

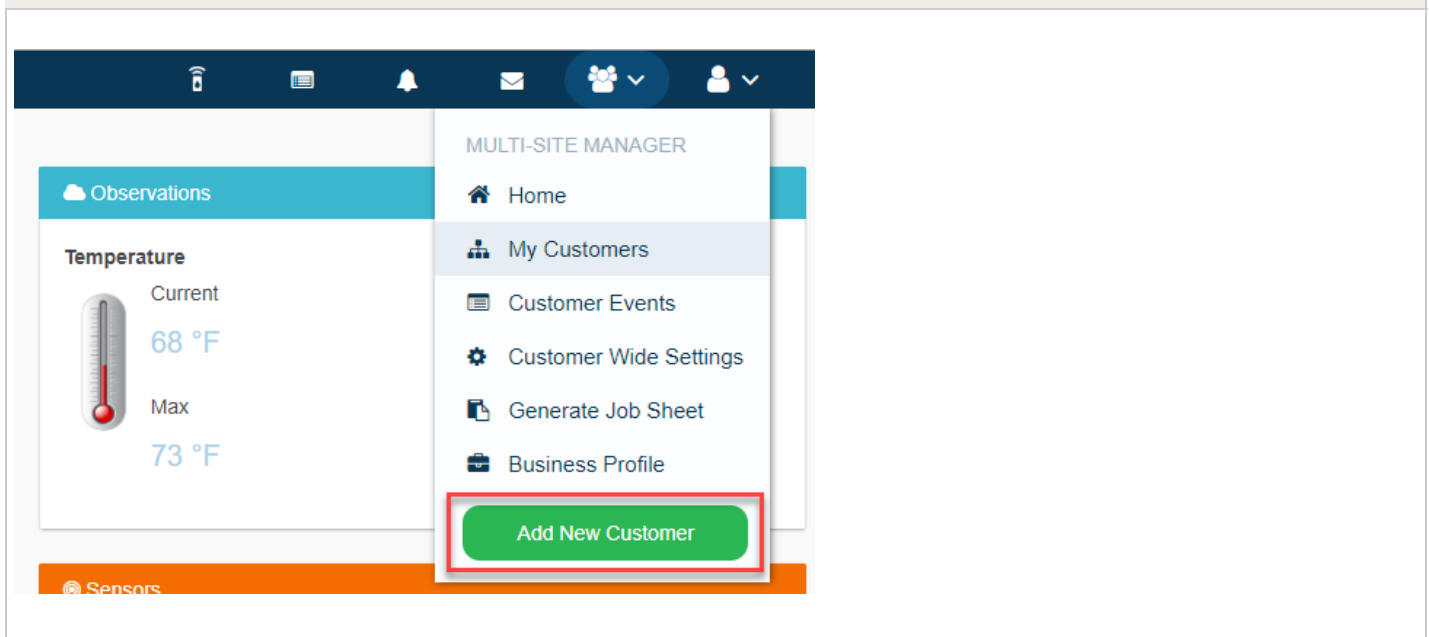
Contractor - Adding a Customer

The steps below will explain how to add a customer with an existing account and adding a customer without an account already created.

Add a customer

1. Click on the **"Manager"** icon on the upper right hand side.
2. Next, click **"Add New Customer."**
3. Enter their **"Email or Serial Number"** to link their account to your account. Then click **"Next."**
4. If the customer already setup an account, you will be prompted to Click **"Request Access."** This will send the customer an email asking for access to manage their controller.
5. If your customer does **not** have an account, enter the **"Email Address"** requested by the customer. You'll then be able to create an account immediately.

Step 1-2



Step 3

Add New Customer ×

Customer's Email

Enter the customer's email address or search for existing customer accounts using a serial number

Cancel

Next >

Step 4

Add New Customer ×

The serial **555** is already used.

Click the button below then we'll send them an email on your behalf requesting access to their account.

Once your customer approves the request you'll be able to manage their controllers.

