

# How do I change the Display Name for a From address?

Last Modified on 05/04/2026 1:23 pm EDT

Applies To:  PoliteMail Desktop  PoliteMail Online  PMUA  PoliteMail M365

Version:  4.9  5.0  5.1  5.2+

The screenshot shows the PoliteMail web interface. On the left is a navigation menu with 'Froms' selected. The main area displays a table of 'From' addresses with columns for 'From Email', 'Display Name', 'Approved Users', 'Permissions', and 'Active'. An 'Edit From Permission' dialog box is open on the right, showing the 'From Email' as 'training@politemail.com', the 'Display Name' as 'PoliteMail Training', and a list of 'Approved Users' including 'Scott Rowland'.

From **Account > Froms**, you can view a list of From addresses. Click on any to open the panel on the right to change the Display Name.

A changed Display Name here will NOT overwrite a Display Name for a From address that exists in the Address Book and is Trusted; changing the Display Name for a real address in Outlook/Exchange requires the change to be made in the Microsoft portal (Exchange, EntraID, etc.).