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# Salesforce Trust Sites



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# Salesforce Trust Sites

Salesforce My Trust Center (beta) and Trust Status are both Salesforce websites that provide crucial updates about the availability and performance of your products and services.

## **Salesforce My Trust Center (Beta)**

Use the Salesforce My Trust Center (beta) site to find crucial updates and communications about the availability of your Salesforce products, services, and tenants.

## **Trust Status**

Trust Status is the Salesforce website for learning about the availability and performance of your Salesforce products.

# Salesforce My Trust Center (Beta)

Use the Salesforce My Trust Center (beta) site to find crucial updates and communications about the availability of your Salesforce products, services, and tenants.

- Note** The Salesforce My Trust Center (beta) site shows data from your tenants for Sales Cloud, Service Cloud, Industries Cloud (production only), and Marketing Cloud Engagement. For data from instances for all Salesforce products, use the [Trust Status site](#) and see its [documentation](#).
- Note** Salesforce My Trust Center (beta) uses your [Trailblazer account credentials](#) for authentication. Because your Salesforce My Trust Center (beta) account and Trailblazer accounts are linked, deleting your Trailblazer account also deletes your Salesforce My Trust Center (beta) information, including your subscriptions.

## [Review Ongoing and Upcoming Maintenance](#)

Learn about the ongoing events affecting your products and services and the maintenance scheduled for them in the next 30 days.

### [View Your Tenants](#)

See all tenants associated with your Trailblazer account.

### [View a Tenant's Events](#)

View all past, current, and scheduled events impacting one of your Salesforce tenants. Possible events include but aren't limited to releases, scheduled maintenance, degradations, and disruptions.

### [Learn About an Event](#)

Find detailed information about an event that has affected or is scheduled to affect one of your Salesforce tenants. Possible events include releases, scheduled maintenance, degradations, and disruptions.

### [Subscribe to Salesforce My Trust Center \(Beta\) Messages and Notifications](#)

You can subscribe to My Trust Center (beta) informational messages and notifications. For general announcements about cross-cloud Salesforce products or services, and external issues affecting your ability to access your Salesforce products or services, subscribe to My Trust Center (beta) informational messages. To get notified when a service disruption, performance degradation, or maintenance activity affects your Salesforce tenant, subscribe to My Trust Center (beta) notifications.

### [Edit Salesforce My Trust Center \(Beta\) Notifications](#)

Change the types of My Trust Center (beta) notifications that you're subscribed to for a tenant.

### [Delete Salesforce My Trust Center \(Beta\) Notifications](#)

Remove your subscription to My Trust Center (beta) notifications for a specific tenant.

## Review Ongoing and Upcoming Maintenance

Learn about the ongoing events affecting your products and services and the maintenance scheduled for them in the next 30 days.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using your [Trailblazer account credentials](#).
3. For an overview of ongoing events, stay on the Ongoing Events tab. For an overview of upcoming maintenance, click the **Upcoming Maintenance** tab.
4. To view detailed information about an ongoing event or maintenance, click **View Details** next to it in the table.

On the details page for an ongoing event, you see a description, status updates, related products and tenants, and more.

On the details page for upcoming maintenance, you see status updates, when and how long the maintenance is scheduled for, and related products and tenants.

## View Your Tenants

See all tenants associated with your Trailblazer account.

 **Note** Salesforce My Trust Center (beta) shows only the tenants associated to your Trailblazer account. If you don't see one of your tenants listed, the email address for it isn't associated with your Trailblazer account. See [Get Started with Trailblazer](#)

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Tenants**.  
You see a table listing the tenants associated with your account and their IDs, names, products, regions, and environments.
4. To find a tenant by its name or ID, use the search bar.

## View a Tenant's Events

View all past, current, and scheduled events impacting one of your Salesforce tenants. Possible events include but aren't limited to releases, scheduled maintenance, degradations, and disruptions.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Tenants**.
4. In the row for the tenant, click **View Details**.  
You see the tenant's product, region, environment, version, maintenance window, and events. For each event, you see its status, its start time, and the services that it has affected or will affect.

