

# Images not automatically downloading in iOS

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Applies To: ■ PoliteMail Online ■ PMUA ■ PoliteMail Desktop

Version: ■ 4.9 ■ 5.0 ■ 5.1+

Starting in April 2026, Microsoft began implementing a new policy on the Outlook mobile app where images will automatically load only from senders designated as Safe Senders. This is a setting that can be found in Intune (Block external images).

More information about this change may be found [here](#), with details on the setting [here](#).

