How Do I Give a Customer Access to the Controller in My Account?

In some cases, you may not have a customer's email address available to set up the account under **MY CUSTOMERS**. In such cases, you may have to add the controller to your personal business account first. Follow these steps to make sure you and the customer can both access the controller:

- **Add the customer to your business account.**
- **Move the controller into their account.**
- **Delete the auto-generated controller.**

If using your computer (PC), the **MULTI-SITE MANAGER** is located on the upper right-hand side as well.

Adding the New Customer

1. Log in to the Hydrawise app.
2. Click on the **MULTI-SITE MANAGER** icon on the upper right-hand side. Then select **MY CUSTOMERS**.
3. Scroll down and select **ADD NEW CUSTOMER**.

If additional information is required to add the customer, click here [1].

Moving the Controller

With the customer now added to your contractor account, you can **MOVE** the controller so you both have access.

1. Click on the **MULTI-SITE MANAGER** icon on the upper right-hand side. Then select **MY CUSTOMERS**.
2. Scroll down and select your **ACCOUNT NAME** (e.g., Proffitt Landscapes (your account)).
3. Scroll down to the controller you would like to move. Then click the () **ICON**.
4. Select **MOVE TO NEW ACCOUNT**.
5. Select the new customer you just added and click **MOVE**.

Deleting the Auto-Generated Controller

1. Click on the **MULTI-SITE MANAGER** icon on the upper right-hand side. Then select **MY CUSTOMERS**.
2. Click on the desired customer's **NAME**.
3. Scroll down to the controller you wish to **DELETE.** Then click the () **ICON.** The controller that needs to be deleted will appear in yellow ().
4. Select **DELETE**.

This action removes the duplicate controller that has no serial number or information attached to the customer's account.