## Learn About an Event

Find detailed information about an event that has affected or is scheduled to affect one of your

Salesforce tenants. Possible events include releases, scheduled maintenance, degradations, and disruptions.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Tenants**.
4. In the row for the tenant, click **View Details**.
5. In the row for the event, click **View Details**.  
You see the event's start and end times, any affected services, and updates about how the event progressed.

## Subscribe to Salesforce My Trust Center (Beta) Messages and Notifications

You can subscribe to My Trust Center (beta) informational messages and notifications. For general announcements about cross-cloud Salesforce products or services, and external issues affecting your ability to access your Salesforce products or services, subscribe to My Trust Center (beta) informational messages. To get notified when a service disruption, performance degradation, or maintenance activity affects your Salesforce tenant, subscribe to My Trust Center (beta) notifications.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Subscriptions**.
4. To enable My Trust Center (beta) informational messages, turn on email notifications for them. To enable My Trust Center (beta) notifications, click **Subscribe to Tenant**, select your tenant and notification types, and then click **Subscribe**.

## Edit Salesforce My Trust Center (Beta) Notifications

Change the types of My Trust Center (beta) notifications that you're subscribed to for a tenant.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Subscriptions**.
4. Under Tenant Subscriptions, next to the tenant that you're editing notifications for, click .
5. Turn email notifications on or off for incidents, maintenance updates, or both.
6. Save your changes.

## Delete Salesforce My Trust Center (Beta) Notifications

Remove your subscription to My Trust Center (beta) notifications for a specific tenant.

-  **Note** Deleting a subscription to My Trust Center (beta) notifications removes all notification types associated with the subscription. If you delete a subscription for a tenant, you won't receive notifications about events that affect it.

1. Go to [my.trust.salesforce.com](https://my.trust.salesforce.com).
2. If you're not logged in, log in using a Salesforce account associated with your Salesforce tenants, such as your [Trailblazer account](#).
3. Click **Subscriptions**.
4. Under Tenant Subscriptions, next to the tenant that you're deleting the subscription for, click .
5. Click **Delete Subscription**.

## Trust Status

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Trust Status is the Salesforce website for learning about the availability and performance of your Salesforce products.

-  **Note** The Trust Status site shows data from instances for all Salesforce products. For data from your tenants for Sales Cloud, Service Cloud, Industries Cloud (production only), and Marketing Cloud Engagement, use the [Salesforce My Trust Center \(beta\)](#) site and see its [documentation](#)

To navigate and use the [Trust Status site](#), see the Trust User Guide.

To learn about, subscribe to, and manage Trust notifications on the [Trust Status site](#), see the Trust Notification Guide.

### [Trust User Guide](#)

The Trust User Guide is your resource for learning how to find and interpret instance and service statuses, view informational messages, and update your settings on the Trust Status site.

### [Trust Notification Guide](#)

Trust notifications are near-real-time email or SMS notifications about service issues, maintenance events, and product releases posted to Trust Status. Subscribe to Trust notifications to receive information about the events that affect your products and services. You can receive notifications by email, SMS, or both. Trust email notifications are sent from alerts@mail.salesforce.com. Trust SMS notifications are sent from either 38767 or +447860019135.

## Trust User Guide

The Trust User Guide is your resource for learning how to find and interpret instance and service statuses, view informational messages, and update your settings on the Trust Status site.

-  **Note** The Trust Status site shows data from instances for all Salesforce products. For data from your tenants for Sales Cloud, Service Cloud, Industries Cloud (production only), and Marketing Cloud Engagement, use the [Salesforce My Trust Center \(beta\)](#) site and see its [documentation](#)

Engagement, use the [Salesforce My Trust Center \(beta\)](#) site and see its [documentation](#).

-  **Note** Throughout the guide, as on Salesforce Trust Status, *instance* refers to a logical cluster of software and hardware that hosts a Salesforce customer's data and runs their applications. For example, it can be an instance hosting Core App services such as Sales Cloud or Service Cloud, a Commerce Cloud POD, or the logical unit associated with a Marketing Cloud member ID (MID).

### Check for Ongoing Incidents or Maintenance

Check the current status of ongoing incidents or maintenance events from the Trust Status home page. The incidents and maintenance events on the home page are for all Salesforce instances and services.

### Getting a Trust Status Overview of Your Salesforce Instance

Learn about the current status of your Salesforce instance and the current status, status history, or maintenance of your instance's services.

