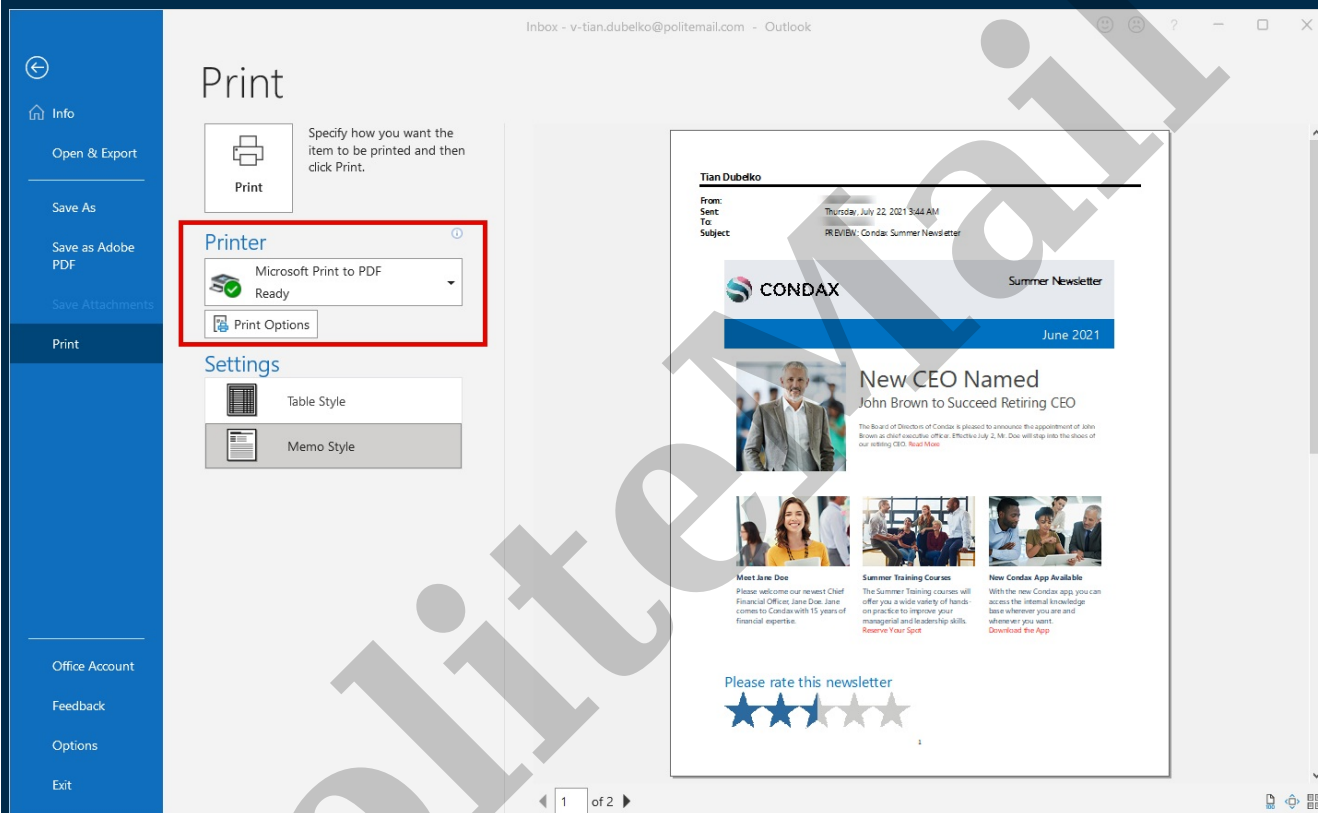


How do I save a sent Message as a PDF?

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If using Office 2016+, one option is to use Microsoft Print to PDF. Go to **File > Print** and choose Microsoft Print to PDF. You will then be prompted to save the output as a PDF file.



If this option is not available to you, here is another way to save as a PDF.

Please note that you should **always** work with the **sent** message from the **Sent** folder, to utilize the message before the PoliteMail server has processed and referenced the email.

1. In the **Sent** Outlook folder, open the **sent** email to be saved as a PDF
2. **Click** to place your cursor into the body of the email
3. Press **CTRL + A** to select the entire body of the email
4. Press **CTRL + C** to copy the body of the email
Note: This may take time if there is a lot of content being copied to the clipboard.
5. **Open** a blank **Word** Document
6. Under the **Layout** tab, Choose **Margins > Custom Margins...** set the **margins to 0** all around (Click **ignore** if an error pops up about exceeding the print area)

7. **Click** to place your cursor in the blank Word document
8. **CTRL + V** to paste the document with current formatting into the document. If using Office 2016, right-click and choose Paste Options: Keep Source Formatting (second option)
Note: This may take time if there is a lot of content being copied from the clipboard.
9. Under the **Layout** tab select **Breaks > Continuous**
10. **Save** the document as a **Word** Document (to allow for graphics to be placed in the correct locations).
11. **Save** the document as a **PDF**