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 unde**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 is 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, clickhere [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 a 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 clickMOVE.

Deleting the Auto-Generated Controller

- 1. Click on the MULTI-SITE MANAGER of 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 (a) **ICON**. The controller that needs to be deleted will appear in yellow (a).
- 4. Select **DELETE**.

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

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