### Thresholds for Service Statuses on the Trust Status Site

The thresholds for performance degradations and service disruptions vary depending on the affected Salesforce service.

### View Trust Informational Messages (Announcements)

Informational messages inform customers about issues affecting cross-cloud products or services, services used by a subset of users on one or more instances, and Salesforce access due to external factors.

### Updating Your Trust Status Site Settings

Customize your Trust Status settings to match your preferences.

## Check for Ongoing Incidents or Maintenance

Check the current status of ongoing incidents or maintenance events from the Trust Status home page. The incidents and maintenance events on the home page are for all Salesforce instances and services.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. On the Incidents or Maintenance tab, click the ID of an incident or a maintenance event to view its latest details.

You see the event's current status, the instances and services that it affects, its start and end times, and more.

## Getting a Trust Status Overview of Your Salesforce Instance

Learn about the current status of your Salesforce instance and the current status, status history, or maintenance of your instance's services.

### View Your Instance's Status

Find out if your instance has a performance degradation or service disruption, or if it's undergoing maintenance.

### **View the Status of a Service on Your Instance**

Find out if your service has a performance degradation or service disruption, or if it's undergoing maintenance.

#### **Learn About an Incident or Maintenance**

Get the latest status updates about an incident or maintenance event affecting your Salesforce service.

#### **See a Service's Status History**

View a timeline of each service's status, as well as the duration of incidents or maintenance events.

#### **See a Service's Recent and Upcoming Maintenance**

View maintenance windows from the previous 33 days and the ones scheduled for the next 12 months.

#### **Getting Automatically Notified About Service Events**

Receive automatic notifications when a service event occurs.

## View Your Instance's Status

Find out if your instance has a performance degradation or service disruption, or if it's undergoing maintenance.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Search for your instance in the search box, then click your instance.
3. View the overall system status.

An instance can have one of these statuses.

Status	Description
Available	The instance and the services running on the instance are available.
Performance Degradation	The instance is available, but one or more services running on the instance aren't at optimal performance.
Service Disruption	The instance is unavailable.
Maintenance	The instance is undergoing maintenance.

## View the Status of a Service on Your Instance

Find out if your service has a performance degradation or service disruption, or if it's undergoing maintenance.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Search for your instance in the search box, then click your instance.
3. View the current status of each service.

An instance can have one of these statuses.

Status	Description
Available	The service running on the instance is available.
Performance Degradation	The service is available, but not running at optimal performance.
Service Disruption	The service is unavailable.
Maintenance	The service is undergoing maintenance.

## Learn About an Incident or Maintenance

Get the latest status updates about an incident or maintenance event affecting your Salesforce service.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Search for your instance in the search box, then click your instance.
3. Click your instance's **Current Status** or **History** tab.
4. To get the latest-available update, click on the incident or maintenance event.

You see the event's start and end times, any impacted services, and details about how the event progressed.

## See a Service's Status History

View a timeline of each service's status, as well as the duration of incidents or maintenance events.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Search for your instance in the search box, then click your instance.
3. Click your instance's **History** tab.
4. For different timeline views, use the controls on the page. To see your service's status history for a specific period, start by selecting a date. To set a relative time range before that date, click **7 Days**, **3 Days**, or **24 Hours**. To jump to a specific date, use the calendar. To jump to the current date, click **Now**. To advance or backtrack through the timeline, click < or >.

## See a Service's Recent and Upcoming Maintenance

View maintenance windows from the previous 33 days and the ones scheduled for the next 12 months.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Search for your instance in the search box, then click your instance.
3. Click your instance's **Maintenance** tab.
4. For more details about a specific maintenance window, click its ID.

You see the services affected by the maintenance, the window's start time, and more.

## Getting Automatically Notified About Service Events

Receive automatic notifications when a service event occurs.

To get notified when a service disruption, performance degradation, or maintenance activity affects your Salesforce products, services, and instances, see [Subscribe to Trust Notifications](#).

## Thresholds for Service Statuses on the Trust Status Site

The thresholds for performance degradations and service disruptions vary depending on the affected Salesforce service.

Here's a list of the Salesforce services and their respective thresholds.

