


Click to in a web browser alerts

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Applies To: PoliteMail Desktop PoliteMail Online PMUA PoliteMail M365

Version: 4.9 5.0 5.1+

 If there are problems with how this message is displayed, click here to view it in a web browser.

If recipient sees this alert at the top of a message they have received, this is typically because the desktop version of Outlook cannot render certain components of modern email messages, and so it is offering to open the message in your browser instead. This is one reason why Microsoft is deprecating classic Outlook in favor of the "new" Outlook.

What to Do About it

This message is not a limitation of PoliteMail; this message can appear even if PoliteMail or Beefree is not used. It is a standard alert from Outlook and does not hinder message delivery or metrics, nor is it a security issue.

If you are using Beefree, know that some effects it offers, such as background images, rounded corners of images, and hover effects of buttons, cannot be rendered in the classic desktop version of Outlook, and so this message may appear.

- You can verify if the issue is with the Classic Outlook by viewing the message in the "new" Outlook or other web-based email client, and see if it displays without the alert there.
- If the issue is confirmed to occur when viewing from the Outlook Desktop, you will need to review your message to see what special formatting you may be using.
 - If you are using Beefree, know that some effects it offers, such as background images, rounded corners of images, and hover effects of buttons, cannot be rendered in the classic desktop version of Outlook, and so that may be the cause.
 - Avoid copying and pasting a message to create a new one; each time you do, invisible bits of HTML are added that can ultimately cause rendering issues.
- Because this is an Outlook issue and not a PoliteMail issue, it may take some trial and error to determine what in your message may be causing the alert to show.