

PoliteMail Unified App

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Applies To: PoliteMail Desktop PoliteMail Online PMUA PoliteMail M365

Version: 5.1 5.2 5.3 5.4+

The PoliteMail Unified App

Background

PoliteMail has made a name for itself by residing inside of the Outlook desktop application, eliminating the need to learn a completely new application and providing convenience for users. Over the years, however, Microsoft has made clear its intention to retire the desktop application in favor of the "new" Outlook, which no longer uses the COM Add-in.

As a result, PoliteMail has created additional editions of its application, including PoliteMail for M365 as well as PoliteMail Online. However, each has a slightly different layout and slightly different features, creating a bit of inconsistency and a learning curve (see [here](#) for a list of what features are available for each interface).

The PoliteMail Online edition provides the newest features, including support for the Beefree Editor.

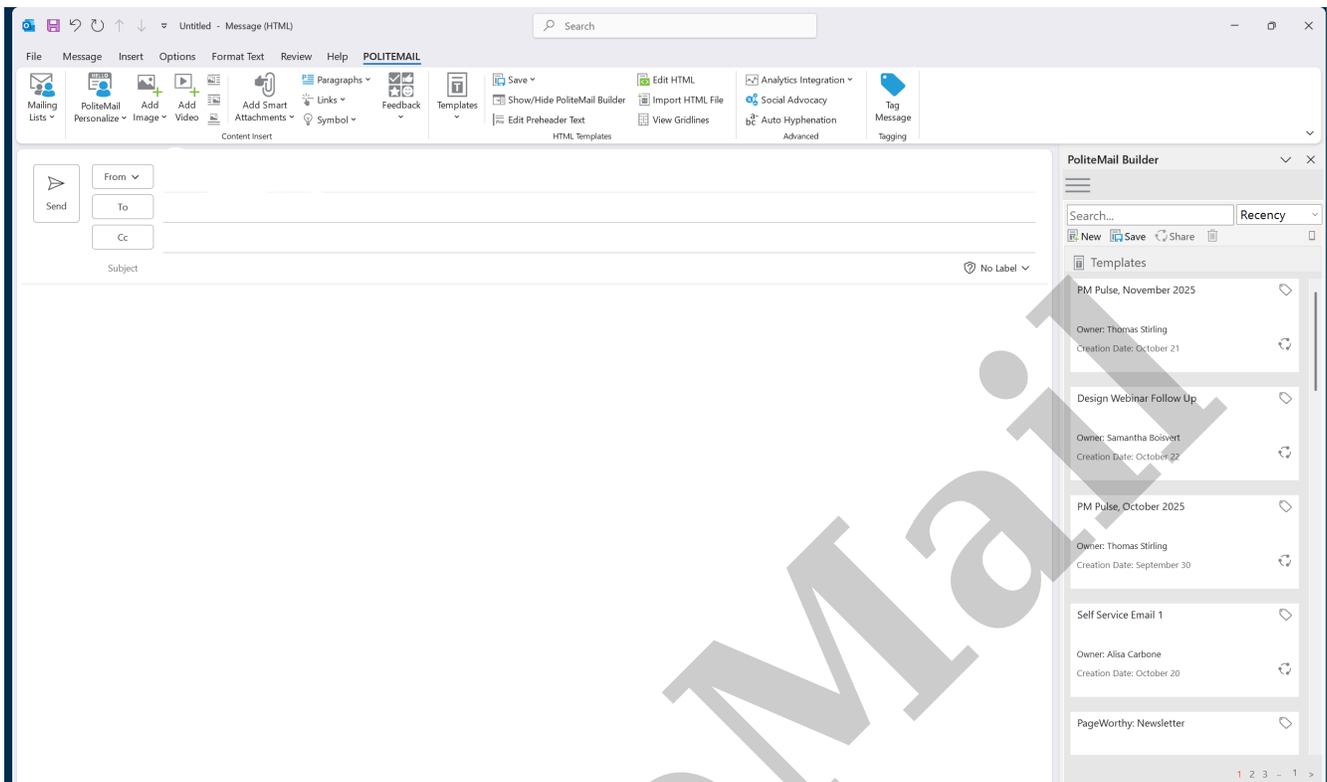
PoliteMail for the "new" Outlook (M365) gives you access to much of PoliteMail, but you need to switch over to the Online or Desktop edition to access your settings and metrics. If your organization has users on each of these, it becomes complicated quickly.