### Salesforce Services

Services include Sales Cloud, Service Cloud, Experience Cloud, Chatter, Lightning Platform, Site.com, and Database.com, along with Financial Services Cloud, Health Cloud, IoT Explorer, Analytics, Salesforce Quote-to-Cash, and Work.com.

 **Note** For services not listed here, we post updates to [status.salesforce.com](#) when monitoring shows multi-customer impacting situations. Issues impacting customers can vary due to different dependencies and incident classifications, and we consider this when we communicate incidents.

Service Name	Performance Degradation	Service Disruption
<b>Core App Service</b>	Average page response times are more than 500 milliseconds for more than 5 consecutive minutes.	<ul style="list-style-type: none"><li>Users can't log in.</li><li>Average page response times for the application are more than 60 seconds for more than 5 consecutive minutes.</li></ul>
<b>Salesforce Chat</b>		<ul style="list-style-type: none"><li>Users can't log in to Salesforce Chat.</li><li>Active users can't start a new Salesforce Chat</li></ul>
<b>Search</b>		<ul style="list-style-type: none"><li>Search indexing is delayed by more than 15 minutes.</li><li>Search response times are more than 3 seconds for more</li></ul>

Service Name	Performance Degradation	Service Disruption
		than 5 consecutive minutes.
<b>Analytics</b>	Query response times across dashboards are timed out for more than 10 consecutive minutes.	<ul style="list-style-type: none"> <li>Users can't log in to Analytics.</li> <li>Active users can't upload or process data.</li> </ul>
<b>CPQ AND BILLING</b>		Core App services are available, but contracts, estimate calculation and document generation Service Unavailable.
<b>Einstein Bots</b>	Sometimes users are unable to launch a bot and are routed to a live representative or agent, if configured and available.	Bots can be unreachable and users can be routed to a live representative or agent, if configured and available.

## Marketing Cloud

Service Name	Performance Degradation	Service Disruption
<b>Marketing Cloud Core App Service</b>	Average application response time is more than 30 seconds for more than 5 consecutive minutes.	<ul style="list-style-type: none"> <li>Users can't access the application.</li> <li>Average page response times for the application are more than 60 seconds for more than 5 consecutive minutes.</li> </ul>
<b>Marketing Cloud Login</b>		<ul style="list-style-type: none"> <li>Users can't log in.</li> <li>Average login response times to the application are more than 60 seconds for more than 5 consecutive minutes.</li> </ul>
<b>Marketing Cloud REST API</b>		Users can't access the API.
<b>Marketing Cloud SOAP API</b>		Users can't access the API.

## B2C Commerce Cloud

Service Name	Performance Degradation	Service Disruption
<b>B2C Core App</b>	<ul style="list-style-type: none"> <li>Average page response times are more than 500 milliseconds for more than 5 consecutive minutes.</li> <li>API response times are more than 300 milliseconds.</li> </ul>	<ul style="list-style-type: none"> <li>End users can't access the customer's commerce site.</li> <li>Average page response times for active users are more than 3 seconds for more than 5 consecutive minutes.</li> <li>Users can't access the OCAPIs.</li> </ul>
<b>Cart Service</b>	<ul style="list-style-type: none"> <li>Average cart page response times are more than 500 milliseconds for more than 5 consecutive minutes.</li> <li>API response times are more than 300 milliseconds.</li> </ul>	<ul style="list-style-type: none"> <li>End users can't add items to their carts.</li> <li>Users can't access the cart API.</li> </ul>
<b>Account Manager</b>	Average account manager page response times are more than 500 milliseconds for more than 5 consecutive minutes.	Business users can't log in.
<b>eCDN</b>		Content is delivered directly from the customer's commerce site, not that site's content delivery network (CDN).

### View Trust Informational Messages (Announcements)

Informational messages inform customers about issues affecting cross-cloud products or services, services used by a subset of users on one or more instances, and Salesforce access due to external factors.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. Click  to go to the Informational Message page.  
You see informational messages from the past 90 days.

To subscribe to Trust informational message notifications, see [Subscribe to Trust Notifications](#).

## Updating Your Trust Status Site Settings

Customize your Trust Status settings to match your preferences.

