

Can I Update Content After an Email Has Been Sent?

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Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail M365

Version:  4.9  5.0  5.1+

You have the ability to replace an image or link after an email has been sent. There is no way to edit a Smart Attachment that has already been sent. You would need to resend an email with the correct Smart Attachment. However, you can edit the Smart Attachment for future communications.

Replacement Considerations

Images	Links
Updating will replace the image in ALL sent emails. For example, if you have used an image in 2 separate emails, and choose to replace it, the new image will appear in both separate emails.	Changing the URL will redirect any <i>future</i> clicks from emails previously sent containing that measured link. If a recipient has already opened the email and clicked on the link, if they click on the link again after it has been changed, the user will be brought to the new link. The link name will stay the same in the email, even after replacing it.

1. Go to **PoliteMail > Content** and select the Content item type.. If you are using PoliteMail online, you will go to the **Navigation Pane** and then choose **Content**.
2. A list of all items appears. Find the item you want to replace and click on it to highlight it. This will open the Edit panel on the right (in **Version 4.9x**, you may need to click the 'Edit' button).
 - **Images:** Update the image by clicking on 'Replace' (in **Version 4.9x**, this is under the Actions drop-down). Navigate to the new image. You can also change the image name if you wish, then click **OK**.
 - **Links:** Update the URL and/or Link Text. Click **Save** when finished.



Templates Brand Themes Paragraphs **Images** Links Smart Attachments

 **Images**

Images are logos and pictures which you have added into your email (or added within your group). Unlike Outlook's Insert Picture, Add Graphic Image inserts graphics into your email and is small and fast. Graphics can be quickly re-used and placed into a new message by double-clicking the file name from within the graphics folder of the Content Library (on the right side of the email).

Search... New Actions Delete

	Shared	Image Name	Created	Business	Region	Owner
		Image	7/6/2021	Unassigned	Unassigned	John Doe
		Image	7/6/2021	Unassigned	Unassigned	John Doe
		Jeremy 180 x 180.jpg	7/6/2021	Unassigned	Unassigned	John Doe
		Image	7/6/2021	Unassigned	Unassigned	John Doe
		Image	7/6/2021	Unassigned	Unassigned	John Doe
		Image	7/6/2021	Unassigned	Unassigned	John Doe

Image



Replace

☐ Shared

☐ Secured

Image Name

Jeremy 180 x 180.jpg

Created

2021-07-06T22:17:25.567Z

Business

Unassigned

Region

Unassigned

Save **Cancel**

Notes

- In the data grid, the old item will still be visible until you either refresh the page or close the grid and reopen it.
- Replacing content follows the rules of [Permissions](#) and [Image Management](#). For example, an Admin user would be able to replace any image. A user would only be able to replace an image they own, or one that is Unassigned.
- For images, it's recommended to have the new image match the width of the image you are replacing. Otherwise, it will appear stretched or distorted.