Process Overview

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Welcome to PoliteMail! We're excited that you're trying PoliteMail and look forward to showing you the value of internal email data and analytics.

Your PoliteMail experience begins in our online interface, **PoliteMail Online (PMO)**. From here, you can explore the platform and start creating internal email messages.

If you selected multiple licenses for your trial, please note that you will initially be the primary contact. Those licenses can be added once your Microsoft 365 administrator has completed the necessary setup steps.

Getting the full user experience in PoliteMail will require your M365 Administrator (sometimes called the Exchange Administrator or the Azure Administrator) to approve some Microsoft Graph permissions. Before beginning your trial, it may be helpful to notify your administrator that PoliteMail will request these permissions. You can also visit our **Documentation Center** for detailed PDFs covering the implementation process.

Getting Your Trial Up and Running

Here's what you can expect during the setup process:

1. **Your server is created**
    - After subscribing through Stripe, the PoliteMail development team begins building your dedicated server. This typically takes about one hour. Once it's ready, you'll receive an email from PoliteMail Paige with your login credentials. To ensure you receive all communications, we recommend adding paige@politemail.com to your email whitelist.

2. **Log in to PoliteMail Online (PMO)**
    - Use the email address and password provided to log in. At this stage, you can explore the platform and begin creating emails in PMO. However, sending emails will not be available yet until your Microsoft 365 administrator grants the required Graph permissions.

3. **Request Graph permissions**
    - After you have successfully logged in, you will receive another email asking for Graph permissions. This email includes a button that automatically generates a message you can send to your M365 Administrator to request approval for the permissions.

4. **Administrator approval**
    - Once your Administrator has granted those permissions, they will need to inform you that the permissions have been granted.

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5. **Activate authentication**
    - After permissions have been granted by the M365 Admin, you will switch the authentication method in your settings and then have full access to PoliteMail online, allowing you to create, send, and measure your internal emails.

Once you have logged in and received the Graph permissions email, continue to the next article for step-by-step instructions on granting Microsoft Graph permissions. Once you have received your Welcome To PoliteMail email, continue to the next article for step-by-step logging in instructions.

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