

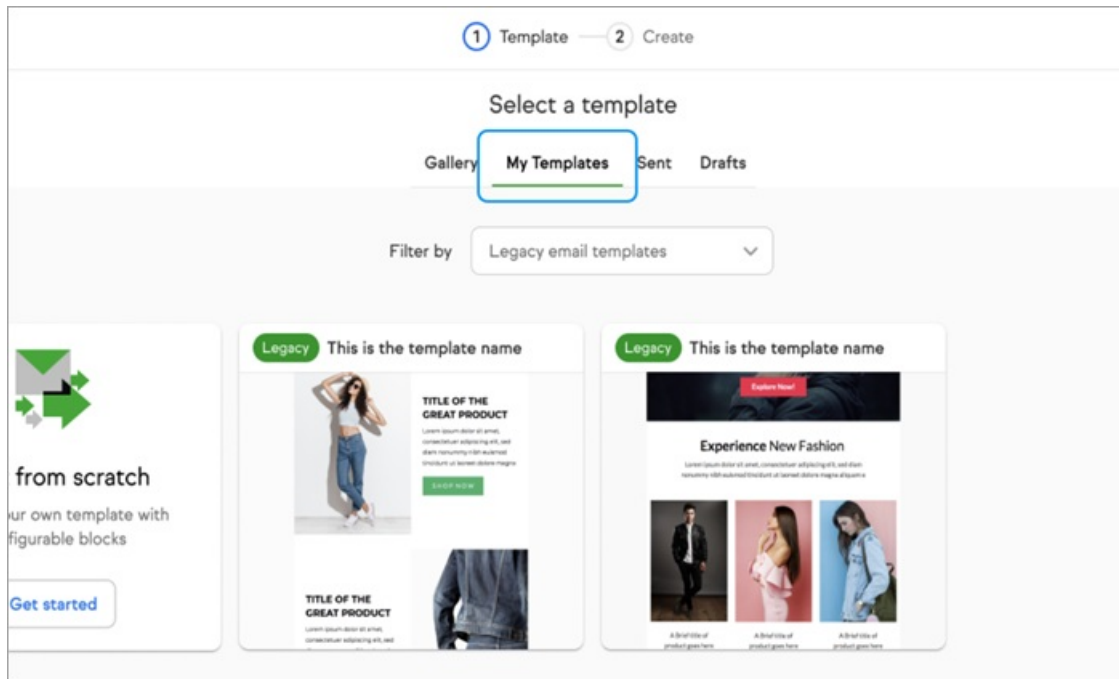
Legacy Email Builder Sunset Plan FAQs

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Tags: Keap-Pro Keap-Max Keap-Ultimate

Where are my legacy emails?

All legacy emails (saved as templates or previously sent) are available in My Templates tab in the new email builder.



Can I search by template name and subject line?

Yes, legacy emails can be searched by template name and/or subject line. It includes emails on My Templates, Sent emails, and Drafts tabs. New templates can only be searched by template name at this moment. New Drafts and Sent emails can be searched by template name and/or subject line. **Please note that this feature is not available for Keap Classic.**

When will the legacy email builder be retired?

The legacy email builder will be retired on March 25, 2025. There will be no extensions to this deadline.

Do I need to convert my legacy emails by March 25, 2025?

Only if you plan to edit them. Existing emails will continue to function as they are, but edits will require using the new email builder.

What's different about the new email builder?