-  **Note** Salesforce supports the latest versions of most major browsers. For an up-to-date list of supported browsers and versions, see [Supported Browsers and Devices for Lightning Experience](#) in Salesforce Help.

### [Set Your Preferred Language](#)

Supported languages are English, Dutch, German, Portuguese, Japanese, Swedish, Chinese, French, Spanish, Korean, and Italian.

### [Change Your Time Zone](#)

The Trust Status site uses your device's location, if its location is enabled, to set the local time zone, or you can select a specific time zone.

#### Set Your Preferred Language

Supported languages are English, Dutch, German, Portuguese, Japanese, Swedish, Chinese, French, Spanish, Korean, and Italian.

1. Go to [status.salesforce.com](#).
2. Click , then click .
3. Select your preferred language.

#### Change Your Time Zone

The Trust Status site uses your device's location, if its location is enabled, to set the local time zone, or you can select a specific time zone.

1. Go to [status.salesforce.com](#).
2. Click , then click .
3. Click **Use My Local Timezone**, or select a specific time zone.
4. Click **Submit**.

-  **Note** Clearing your site cookies or cache resets your Trust Status settings, including your time zone. If your device's location is enabled, your time zone is reset based on your device's location.

## Trust Notification Guide

Trust notifications are near-real-time email or SMS notifications about service issues, maintenance events, and product releases posted to Trust Status. Subscribe to Trust notifications to receive information about the events that affect your products and services. You can receive notifications by email, SMS, or both. Trust email notifications are sent from [alerts@mail.salesforce.com](mailto:alerts@mail.salesforce.com). Trust SMS notifications are sent from either 38767 or +447860019135.

-  **Note** The Trust Status site shows data from instances for all Salesforce products. For data from your tenants for Sales Cloud, Service Cloud, Industries Cloud (production only), and Marketing Cloud Engagement, use the [Salesforce My Trust Center \(beta\)](#) site and see its [documentation](#).

### When to Verify or Update Trust Notifications

Update or verify your Trust notifications after a sandbox refresh, if your instance is split into two, or after an org migration.

### Subscribe to Trust Notifications

You can subscribe to Trust instance notifications and to Trust informational message notifications. To get notified when a service disruption, performance degradation, or maintenance activity affects your Salesforce products and instances, subscribe to Trust instance notifications. To get notified about general announcements regarding cross-cloud products or services, a subset of Trust Status users on multiple instances or not limited to a specific instance, and external issues affecting your ability to access your Salesforce product or service, subscribe to Trust informational message notifications.

### Set Your Preferred Language for Trust Notifications

Set your preferred language for the Trust Status site and for Trust notifications. Supported languages are English, Dutch, German, Portuguese, Japanese, Swedish, Chinese, French, Spanish, Korean, and Italian.

### Edit Trust Notifications

When you want to change the events and instances that you're notified about from Trust Status, edit your Trust notifications.

### Remove Trust Notifications

When you don't want to receive notifications about events and instances for an existing subscription from Trust Status, remove your Trust notifications.

### Unsubscribe From Trust Notifications

When you no longer want to receive notifications about events and instances from Trust Status, unsubscribe from all Trust notifications.

## When to Verify or Update Trust Notifications

Update or verify your Trust notifications after a sandbox refresh, if your instance is split into two, or after an org migration.

If you need to verify or update your Trust notifications, see [Edit Trust Notifications](#).

If you need to remove your Trust notifications, see [Remove Trust Notifications](#).

## Sandbox Notifications

When your sandbox is refreshed, your Trust notifications aren't updated automatically. After a sandbox refresh, check whether your sandbox is still on the same instance. If it isn't, update your Trust notifications to continue receiving the status updates most relevant to you.

## Instance Refreshes

Before an instance refresh, if you're subscribed to Trust notifications for the source instance, you're automatically signed up to Trust notifications for the destination instance. If your instance is split into two instances, you're subscribed to both destination instances. Remove the Trust notifications that don't apply to you.

## Org Migrations

When your org is migrated, you aren't subscribed automatically to Trust notifications for the new instance. After an org migration, verify your new instance and update your Trust notifications so that you continue receiving the status updates most relevant to you. To identify your new instance, see the [Product & Service Notifications](#) communications concerning the migration or check with your administrator.

