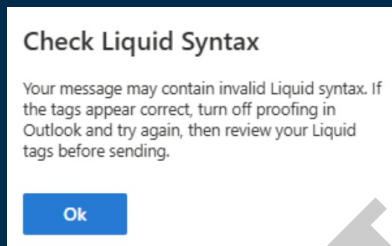


# Dynamic Content not working with PoliteMail for M365

Last Modified on 04/15/2026 10:13 am EDT

When using PoliteMail for M365 ("new" Outlook), you may encounter an error message:



This message is from PoliteMail to check your tags. Even if the syntax looks correct, the next step is to turn off proofing in Outlook.

## Why

If Outlook highlights what it thinks might be a spelling error and puts a red squiggly line under the word(s), Outlook adds a `<span>` tag to the html. Because the Word Object model is not exposed in M365, PoliteMail is unable to parse out those tags, resulting in your liquid syntax containing unwanted content that will cause it to not function.

## The Fix

If your liquid syntax does not contain any content with any kind of auto spelling or grammar checking, and does not contain characters that might cause a problem (such as extra curly brackets or your quotes being converted to curly quotes), your message will send as planned. However, in most cases you should turn off the proofing functionality in Outlook:

1. With your message open, go to the Message tab in the Ribbon toolbar, select 'Editor' under the Proofing section, and select 'Editor Settings'.
2. Toggle off Enable Auto Correct as well as the Spelling and Grammar toggles under corrections.
3. This should turn off any of the offending squiggly underlines. Once free of these, your message should execute the Dynamic Content successfully.