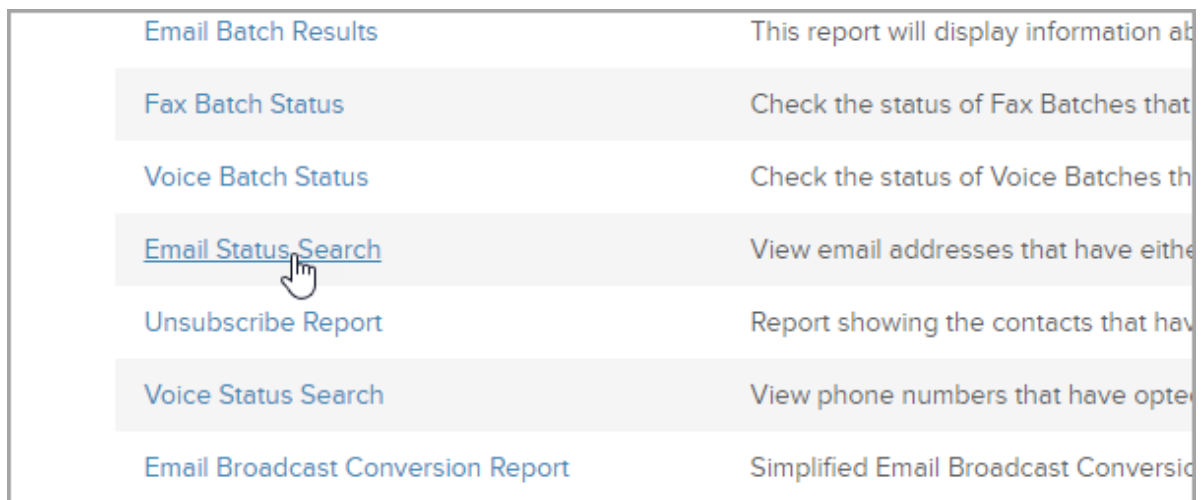


# Remove contacts unengaged more than 1 year from email marketing

As you collect engaged customers as contacts, so do you collect contacts that become unengaged with your business. If you haven't cleaned your email list in a long time (more than 6 months), you can apply the process below as well as [Tag contacts unengaged 6-12 months for a re-engagement campaign](#). To avoid both processes, we recommend regular recurring efforts around [List Hygiene](#), which is critical to your email marketing success.

1. Navigate to **Marketing** and click **Reports**.
2. Click on **Email Status Search** to open the report.



<a href="#">Email Batch Results</a>	This report will display information ab
<a href="#">Fax Batch Status</a>	Check the status of Fax Batches that
<a href="#">Voice Batch Status</a>	Check the status of Voice Batches th
<a href="#">Email Status Search</a>	View email addresses that have eithe
<a href="#">Unsubscribe Report</a>	Report showing the contacts that hav
<a href="#">Voice Status Search</a>	View phone numbers that have opte
<a href="#">Email Broadcast Conversion Report</a>	Simplified Email Broadcast Conversio

If your app brings you to a list of search results, click the **New Search** button.

3. In the **Email Status** drop-down, select the first four options (hold the Shift key down to select multiple options).
4. In the Last Engagement Date drop-down, select **More than 12 Months**.

Email Status: contains any  
 Unengaged Marketable  
 Unconfirmed  
 Confirmed (Legacy)  
 Confirmed  
 Unengaged NonMarketable  
 Non-marketable  
 Lockdown

Last Sent Date: Please select one

Last Engagement Date: More Than 12 Months

5. Next, we will exclude new leads from our search. Click the **Misc Criteria** tab.
6. In this example, we will use a date range starting with the earliest date of our company going up to 4 months ago, so that any new leads captured within the past 4 months will not be included in our data.
  1. In the **Date Created** fields, select today's date and change the year to 2009.
  2. In the second date window, select a date 4 months in the past from today.

Lead Source: contains any

Type to search...

Data Exists: Select a field | Select one

Date Created: 11-14-2009 - 07-04-2019

Last Updated: -

Owner: contains any  
 Unassigned

7. Click **Search** at the bottom of the page to view the results.
8. Next, remove these contacts from your marketing. Check the **Select All** checkbox at the top of the list.

### Email Status Search

1-16 of 16 (16 Selected)  per page

<input checked="" type="checkbox"/>	Name	Matching Email	Time
<input checked="" type="checkbox"/>	Eric Jacobs	eric.jacobs@infusionsoft.com	No
<input checked="" type="checkbox"/>	Phillip Trillo	phillip.trillo@infusionsoft.com	No

- Click the **Actions** drop-down and select **Update Opt-In/Out Status**.
- Make sure in the **Email Fields to Update** that **Primary Email** is selected and change Opt In or Out? to **Opt-Out**.
- Enter a reason for Opt Update and click **Process Action**.

Your search returned **16 results**. This action will update the opt-in/out status for each of

Email Fields to Update:

Opt In or Out?

Reason for Opt Update:

You have now successfully removed the unengaged contacts from your future email marketing.

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