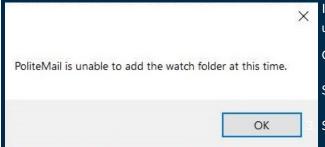
PoliteMail is Unable to Add the Watch Folder at this time

Last Modified on 10/20/2025 1:10 pm EDT



If you receive an error message regarding a watch folder, it is usually related to a shared mailbox.

Go to PoliteMail > Account Settings > Preferences.

Scroll down to Monitor Other Inboxes.

Select the secondary Inbox folder and click **Remove**.

Then try to re-add it by clicking **Add** and select the secondary Inbox folder.

This should resolve the problem. If you are still experiencing this error, please use the Request Support button to submit a ticket to support.

