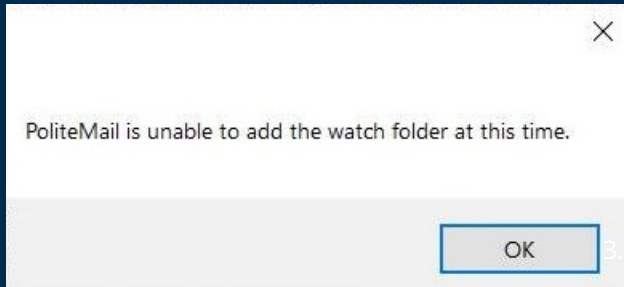


# PoliteMail is Unable to Add the Watch Folder at this time

Last Modified on 12/04/2025 11:12 am EST



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.