PoliteMail Unified App

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Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PMUA

Version: ☐ 5.1 ☐ 5.2 ☐ 5.3 ■ 5.4+

Outlook Desktop, Outlook 365, and PMO

PoliteMail for the Windows desktop allows you to create powerful measured emails for your internal communications, without ever leaving the Outlook application. That said, this "classic" Outlook is old, relies on an outdated rendering engine that makes some Templates not display as intended, and is scheduled for deprecation by Microsoft in 2029.

For maximum flexibility, **PoliteMail Online (PMO)** offers the same features as the Desktop edition in an online interface – no downloads required. In fact, it offers many features not available in classic Outlook, such as access to the Beefree Editor, a completely redesigned PoliteMail Builder, and more. PoliteMail Online is not a part of Microsoft Outlook, and so the interface is slightly different, and no other Outlook components (such as the Outlook Calendar) or add-ins are included.

Enter the "new" Outlook

Microsoft's replacement for classic Outlook is Outlook for M365 or the "new" Outlook, which is a web-based interface inside of a Windows frame and uses a completely different type of Addin to install. As a result, PoliteMail has created the **PoliteMail Unified Application (PMUA)**, that can be installed in *either* the classic or new Outlook. With it, you can enjoy PMO *within* your Outlook application! This means a consistent experience no matter if you're using PMO or either version of Outlook!

> 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.

