

We hate to see you go! 😞 If you are offboarding from Ascent360, please follow this checklist:

## Export your email contacts **\*important\***

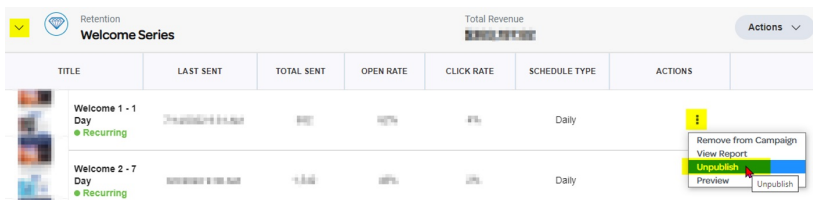
Follow instructions to [export all email contacts](#). Include the output field "Email Permission Status", so you have record of your email opt-outs (you legally must honor these in the future if you are migrating to another email provider).

## Export key audiences

If you want to download certain audiences, such as your current newsletter list, export and retrieve these files before your account closure date. Read article: [how to export an audience to file export](#).

## Cancel any scheduled or recurring campaigns (Email + SMS)

- If you have scheduled emails set for the future, cancel those from the Email Sends page. Filter by type = scheduled, then click actions > cancel for each one.
- Turn off any email or SMS automations that you have running. Navigate to Campaigns > All Campaigns. Expand each campaign to view the email(s) within. Click the actions icon to unpublish each email. You can also disable campaigns from the designs library.



TITLE	LAST SENT	TOTAL SENT	OPEN RATE	CLICK RATE	SCHEDULE TYPE	ACTIONS
Welcome 1 - 1 Day Recurring	1/24/2020 10:00 AM	100	100%	0%	Daily	⋮ Remove from Campaign View Report Unpublish Preview Unpublish
Welcome 2 - 7 Day Recurring	1/24/2020 10:00 AM	100	100%	0%	Daily	

## Disable landing pages (aka forms)

First, unpublish forms and landing pages in Ascent360. Then, remove any Ascent360-generated forms or landing pages from your website(s).

## Remove web tracking code from your website

If you have Ascent360 web tracking pixel code (JavaScript) embedded on your webpages, remove those to halt the data flow.

## Disconnect your data sources:

### POS/Ecommerce platform connections

Turn off Ascent360 access to pull down new data.

- **API connections:** Disconnect the app and revoke Ascent360 access to your data.
- **Raptor/windows data service connections:** Completely uninstall the raptor service from the database on which it was installed. This should halt the data feed.
- **Flat file connections:** Turn off any automations that create and place reports onto our SFTP for file-based ingestion.
- **Webhook processes:** Locate and disable any processes that are sending data to Ascent360 webhooks. You may be triggering webhooks from your source system(s) or if you are Triggering Emails out of Ascent360. Ascent360 webhooks begin with "https://webhook.ascent360.com/V1/Data..."

If you need guidance on how to fully disconnect your data sources, email [support@ascent360.com](mailto:support@ascent360.com).

## Google Ads and Meta (Facebook)

If you previously authorized Ascent360 for Google or Facebook Ads accounts, remove access via their respective management portals.

- For Google: From the **Managers** tab of your Google Ads account, select **Remove Access** for the Ascent360 entry.
- For Facebook: From the **Business Settings**, select **People** under the **Users** tab and remove the Ascent360 entry.