Wouldn't it be cool if users could use the same PoliteMail Online interface regardless of whether they're using the Desktop edition or Outlook 365? We think so too, and we figured out how to do it.

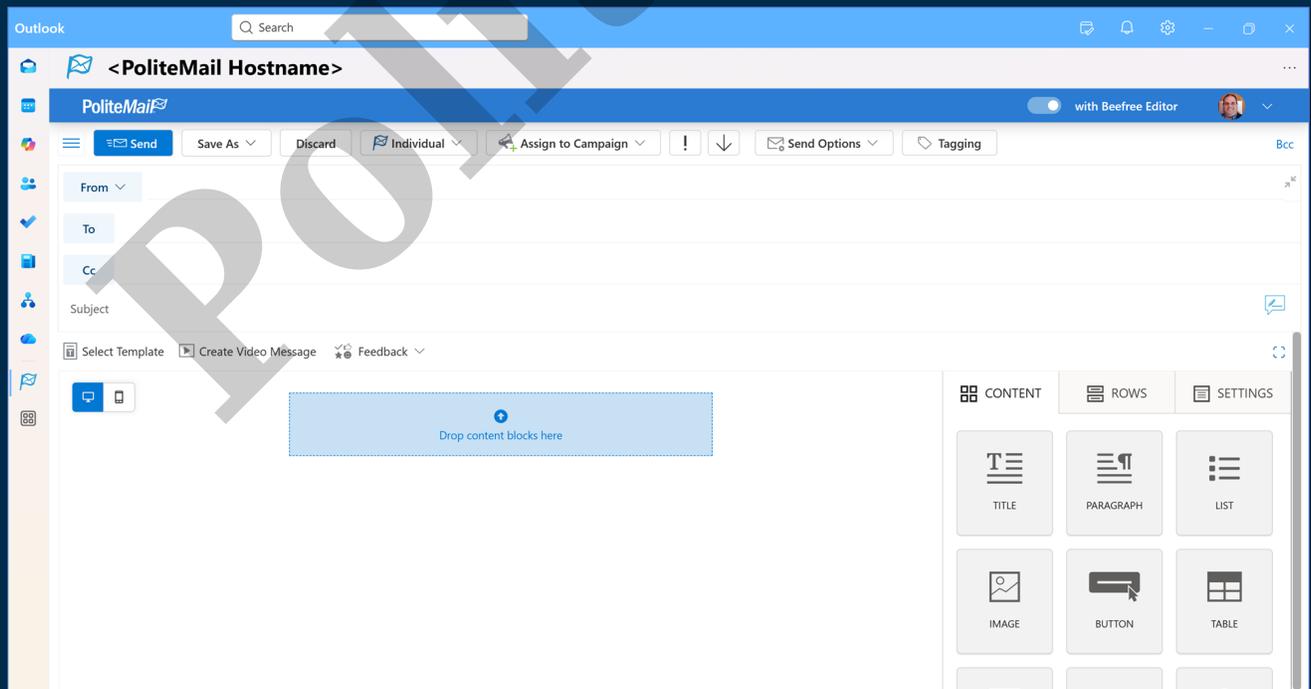
What it Means

The PoliteMail Unified App (PMUA) provides a consistent experience wherever you access it, whether that's with Outlook for M365, Outlook for the Windows desktop, or via PoliteMail Online. In addition, you can even have multiple tabs of PoliteMail open at the same time!

You may see a slight drop in messages reported as undeliverable when using PMUA. Undeliverable messages are monitored in multiple passes, and while most undeliverables are caught in the first pass (95%+) by the Send Service/Network Delivery, second pass bounces will not be caught. This impact should be pretty small, but for very large sends you may want to experiment to see if this will be an issue for your organization.



Turn your classic Desktop interface...



... into the same PMO interface on any platform!

How to Get It

Talk to your friendly Account Manager. They will make arrangements for our team to work with your team to set up a Manifest for deployment, as well as provide documentation.

Note that because Manifest files are not deployable on MacOS, it can only be deployed to the M365 tenant. To use PMUA on the Mac, you must use the "new" Outlook for the Mac (Office on the web), which does load manifests. Of course, you can always just use PoliteMail Online directly.

PoliteMail