

# News story: New controls for managing email correspondence

Organisations that use our portal will have more control over how they manage the email correspondence we send, from 3 April.

Since 13 March, customers who have sent us a registration application online via the HM Land Registry portal, our online transactional channel, have [received correspondence related to that application by email](#).

Typically, we send correspondence to the email address associated with each individual's portal ID, but we understand different customers have different needs so we gave:

- individuals the ability to specify a different email address on an application-by-application basis
- Business Unit Administrators (BUAs – portal administrators who can create and update users) an option to assign a single correspondence email address for all portal users within their organisation.

BUAs told us they would like additional controls, which we are adding on 3 April.

From 3 April, BUAs will be able to:

- control whether their users can choose an alternative to the collective email address (when defined). This will help organisations ensure any [requisitions](#) or other correspondence reaches the most appropriate address
- [set different collective email addresses](#) for different groups of users within their organisation.

BUAs can find out how to make these changes in our [portal guide: update group](#).