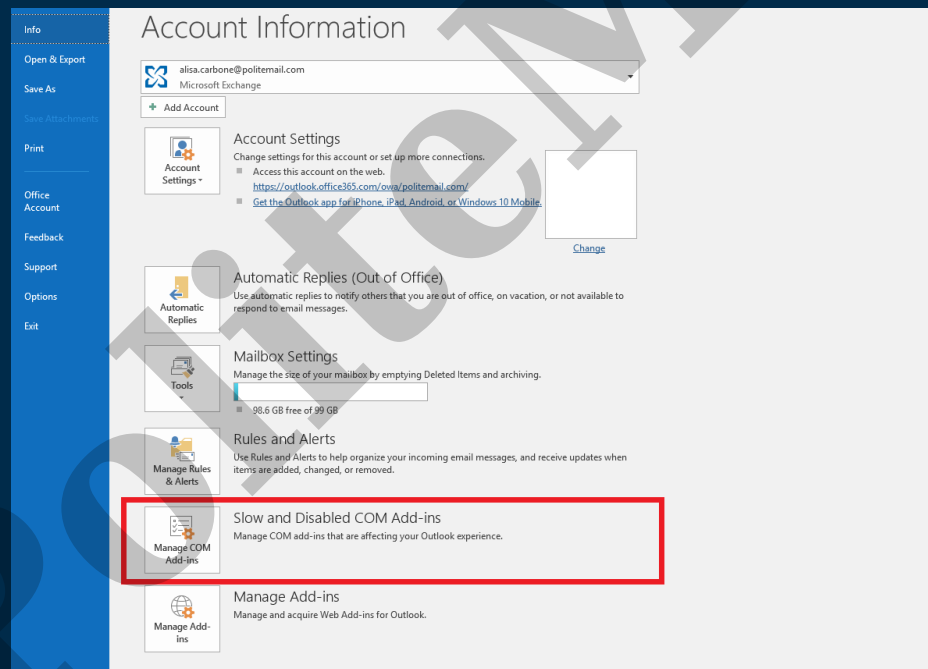
Last Modified on 10/22/2025 2:31 pm EDT

If Outlook unexpectedly quits, it may restart and automatically disable add-ins. For example, you leave Outlook running overnight and Windows does an auto-update and restarts your system. When the PoliteMail add-in is disabled, you will not see any PoliteMail menus, toolbars or control panels within Outlook. You do not need to reinstall PoliteMail, you just need to re-enable the add-in.

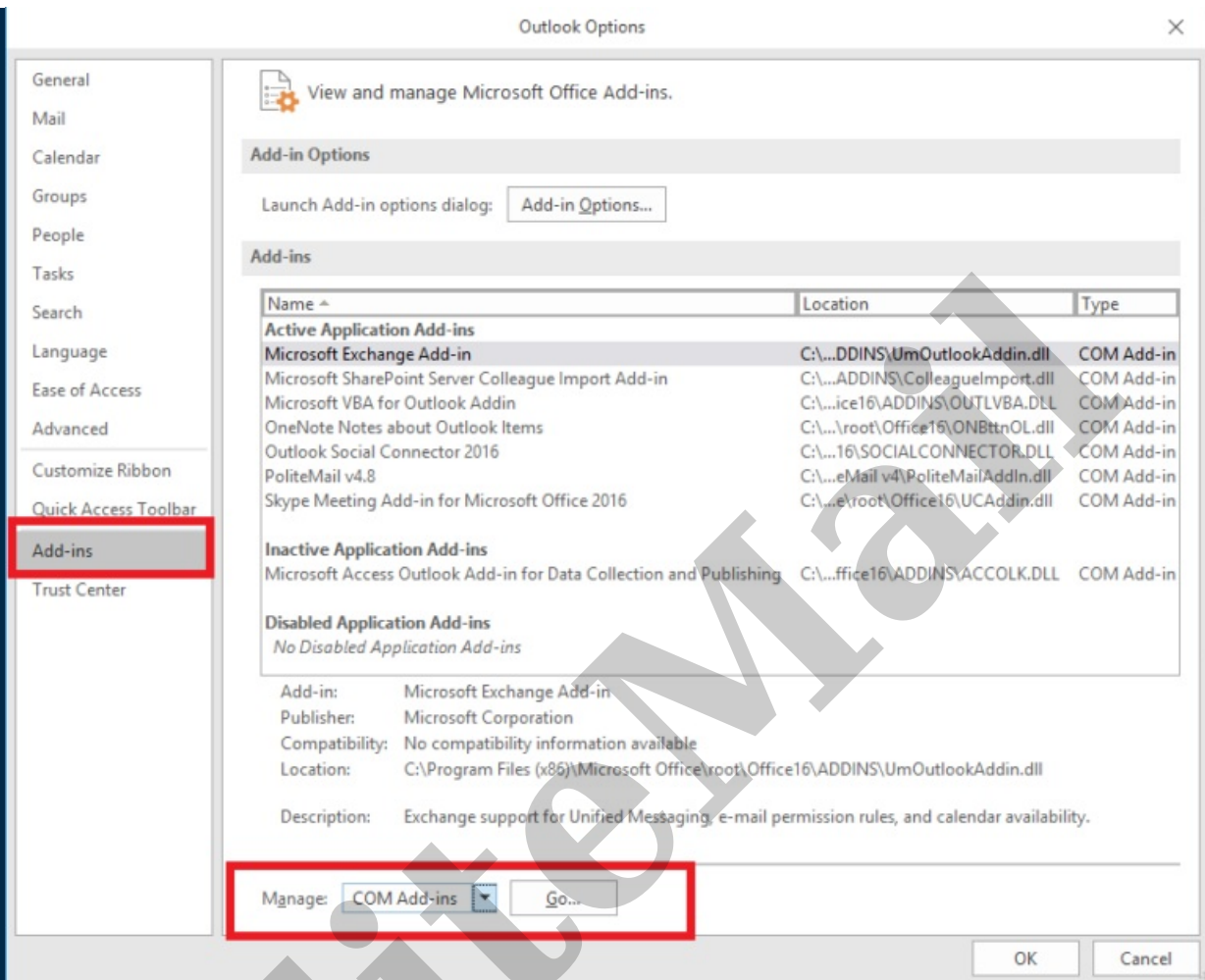
To Re-Enable PoliteMail for O365, Outlook 2016 and Outlook 2013

