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 be deactivating their legacy authentication system by January 2026. To ensure you continue using the Email Template Builder without interruptions, we kindly ask that you upgrade to our August release by January 26, 2026.

Key Dates

- **September 24, 2025**: First brownout – short disruption (2-hour window)
- **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
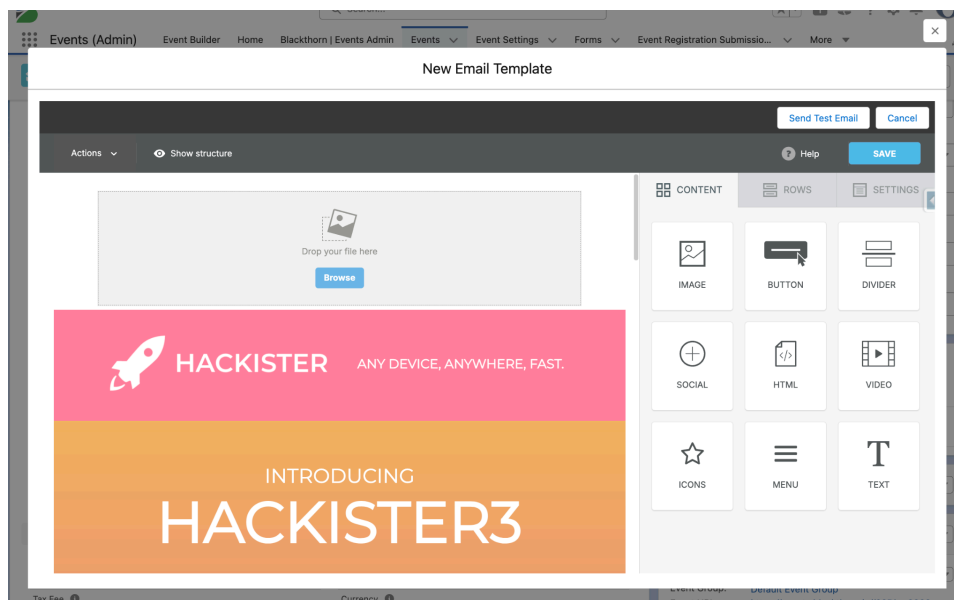
What Happens If You Don't Upgrade?

Image: Email Template Builder

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 I Classic Email Templates I Blackthorn I Events if you are assigned the "Edit HTML Templates" user permission. ([Salesforce documentation](#))
  - View email templates via Salesforce Setup I Classic Email Templates I Blackthorn I Events if you are assigned the "Edit HTML Templates" user permission.

How to Avoid Disruptions

To continue using the Email Template Builder as usual, please upgrade to the August release by **January 26, 2026** at the latest. Also, please plan to create and edit email templates outside of the 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