

# Not Receiving Hydrawise Activation Emails

We're sorry that you have not yet received an activation email from [support@hydrawise.com](mailto:support@hydrawise.com) [1]. We use a third-party company to ensure our email has the best chance of getting to you.

The following tips will help you verify if the email was delivered. First, check your deleted items to see if the email was inadvertently deleted. If this is the case, please move the email back to your inbox.

Next, look in your spam, trash, or junk folders. The email may have been sent to one of these folders due to email filters. If the email is in one of these folders, right-click on the email and select **TRUST SENDER** or **ALWAYS ALLOW EMAIL FROM THE SENDER**.

We recommend that you add [support@hydrawise.com](mailto:support@hydrawise.com) [1] and [hydrawisesupport@hunterindustries.com](mailto:hydrawisesupport@hunterindustries.com) [2] to your "safe senders," "allowed," or "trusted" email list. Depending on your email service provider, you can do this in several ways. Below are shortcuts to some popular providers:

[Outlook](#) [3]

[Gmail](#) [4]

[Apple](#) [5]

Hydrawise does not use your email address for marketing purposes. To view our terms and conditions and privacy policy, visit [www.hydrawise.com](http://www.hydrawise.com) [6].