

How a Contact Opts Back In to Matrix Emails

If a contact unsubscribed from Matrix emails and wants them again, they send a blank email to optin.ONMLS@matrixemailer.com from the same address they used to unsubscribe. After the system replies, you can set up Auto Emails and send listings again.

Opt back in

1. The contact sends an email to optin.ONMLS@matrixemailer.com from the email address they used to unsubscribe.
2. Leave the subject line and the body blank.
3. They receive an automated reply within 30 minutes. That reply means they can receive Matrix emails again.
4. After that, you can set up Auto Emails and send listings again. Allow up to 60 minutes.

Tips

- They must send the message from the same email address they used to unsubscribe.
- Auto Emails do not turn back on by themselves. Depending on how the contact unsubscribed, you may need to create a new Auto Email.

Source: <https://support.itsosystems.ca/kb/135>