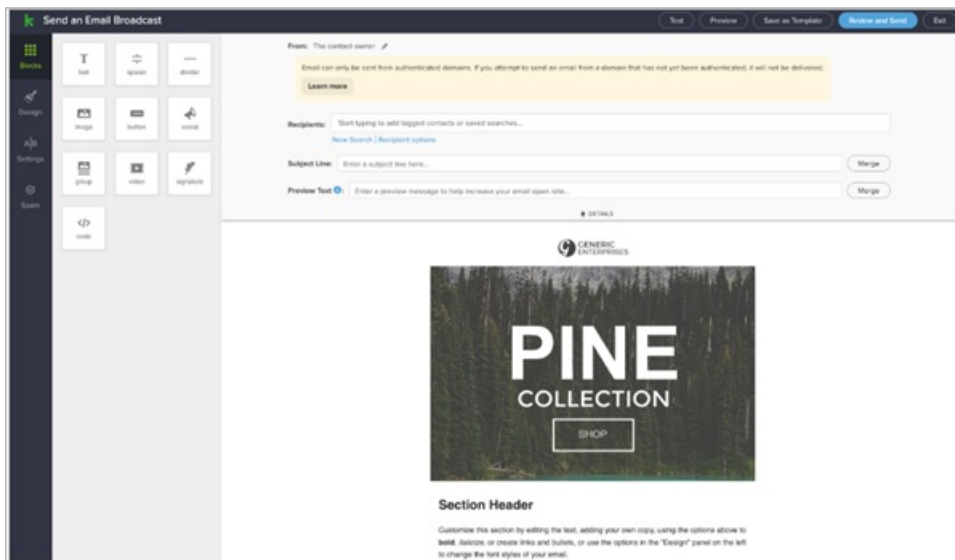
- **More user-friendly:** A modern, intuitive design makes email creation simpler.
- **Enhanced with new features:** Create emails faster, send test emails to non-users, add emojis, and more.
- **Built on new technology:** Ensures better performance and long-term support.

Why is the legacy builder being removed?

The goal is to consolidate the different email builders and create a single, unified experience for all users. This transition will improve your experience when creating and sending emails and allow us to focus on developing new features you'll love.

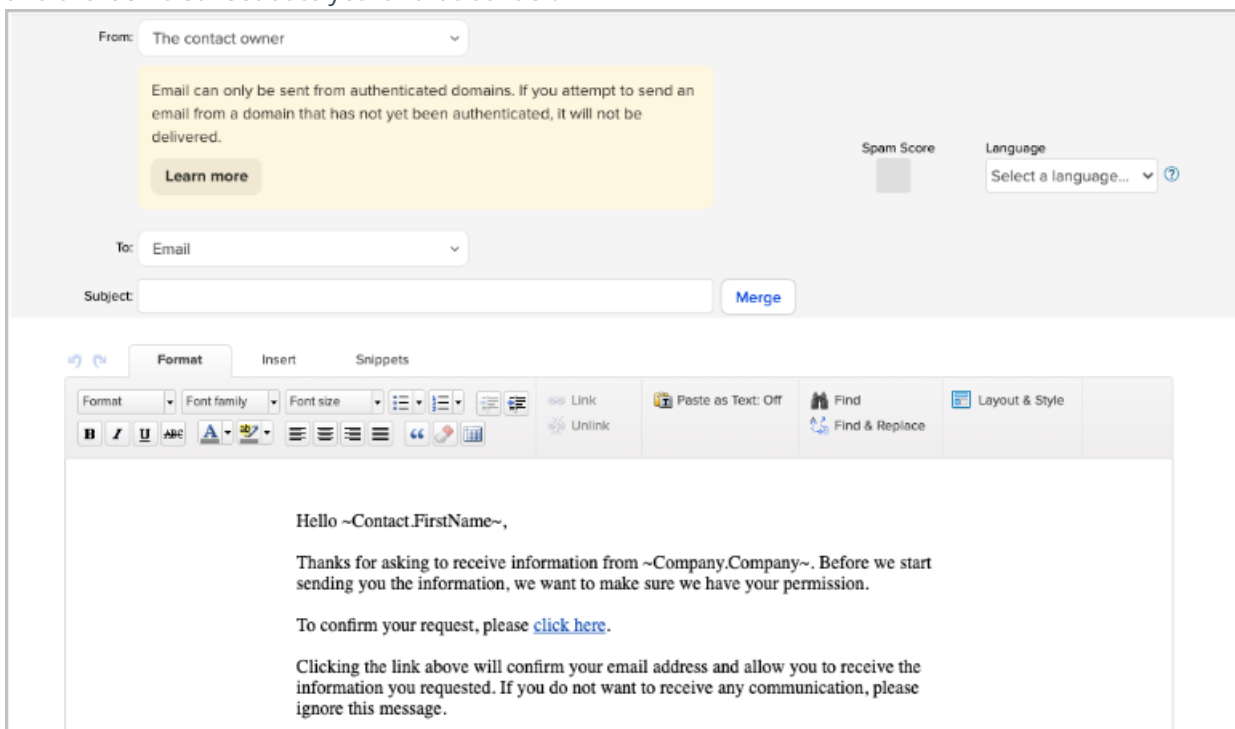
What does the legacy email builder look like?

