


How do I send from a different email address?

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Applies To:  **PoliteMail Desktop**  **PoliteMail Online**  **PoliteMail M365**

Version:  **4.9**  **5.0**  **5.1+**

Outlook for the Desktop: Compose a new email and click on **Options > From**.

PoliteMail Online: Click the 'From' link in the upper left.

PoliteMail for Outlook 365: Compose a new email, click on the Options tab in the Ribbon, and select 'Show From'.

This should generate the From field above the To field where you should see your email address.

Click the From field, then click Other Email Address where you can enter the email address you are looking to have it sent from.

Notes

- You must have **PoliteMail** in PoliteMail to use this when sending a measured message.
- When sending a measured email on **Desktop**, PoliteMail retrieves the SMTP address of the selected From mailbox from Outlook's compose inspector. If Outlook cannot resolve the SMTP address you've chosen, the send operation will be cancelled and you'll see an error notification stating that the specified From address could not be retrieved, and you must select a valid From address before retrying. In PoliteMail Online or PoliteMail for M365, however, the message will fall back to your default PoliteMail mailbox.