

How does SMS text messaging work on contractor plan?

Hydrawise allows you to receive alert notifications in a few different ways.

- **In-App Alerts** are free and rely on your web service and the Hydrawise App on your iOS or Android phone. Alerts are displayed in the “Event” log in your App and on your web login.
- **Short Message Service (SMS)** is a text messaging service component of most cell phones. **SMS ALERT** (text message) notifications can be sent to your customer or any user in your contractor account when on the correct plan.

To access the SMS Alert service, you must be on one of the Hydrawise Contractor Plans or an Enthusiast Plan. Refer to the chart listed below.

Plan	SMS Text Alerts
Home	*requires Enthusiast plan upgrade Learn More ^[1]
Enthusiast	50/Month
Free Contractor Starter Plan	*requires Enthusiast plan upgrade Learn More ^[1]
Contractor Plan	50/Month
Bronze Plan	75/Month
Silver Plan	100/Month
Gold Plan	200/Month

If your Hydrawise account is not assigned to the correct plan, you cannot receive the SMS alerts. When you try to add the mobile number to the SMS alert, you will see the note below asking you to upgrade.

Edit Alert

Alert Name

Applies To

Actions

☒ Add event to the event log

Add this alert to the controller's event log

☐ Send App notification

☒ Send SMS/Text notification

Send an SMS/Text notification to this number. You must include your country code at the start (eg. +1 for US)

[Upgrade plan to enable SMS/Text alerts](#)

☐ Suspend the zone

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✓ OK