

Unite Education Program v6.2

Job Aid: 5314

## Deactivate an Email Record

In Unite, you cannot delete email records. If an email record is no longer necessary, deactivate the record to hide the email from grids, searches, and existing email list boxes. Email records remain active unless you deactivate them. Once you deactivate an email record, the publication status changes to **Expired**, and the record is permanently available in read-only view.

### To deactivate an email record

1. Open a browser and log on to Unite.
2. On the main menu, click JOURNEYS.
3. On the navigation pane, click **Marketing emails**.
4. Verify you are on the desired view.
5. Click the **Name** of the email you want to deactivate.

#### Note

To quickly find an email, you can sort and filter the grid or use the search feature.

6. Verify the publication status is **Draft**.

#### Note


If the publication status is **Live**, click  **Stop** to prevent the email from being sent while you are working with the record. If you attempt to stop an email that is used by a live customer journey, a warning pops up to prevent you from stopping the record. You must stop the customer journey and then you can stop the email.

7. Click  **Deactivate** .

8. When prompted to confirm, click **Deactivate** .

#### Note

Once you deactivate an email record, you cannot reactivate the record.

9. Click  to close the record.