Here's a visual of the legacy email builder to help you identify it:



What about the "legacy-legacy" email builder?

Good news: This change does not affect the "legacy-legacy" email builder. All templates are still available, and there's no sunset date yet for that builder.



Can I still send emails using the legacy email builder from the Contacts page in Ultimate/Max Classic?

No. You can only send email broadcasts using the new email builder when you select Contacts > Click on Actions > Select Send a broadcast. This update also applies to Referral partners, Opportunities, and Reports. Everywhere the Actions menu is available in Ultimate/Max Classic with the option to Send a broadcast, users will only have access to the new email builder.

How can I convert my legacy emails quickly?

Watch this quick demo to see how to convert your emails in less than 60 seconds. [Learn more](#) here.

Where can I find help articles about the new email builder?

Explore all our training resources here: [New Email Builder Help Articles](#)

Will my emails still work after the legacy builder is retired?

Yes. Published automation will still work, and scheduled broadcasts will still be sent with the legacy builder. You will have time to gradually convert your templates or emails from the legacy builder to the new builder. There is no timeline for converting your emails. You can do it at your convenience as an on-demand experience.

Will my automation history be affected after I convert my legacy email?

Converting a Legacy Email will not affect existing Automation Reporting data. While the template will no longer be accessible in the legacy builder, the conversion technically updates the existing email while keeping the Automation data intact.

Can I still share automation with the legacy email builder using Marketplace and Solution Launchpad?

Yes, we will still allow partners to export automation to the Marketplace and/or share it with Solution Launchpad with legacy emails.



Note: Starting on **July 14**, legacy emails in automation must be converted to the new experience before sharing it with your customers. Customers will get an error when trying to install automation with legacy emails and will be asked to reach out to their partners for clarification. [Learn more](#). We recommend doing this before sharing automation with your customers.

What do I absolutely need to know or do before this officially happens?

Before March 25

- All your legacy emails and templates are available in the new email builder inside *My Templates* tab
- We recommend you start converting your emails to get more familiar with the new email builder

On March 25

- You can no longer create new emails using the Legacy email builder
- You won't have access to Legacy draft emails
- You can find all your legacy emails and templates in the new email builder
- Published automation will still work, and scheduled broadcasts will still be sent with the legacy builder
- Partners can still export automation to the Marketplace and/or share it with Solution Launchpad with legacy emails

Can I convert legacy emails to the new builder on a campaign-by-campaign basis?

No. Emails inside automation need to be reviewed one by one whenever you want to edit them. If no changes are needed, you don't need to convert the email. Automation will still work with the legacy builder after March 25.

If I don't have any emails under legacy do I have to do anything?

No, if you don't have any emails under Legacy you don't need to do anything.

What will happen with my legacy-legacy templates? Will there be an option to convert legacy-legacy templates to the new email builder?

No. When we start the process to sunset the legacy-legacy builder, we will give you plenty of time to recreate your templates over to the new email builder before disabling the legacy-legacy email builder.

There is no timeline yet, and no action is needed.
