

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.

See each plan requirement below for Contractor and Customer:

Contractor Plan

To access the SMS Alert service, you must be on one of the [Hydrawise Contractor Plans](#) ^[1] listed in the table below. If you as the contractor would like to receive SMS messages from your customer's accounts, each customer must be set up on the Enthusiast Plan. The basic alerts are also available for free with an in-App alert or listed in your “Multi-Site Manager > Maintenance > Events” tab.

IMPORTANT: If the Customer is not on an Enthusiast Plan, the contractor will only receive SMS Alerts from the controllers residing in their personal business account.


For instructions on updating or adding a plan, [click here](#) ^[2].

Plan	SMS Text Alerts Per Month
Contractor Plan	50
Bronze Plan	75
Silver Plan	100
Gold Plan	200

If you are configuring a controller that is currently NOT on an Enthusiast plan or in your personal business account, you could see the ERROR message below. Please make sure

you are configuring a controller that is supported for SMS Alerts.

Information ✕

 SMS alerts are not supported on the Home plan. Please contact Hunter to upgrade your plan.

OK

Home Owners / End User Plan (Customer)

The account in which the controller (customer) is located, must have a Hydrawise Enthusiast Plan ^[3] (e.g; if you own the controller and you would like an SMS Alert service instead of an in-App Alert message, your account would need an Enthusiast Plan).

For instructions on updating or adding a plan, [click here](#) ^[2].

Plan	SMS Text Alerts Per Month
Enthusiast Plan	50