## Subscribe to Trust Notifications

You can subscribe to Trust instance notifications and to Trust informational message notifications. To get notified when a service disruption, performance degradation, or maintenance activity affects your Salesforce products and instances, subscribe to Trust instance notifications. To get notified about general announcements regarding cross-cloud products or services, a subset of Trust Status users on multiple instances or not limited to a specific instance, and external issues affecting your ability to access your Salesforce product or service, subscribe to Trust informational message notifications.

1. Go to [status.salesforce.com](https://status.salesforce.com).
2. If you're not logged in, log in.
  - a. Click the user profile icon, then click **Log In**.
  - b. Enter your email address, then click **Email a link to login**.
  - c. In your email inbox, open the email with the subject line Trust Notification Center Login and then click the login link.

The My Subscription page appears.

 **Note** SMS is only available as a notification option for you if you've added your mobile phone number on the My Subscription page under mobile. If you have, you can select the SMS checkbox and tab and you can customize your SMS notifications independently.

3. Select the Salesforce instance that you want to be notified about.
4. From the My Subscription page, click **Create New**. Select **Instance**, then click **Next**.
5. Select the services and events that you want to receive notifications about, then click **Submit**.

You're returned to the My Subscription page.

If you don't want to subscribe to Trust informational messages, too, you're done. If you do, continue with the next steps.

6. From the My Subscription page, click **Create New**. Select **Informational Message**, then click **Next**.
7. Select **Email**, **SMS**, or both, then click **Submit**.

## Set Your Preferred Language for Trust Notifications

Set your preferred language for the Trust Status site and for Trust notifications. Supported languages are English, Dutch, German, Portuguese, Japanese, Swedish, Chinese, French, Spanish, Korean, and Italian.

1. Go to <https://status.salesforce.com/subscriptions>.
2. Log in to the My Subscription page. If you're already logged in, go to the next step.
  - a. Enter your email address, then click **Email me a link to login**.
  - b. In your email inbox, open the email with the subject line Trust Notification Center Login and then click the login link.  
The My Subscription page appears.
3. From the My Subscription page, under Language, click **Edit**.
4. Select your preferred language for Trust notifications.

## Edit Trust Notifications

When you want to change the events and instances that you're notified about from Trust Status, edit your Trust notifications.

In certain scenarios, validate that your notifications are configured how you like, then edit or remove them if they aren't. To learn what those scenarios are, see [When to Verify or Update Trust Notifications](#).

1. Go to <https://status.salesforce.com/subscriptions>.
2. Log in to the My Subscription page. If you're already logged in, go to the next step.
  - a. Enter your email address, then click **Email me a link to login**.
  - b. In your email inbox, open the email with the subject line Trust Notification Center Login and then click the login link.  
The My Subscription page appears.
3. To edit an existing subscription (and its notifications preferences), click **Edit**.
  - a. Select the services and events that you want to receive notifications about.
  - b. Click **Submit**.
  - c. Dismiss the popup about your successful subscription to the notification.

## Remove Trust Notifications

When you don't want to receive notifications about events and instances for an existing subscription from Trust Status, remove your Trust notifications.

In certain scenarios, validate that your notifications are configured how you like, then edit or remove them if they aren't. To learn what those scenarios are, see [When to Verify or Update Trust Notifications](#).

1. Go to <https://status.salesforce.com/subscriptions>.
2. Log in to the My Subscription page. If you're already logged in, go to the next step.
  - a. Enter your email address, then click **Email me a link to login**.
  - b. In your email inbox, open the email with the subject line Trust Notification Center Login and then

click the login link.

The My Subscription page appears.

3. To remove an existing subscription entirely, click **Remove**, then click **Delete**.

## Unsubscribe From Trust Notifications

When you no longer want to receive notifications about events and instances from Trust Status, unsubscribe from all Trust notifications.

1. Go to <https://status.salesforce.com/subscriptions>.
2. Log in to the My Subscription page. If you're already logged in, go to the next step.
  - a. Enter your email address, then click **Email me a link to login**.
  - b. In your email inbox, open the email with the subject line Trust Notification Center Login and then click the login link.

The My Subscription page appears.
3. To unsubscribe from all notifications, click **Unsubscribe All**.