

# Using the Notification Bell in CRM



This guide provides instructions for effectively using the Notification Bell feature in your CRM, ensuring you stay updated on important events and communications.

By following the steps outlined, you can streamline your workflow, manage notifications efficiently, and enhance your responsiveness to applicants and clients.

Whether you're handling lettings or managing documents, this guide is a valuable resource for improving your CRM experience.

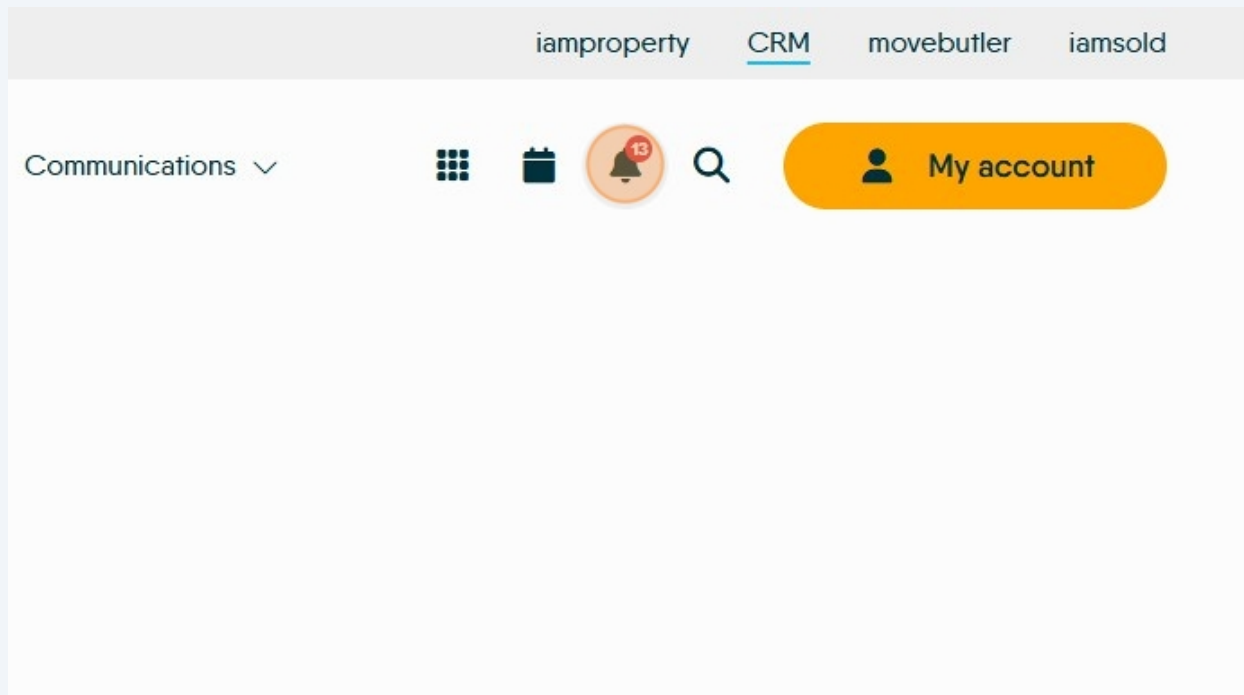
1

Navigate to <https://crm.iamproperty.com/MyDay>

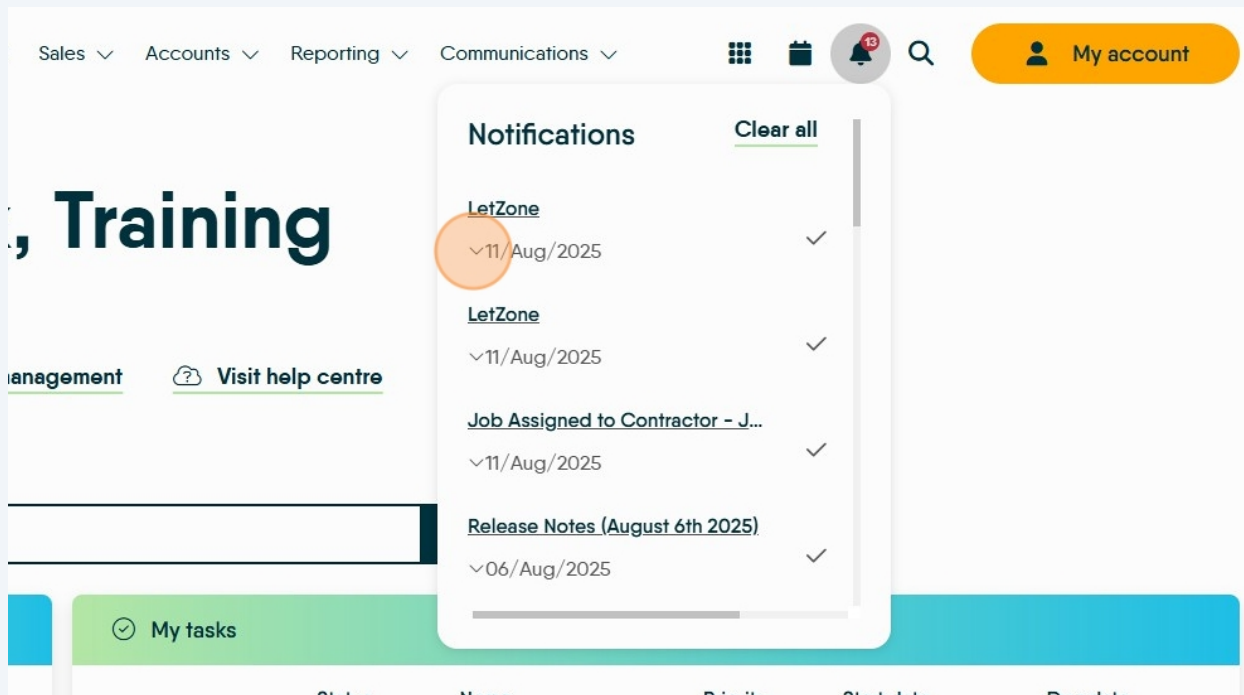
The screenshot shows the CRM interface. At the top, there's a navigation bar with the 'iam property' logo, a menu with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications', and a 'My account' button. Below the navigation bar, a large 'Welcome back, Training' message is displayed. Underneath, there are three links: 'Add New Record', 'View property management', and 'Visit help centre'. A search bar is present below these links. The main content area is divided into two sections: 'Today's events' on the left and 'My tasks' on the right. The 'My tasks' section contains a table with the following data:

	Status	Name	Priority	Start date	Due date
⋮	Not Started	test	High	13/May/2025	13/May/2025
⋮	Not Started	Make Tea	High	09/Jun/2025	09/Jun/2025
⋮	Not Started	test	High	19/Jun/2025	19/Jun/2025

2 Click "Notifications"



3 Your notifications will show in the drop down menu. Click here.



4

The message will drop out for you to review. Click here to mark the message as being read.  
Click here.

Accounts Reporting Communications

My account

## Training

ent Visit help centre

My tasks

Status Name Priority Start date Due date

**Notifications** [Clear all](#)

LetZone

✓11/Aug/2025

Document submitted by Tenant :

Lettings Appicante170

Document Type: A current or expired passport showing British Citizenship or citizen of UK & Colonies with "right of abode"

Lettings Appicante170

Accounts Reporting Communications

My account

## Training

Visit help centre

Release Notes (August 6th 2025)

✓06/Aug/2025

