

Sending Adaptive Cards to a shared mailbox

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Applies To:  PoliteMail Desktop  PoliteMail Online  PMUA  PoliteMail M365

Version: ☐ 4.94 ☐ 4.97 ☒ 5.x

According to Microsoft, adaptive or actionable cards must be sent to an individual and not a group. In addition, the recipient must have an account with Outlook.com or Exchange Online. Since a shared mailbox is treated as a group, Adaptive Cards are not currently supported for a shared mailbox.

See [this link](#) for more information.