Regular Attachment Support

Last Modified on 10/01/2026 4:13 pm EDT

Applies To: ■ New PoliteMail ☐ Legacy PoliteMail

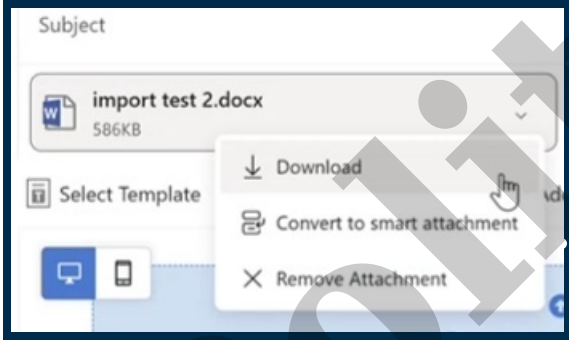
Version: ☐ 4.9x ☐ 5.0 - 5.4 ■ 5.45+

Starting in version 5.45, the regular attachment feature is now available in PoliteMail Online - Smart Attachments, **while recommended**, are no longer required. This allows users who were sticking with PoliteMail for the Outlook Desktop (COM Addin) to feel more comfortable making the switch to PMO/PMUA!

Turning on this feature is available for SysAdmins only under **Settings > API > Feature Toggles > Sending > Regular Attachments**.

A paper clip button appears in the top of the window that allows you to attach a file:





Once uploaded, there is an option to convert the attachment to a Smart Attachment. If selected, the attachment is converted to a Smart Attachment and appears in a Paragraph block in Beefree.

Attachments can also be saved with Templates and Drafts. Messages created in PoliteMail for the Desktop, for example, will also show the Attachment if opened in the Builder in PMO.

- Multiple files can also be selected at one to be attached.
- It is strongly recommended to go to Send Options > Check Message Size before sending! Messages over 500k can be problematic when sending to a lot of recipients, and the attachment should be converted to a Smart Attachment to avoid this.
- The attachments feature will work in both Beefree as well as the PoliteMail Builder in PMO.
- Regular attachments are subject to the same file type limitations as Smart Attachments. This can be set by an Administrator at **Settings > Security > Files > Supported Attached File Types**.
- Regular attachments will not have analytics in the Metrics report. However, you can access and view the attachment itself if you download the message from the Metrics report.
- Attachments can also be added or modified with Scheduled Sends if the message has not yet been sent.

PoliteMail