Negotiator Viewing Feedback R...

✓04/Aug/2025

Release Notes (August 6th 2025)

✓30/Jul/2025

SMS to 07823695222 saleslett

✓30/Jul/2025

SMS to 0756955555 Lettings /

5

You will also see notifications in emails or SMS messages sent to customer fail as well as failures in Portal uploads

Accounts Reporting Communications

My account

training

Visit help centre

Release Notes (August 6th 2025)

06/Aug/2025

Release Notes (August 6th 2025)

30/Jul/2025

SMS to 07823695222 saleslett

30/Jul/2025

SMS to 0756955555 Lettings /

30/Jul/2025

Accounts Reporting Communications

My account

aining

Visit help centre

SMS to 07823695222 saleslett

30/Jul/2025

System.InvalidOperationException:  
Invalid API Key at  
OV.Services.Common.SMSService.Clockw  
smsList) in  
C:\Bruno\Repos\VTUK\_Openvi  
Hi salesletti, thank you for viewing  
1 Yew Tree Close, Hurworth,  
Darlington, Durham, DL2 2HX, UK.  
We would really appreciate your

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Click "Clear all" to mark all notifications read and remove them from your notifications list.

Some of these messages are duplicated as emails (e.g. Letzone) and in the Activity Lists.

The screenshot shows a web application interface. At the top, there is a navigation bar with links for 'Accounts', 'Reporting', and 'Communications'. A user profile icon labeled 'My account' is on the right. A notifications bell icon with a red badge showing '13' is also present. A dropdown menu for notifications is open, displaying a list of messages. The first message is from 'LetZone' dated '11/Aug/2025'. The second is 'Job Assigned to Contractor - J...' dated '11/Aug/2025'. The third is 'Release Notes (August 6th 2025)' dated '06/Aug/2025'. The fourth is another 'Release Notes (August 6th 2025)' dated '30/Jul/2025'. Each message has a checkmark icon to its right. A 'Clear all' link is at the top right of the dropdown. In the background, the word 'Training' is visible on the left, and a table with headers 'Status', 'Name', 'Priority', 'Start date', and 'Due date' is at the bottom.

Status	Name	Priority	Start date	Due date
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