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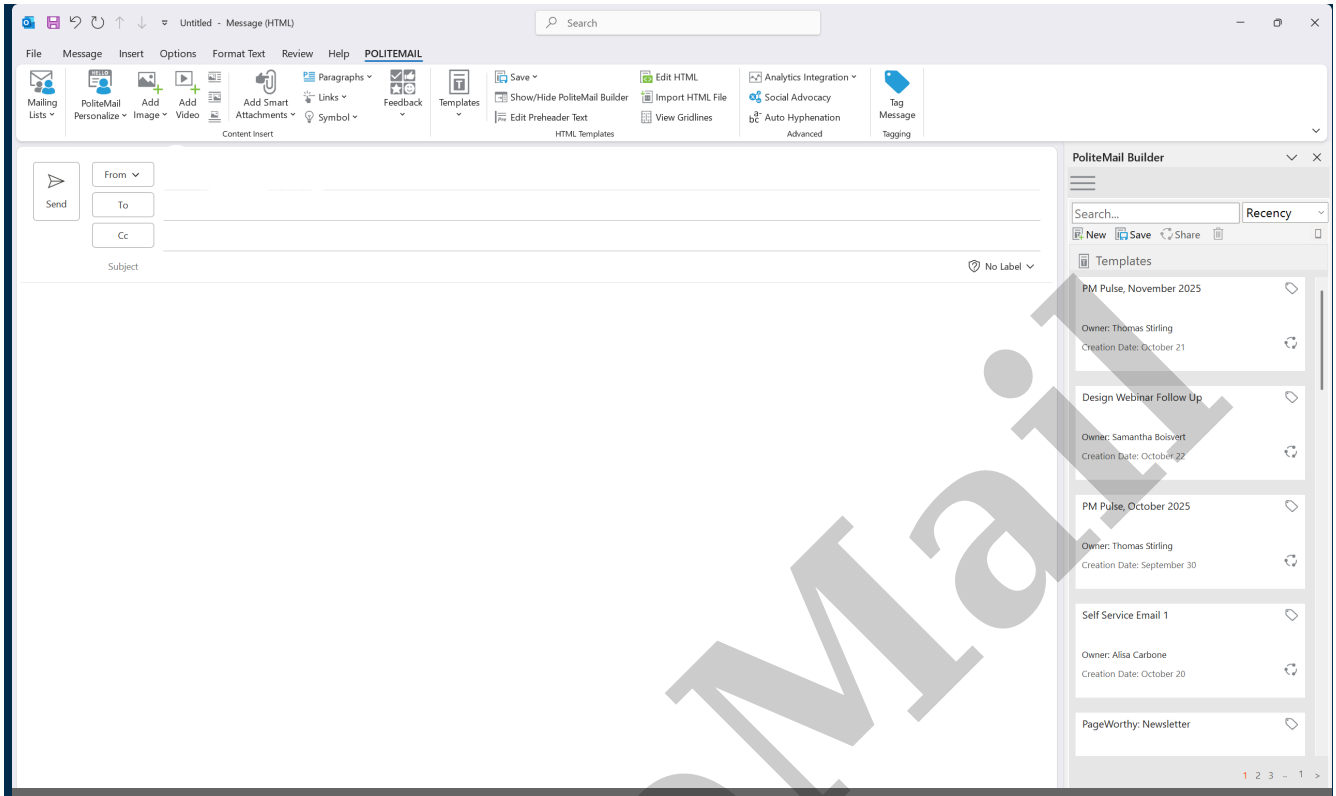
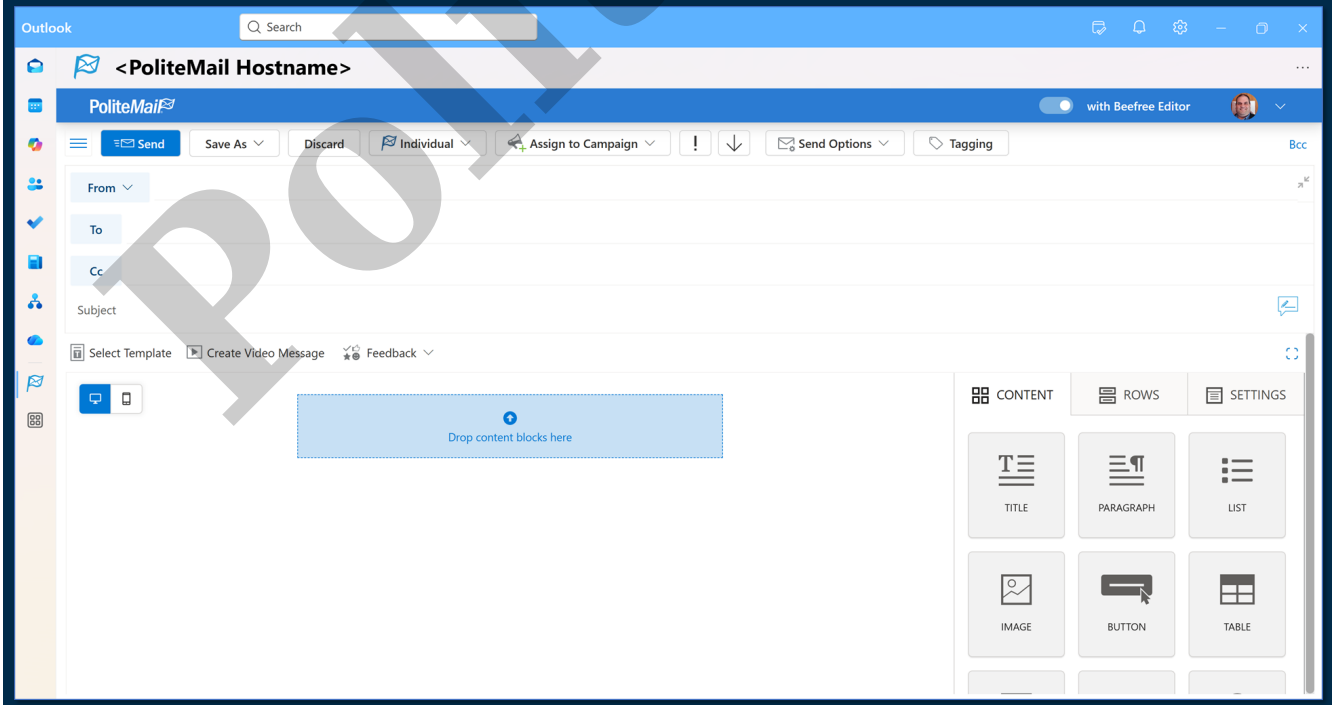


Turn your classic Desktop interface...



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

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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.

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