Cancel

Request Access

Step 5

Add New Customer
×

Customer's Email

Enter the new account's customer email

Customer's Name

Enter the new account's customer name

Type of User

Can modify configuration and run zones
▼

Choose what the user can do in their account

Send Notifications To

This new user
▼

This is the user that notifications will be sent to

Don't send a registration email to this customer

Cancel

Create

Selections	Descriptions
Customer's Email	The email address that the customer will use to log in to their account
Customer's Name	The customer's name
Type of User	<ul style="list-style-type: none"> If you want your customer to have full control over their system, select "Can modify configuration and run zones." If you don't want your customer to change their configuration, select "Can view configuration, manually run zones."
Send Notifications To	Choose where to send emails about controllers being offline or plans requiring renewal. This can be either your email address or your customer's email address.
Send activation email to me instead of customer's email address	If you don't want the customer to receive an account activation email, check this box and the activation email will not be sent to homeowner.

Once you click **Create**, you'll be taken through a wizard to set up your customer's controller. The controller will be linked to your account. Your new customer will then be visible in your list of customers in the Contractor Portal (Fig. 1). The homeowner will receive a email notification automatically from Hydrawise to set up a password (Fig. 2-3).

Figure 1.

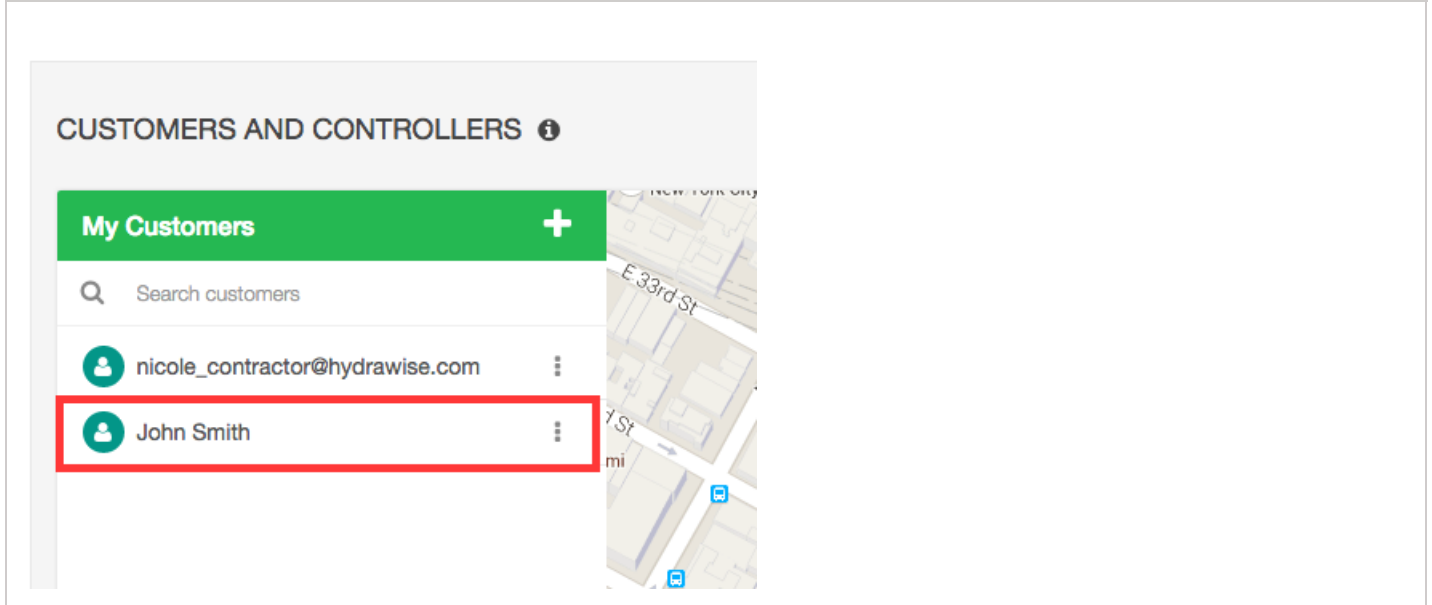


Figure 2.

