

When do Subscriptions Expire?

Subscription notifications will not expire unless the recipient goes 90 days without clicking on an email notification for the subscription. After 90 days of non-use, email notifications for the subscription will expire. The particular email address associated with a subscription can expire independently of the subscription itself. For example, if the recipient does not click on the subscription link sent via email, but is otherwise active in the portal, then that email address will expire after 90 days of non-use. The email address will be considered lapsed and shown as Inactive on the Contact Management screen. No more listing updates will be sent to that inactive email address. However, since the user is active in their portal, they will still get listing updates to that subscription whenever they login to the portal.

E-mail	Last Subscription	E-mail Activity	Status	Action
herandez@fbsdata.com		2 hours ago	Confirmed	
test1@fbsdata.com	5/25/2014	1:24pm	Inactive	Send opt-in request
test2@fbsdata.com	7/15/2015	5:40pm	Opted out	Opt-in request sent

Primary: Home: Office: Fax: **Mobile:** Other: Pager:

Reverse Prospecting: Disabled

If a recipient never clicks on a subscription link via email and never signs into the Portal, the email notifications and the subscription will expire after 90 days. The email address will show as Inactive on the Contact Management screen and no updates will be added to the News Feed.

Note: Because your contacts opt-in to receiving subscriptions, you will no longer be able to extend the notification emails by 90 days. When you go to the Contacts menu and select **Subscriptions** (the option formerly known as Automatic E-mails), there will be no option on the Subscriptions screen to extend the email notifications; if the contact has not clicked on any email notifications for 90 days, they will no longer receive listing updates at that email address.