How do I open New PoliteMail?

Last Modified on 11/11/2026 2:32 pm EST

Applies To: ■ New PoliteMail ☐ Legacy PoliteMail

Version: ☐ 5.1 ☐ 5.2 ☐ 5.3 ■ 5.35+

Classic and New Outlook

To start, the PoliteMail Unified App manifest must be made available in your app store by your IT team.

Click the 'More Apps' icon in the left column of your Outlook window (it's usually the bottom icon). A list of available apps will appear in a window.

If you see the PoliteMail app icon, you can select it and click on 'Add'. If not, type 'PoliteMail' in the Search field to look for it.

Once added, it can be found whenever you click on the 'More Apps' icon. You can also right-click on it and select 'Pin' to add it to the left column for faster access.

You can also have multiple PoliteMail windows open at once! Just right-click on the PoliteMail app icon and select 'Open in New Tab'.

Web Browser

In any web browser, just type your PoliteMail hostname in the address bar. It's usually something like communications.companyname.pmail5.com. If you're not sure what your hostname is, just ask your PoliteMail administrator or contact us and we can provide it.

PoliteMail