

# Customer Events

Professionals on [contractor plans](#) [1] can view the Customer Event Log for all the customers in one location. This feature provides a detailed description of all controller actions, including manual operations, program changes, and the user who initiated changes. It is ideal for understanding controller actions and events at an individual site.

**IMPORTANT:** If the individual customer account is on a Home plan, we can store controller information for 30 days. The customer must be on an Enthusiast Plan to view controller data for 365 days. [Learn More](#) [2]This log can only show up to 1,000 line items. For larger accounts, we recommend viewing the individual customer events at the controller level. [Learn More](#) [3]

- 1. Sign in to your [Hydrawise account](#). [4]
- 2. Click on the **Multi-Site Manager** (≡) on the upper right-hand side of the app.
- 3. Select **Maintenance**.
- 4. **Events** will be the default tab selected.
- 5. View the following options and select **Acknowledge** if the event should no longer appear.

Event	Description
□	The Info tab displays all manual and automatic controller actions, such as manual start and stop, sprinkler operation, and program changes.
□	The Warning tab displays critical notifications that Hydrawise wants you to be aware of, such as Weather Station problems, Maximum SMS (text message) Alerts reached, and other important information.
□	The Error tab provides insights into problems that have occurred with your irrigation system. To receive Errors, you must first configure Alerts. Error messages include over and under-flow if you have a flow meter, over-current from bad field wiring, and similar information.