For older versions of Outlook, click [here](#).

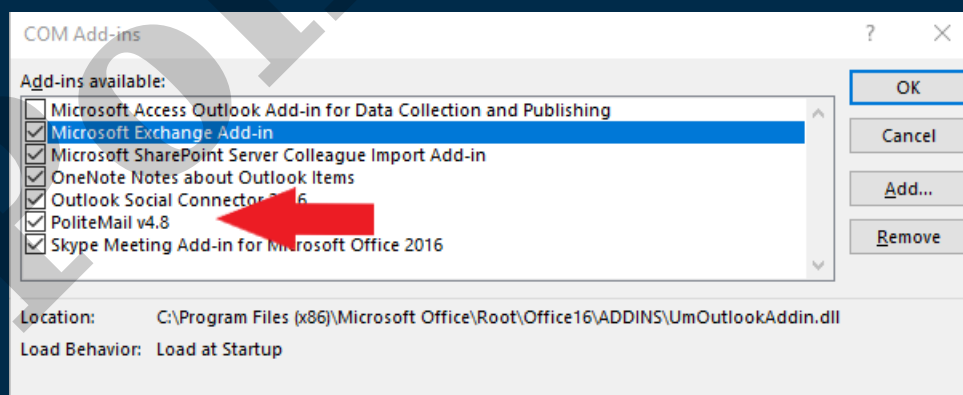
1. Go to the Outlook **File** menu
2. Click **Slow and Disabled COM Add-ins**



3. Select the PoliteMail add-in (usually PoliteMail v4 or v5), and click the **Enable** button
4. Then go back to the Outlook **File** menu, click **Options**, then **Add-ins**
5. At the bottom of the dialog box you will see **Manage**: Click the arrow on the selection box to select **COM Add-ins**, then click **Go**



6. Ensure that the PoliteMail add-in is checked, and click **OK**



7. Now **restart Outlook**, and PoliteMail should come back up

To Re-Enable PoliteMail for Outlook 2010

1. Go to the Outlook **File** menu, click **Options**, then **Add-ins**
2. At the bottom of the dialog box you will see **Manage:** Click the arrow on the selection box to change the COM

Add-ins to **Disabled Items**, then click **Go**

3. Now select the **Add-in: PoliteMail v4**, and click the **Enable** button
4. Back on the Add-ins dialog, next to **Manage:** Click the arrow on the selection box to select **COM Add-ins**, then click **Go**
5. Ensure that PoliteMail add-in is checked, and click **OK**
6. Now **restart Outlook**, and PoliteMail should come back up

To Re-Enable PoliteMail for Outlook 2007

1. Go to the Outlook menu **Tools > Trust Center > Add-ins** (left side menu)
2. Click the Go button at the bottom of the dialog: **Manage: [COM Add-ins] GO**
3. Ensure the check box for PoliteMail is checked, then click **OK**
4. Now go to Outlook's **Help menu > Disabled Items** and click to select **PoliteMail**, then click **Enable**. If PoliteMail doesn't immediate load, restart Outlook and repeat this process.