

How does the From address display when I send a message?

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Applies To:  PoliteMail Desktop  PoliteMail Online  PoliteMail M365

Version:  4.9  5.0  5.1+

Your **Entra ID display name** will be used if 1) you are using a Receive Connector, 2) PoliteMail messages are configured to be treated as internal, and 3) you are NOT using a Mail Gateway. The contact or mailbox must also be available.

Your **PoliteMail Display Name** will be used if the contact or mailbox is not available in Entra ID, messages are not configured to be treated as internal, or if you are using a Mail Gateway.

Changing the PoliteMail Display Name

1. Go to your PoliteMail Settings and select **Mailing Lists > People**.
2. Select the person to update. A panel will open on the right for you to enter the new information, including the Display Name.
3. Click 'Save'.

New Email

Account

Mailing Lists

Mailing Lists

People

Undeliverable

Opt-out

Content

Campaigns

Results

PoliteMail

People

People records are created whenever you send a measured email to someone. You can view a person's data record by selecting the person from the menu.

sample

NewAdd ToActionsDelete

Status	Display Name	Email	Created
			2/9/2023
			10/14/2024
			4/3/2023
			2/9/2023
			9/24/2024
			3/31/2025
			2/9/2023
			2/9/2023
			10/14/2024
			8/22/2023
			12/13/2024

Edit Person

Record DetailsMore DetailsCustom Fields

First Name

Last Name

Display Name

Email

Shared

Job Title

Company

Website

Mobile

Fax

Home

Address 1

Address 2

City

State/Prov

SaveCancel

PoliteMail