

# Multi-Language Templates

Last Modified on 04/23/2026 7:02 am EDT

Applies To:  PoliteMail Desktop  PoliteMail Online  PMUA  PoliteMail M365

The Multi-Language Template feature in Beefree allows you to send a message to lots of different people in the organization and not have to send a different message for each language group!

The screenshot shows the PoliteMail interface with a multi-language template editor. The main content area displays a message template with a blue header that says "Thanks for Using PoliteMail!". Below the header is a sub-header "A Message from Scott Rowland" and a body of text. The text reads: "It's that time of year again - the leaves are falling, the air is crisp and our NICU families are getting into the Halloween spirit. And this year, they went all out! Having a baby in the NICU isn't easy, and this annual event is one of the ways our team and the families we serve help build a sense of community and belonging for the more than 600 families we help each year. If you can't pick a favorite costume, feel free to vote for all of them - I know! I did. Vote away! Be well, James Arnett, Market President". A photo of Scott Rowland is included. The right sidebar shows a language selection menu with "English (US)" selected and other options like German, French, Spanish, Italian, Portuguese, and Hungarian. The bottom of the message includes a footer with contact information and a link to "Politely take me off your list".

## How it Works

There is now a language drop-down button on the right side above the message. You can select any number of languages for the message to be sent in by checking the box. Click on any of the languages shown to view the message in that language.

- Administrators can select up to 20 languages to be available for selection by going to **Settings > Available Language Preferences > Beefree Editor**.
- A count of how many recipients have a particular language selected as their preferred language will display next to each language name, to help you better determine which languages to select.
- As a general rule, we recommend selecting no more than 4-5 languages for the best performance.

When sent, the message will be sent in the language the recipient has specified as their preferred language.

- The bottom of a translated message will have an added footer with a link that allows the recipient to set their language preference. In addition, the link also lets recipients check a box to have recently sent

messages re-send in any of the languages made available by the Administrator (although that might not necessarily include the language they selected as their preference).

### About the Preferred Language

PoliteMail will pull the language preference automatically from Entra/EWS if the recipient has working hours set up. If the user specifies a language in PoliteMail, however, PoliteMail will use that preference instead, regardless of the language preference set in EWS.

- Messages sent to users whose default language is not selected will receive the message in the author's language.
- You can change the default language for the message by selecting the language from the drop-down and clicking the star icon. Note that this does **not** change your keyboard language or layout; that would still need to be changed in the language and keyboard settings on your PC.

### Translation Limitations

- Beefree does not translate left-to-right languages to right-to-left, or vice versa, in the same document.
- HTML blocks, `<table>`, and `<div style=` will not be translated, although they will still function. `<div style=` could also be used to address this, using Custom Fields for each language.
- This functionality translates a message from the Default Language the message was created in to the preferred language of the recipient; it does not work the other way around. For example, a message created with Portuguese as the Default Language but typed in English will not translate to Portuguese if the Default Language is clicked on.

### Notes

- When saving a message as a Draft with multiple languages selected, those languages will also be saved with the Draft and will be selected when the message is re-opened.
- Translations do not dynamically update. If multiple languages are selected and an edit to the message is made, the translated messages will show the version before the edits; translation takes the latest English version and translates it. Instead, you will need to un-check the other language boxes and then check them again to get a new translation.
- Translation will also change the Subject line, and `<div style=` will work with a different language shown so the author can see how their message will look in that language.
- It is recommended to use `<div style=` first before any translation for best results.
- Be careful if you have selected a font in Beefree that supports a variety of languages well as it might not render when viewed on Outlook for the Desktop, which uses locally installed fonts instead of web fonts. Be sure to test the message to see how it looks on the Desktop if the font is not installed.

### Metrics Reports and Multi-Language

- The message will show as one Metrics report, not a separate report for each language.
- Each language sent will be broken into its own segment when viewing Segmentation reports.
- Calculated time to read is based off of the default language of the sender, although the time to read will be broken down by language when viewing segmentation.
- Messages saved as a Draft will not currently save any translations associated with it.
- Viewing and downloading a message will download the message in the source language only. Likewise, re-sending a downloaded message will not translate.



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