

# Known Issues with Beefree in PoliteMail

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

**Version:**  5.0  5.1  5.2  5.3+

Beefree integration with PoliteMail is one of the key features with version 5.3, and while the experience is a very smooth one, there are some things that you should be aware of.

## **I cannot access my Smart Attachments, Links, or Images.**

As of version 5.35, you can! Insert a Text or Paragraph block and click in it. You'll see a button for 'PoliteMail Content' in the pop-up toolbar. Images are coming soon, but in the meantime you can refer to [this](#) for a workaround.

## **Feedback or Open Visibility is added to the bottom of a Template instead of at the cursor.**

This is due to how Beefree handles all added content from outside of the Beefree Editor. By default, it is automatically added to the bottom of a message. As a workaround, once added you can use the blue crosshairs button to drag the Feedback row wherever you want.

## **Collaborative Editing is not available with the Beefree integration with PoliteMail.**

This is coming soon!

## **Folders to hold my content is not available in Beefree.**

Folders are available in Beefree to organize your files, although this is different from Folders in the PoliteMail Builder.

## **There is no option to export the HTML.**

Actually there is starting in version 5.4, but you need to save your Template first. Click the 'Templates' button. Find your saved Template and you'll see an 'Export' button.

## **My padding is off when I view the message in Outlook for the Desktop.**

Users of the desktop version of Outlook may notice the padding varies between it and the "new" Outlook. Beefree is an online application and as such will render better in the new Outlook, which is also online and uses the latest rendering engine. Outlook for the Desktop, unfortunately, is old, and it is a technical challenge to have perfect consistency among all platforms. Beefree discusses padding in one of their [articles](#).

## Rounded corners as well as background images are not displaying in Outlook.

This is a known issue with Outlook, as shown in [this video](#). The desktop version of Outlook does not support rounded corners or background images.

## The hover effect doesn't seem to be working.

The hover effect, such as a button turning a different color when the mouse is placed over it, is not supported by all browsers, and is not supported in the desktop version of Outlook. See [this video](#) for more information.

## Beefree Rendering in Outlook for the Desktop

Beefree templates generally work well on Outlook for Desktop, but users should expect some limitations and possible rendering issues, especially with complex layouts or responsive elements.

- Simple designs (single-column, web-safe fonts, basic formatting) are most compatible.
- Desktop Outlook does not support rounded corners of an image and will default to square corners. Users who want rounded corners will need to edit the image before uploading.
- Desktop Outlook does not support background images.
- Responsive features are less reliably supported on Outlook Desktop, since Outlook tends to strip out style tags and media queries crucial for mobile responsiveness.
- Complex layouts or advanced elements (multi-column, CSS-based styling, buttons with custom code) may not render as intended; Outlook can ignore, alter, or remove HTML elements including conditional comments, which affects appearance.
- While Beefree uses techniques like VML and conditional comments for Outlook compatibility, Outlook's rendering quirks mean that results may still vary depending on the exact Outlook version.
- For best results, use Beefree's preview and send test emails before finalizing, as the visual result in Outlook can differ from the Beefree editor.