

Email Template Builder Integration

Action Required: Upcoming Changes to the Email Template Builder

We wanted to make you aware of an important update regarding our integration with BeeFree. BeeFree is transitioning away from its legacy authentication system, and this change will affect the Email Template Builder unless action is taken.

What You Need to Know

BeeFree will deactivate its legacy authentication system by January 2026. To ensure you continue using the Email Template Builder without interruptions, you will need to upgrade to the upcoming Events release (expected early October). This release will include the necessary updates to maintain compatibility. Please plan to upgrade it as soon as it becomes available.

Key Dates

- October 15, 2025: Second brownout – longer disruption (6-hour window)
- January 13, 2026: Third brownout – extended disruption (12-hour window)
- January 27, 2026: Legacy authentication permanently removed

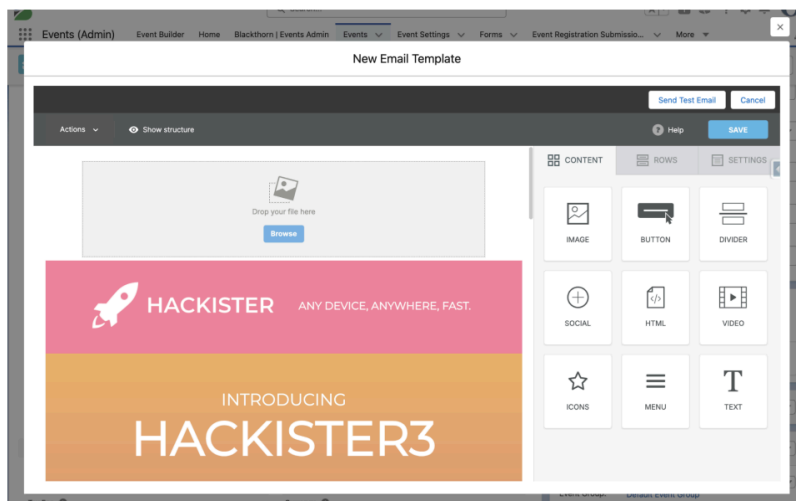


Image: Email Template Builder

What Happens If You Don't Upgrade?

If the upgrade is not completed by January 26, 2026, you may experience issues with the Email Template Builder, including:

- You may be unable to do the following:
 - Create new email templates via the template builder.
 - Clone, edit, and view existing email templates via the template builder.
- However, the following workarounds will be available:
 - Use existing email templates in your event email configuration. Configured attendee communication will continue without disruption.
 - Clone existing templates via the Clone button on the event record.
 - Edit email templates by directly updating the HTML in Salesforce Setup | Classic Email Templates | Blackthorn | Events if you are assigned the 'Edit HTML Templates' user permission.
 - View email templates via Salesforce Setup | Classic Email Templates | Blackthorn | Events if you are assigned the 'Edit HTML Templates' user permission.

How to Avoid Future Disruptions

To continue using the Email Template Builder as usual, please upgrade to the upcoming Events release (expected early October) as soon as possible, and no later than January 26, 2026. Also, please plan to create and edit email templates outside of the scheduled brownout periods until you have upgraded. Our team is here to support you with any questions or assistance you may need during this transition.

If you need help or have concerns, please don't hesitate to reach out to our support team.

We appreciate your attention to this important update and are committed to helping you through the process.

All the best,

Katie Campbell

Senior Director of Product