

# Turning off Email Notifications

Do you have a borrower who does not want to receive email notification through the BSM system? Maybe they decided to go elsewhere and do not want to be contacted further or perhaps they just don't like being emailed. Through the BSM loan portal you can turn off these types of notifications, see below for a simple tutorial on how you may handle this.

1. First log into BSM and open the specific file you wish to edit.



2. From the left-hand side menu options, you can scroll down and find the **History** folder. Click this and you will be directed the page that outlines your borrowers' journey through the application process. The first section is labeled "Email History" detailing what emails have been sent out to your borrowers on your behalf.

<b>Loan #</b>	LEAD1911039	<b>Program</b>	Conventional	<b>Occ.</b>	Primary residence	<b>FICO</b>	739
<b>Borrower</b>	Andy America & Amy America	<b>Purpose</b>	Purchase	<b>Loan</b>	\$160,000.00	<b>LTV</b>	80.000%
<b>Subject</b>	TBD Red Bank, NJ 07701	<b>Status</b>	Processing	<b>Rate</b>	4.250%	<b>CLTV</b>	80.000%
				<b>APR</b>	4.279	<b>HCLTV</b>	80.000%
						<b>BackEnd</b>	
						<b>DTI</b>	11.852%

Email History						
Date/Time	Status	From/To Email	Subject Line	Opens	Clicks	
11/19/2019 @ 2:50:43 pm	Sent	rgisleson+11@greenwaylending.com/ rgisleson@greenwaylending.com	A new loan condition was added to your loan			
11/8/2019 @ 12:39:15 pm	Sent	rgisleson+11@greenwaylending.com/ rgisleson@greenwaylending.com	You successfully signed up	0	0	

If you have any questions or concerns, please reach out to [BSMAdmin@greenwaylending.com](mailto:BSMAdmin@greenwaylending.com)

3. The important piece here is the green envelop icon that can be seen within the “Email History” header, as seen below.



4. When you hover over this you will see the following,  simply click this and the envelop will change from green to red. This means you have successfully turned off email notifications to this borrower.

Note: If for some reason you did this in error or perhaps the borrower is now ready to continue the application process you can always go back in and turn email notifications back on. When you hover over the red icon you will now see the message “Click to START emails to the borrower.”