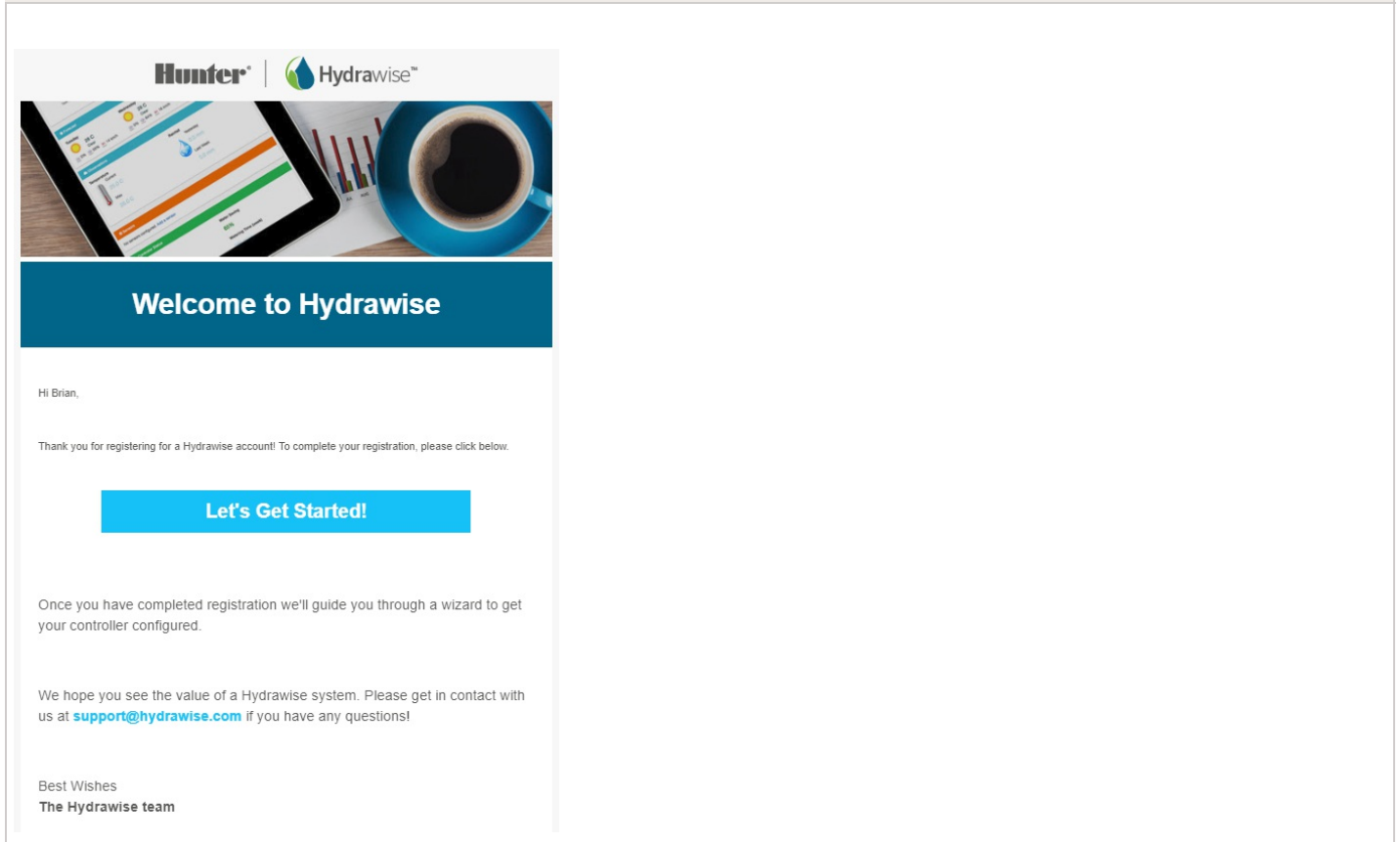



Figure 3.



Hunter

Create Password

Please choose a password to protect your Hydrowise account

By clicking OK, you agree to the Hydrowise [Terms and Conditions of use](#)