



# Customer Messaging

Hydrawise allows in-app communication for contractors and their customers in a format similar to instant messaging. Messages between contractors and customers appear as push notifications on the customers' phones (just like alerts). For added convenience, we store the conversations.

You can use this feature by following the simple steps below in the app or the web browser.

1. Sign in to your [Hydrawise](#) [1] account.
2. Click on the **MENU** icon (☰) in the app or simply go straight to the **MESSAGES** icon (✉) on the web browser.
3. Click on the **MESSAGES** icon (✉).
4. Click on the plus icon (+).
5. Choose **SEND TO ALL CUSTOMERS** or **SEND TO SPECIFIC CUSTOMERS**.
6. Enter your message at the bottom of the screen, then click the **SEND** icon (✉) on the lower righthand side.

**NOTE:** End-users can only send and receive messages to and from their contractor.

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This tool provides contractors the ability to message customers directly. You can send messages to individual customers or all customers. Below are a few ideas:

- Call now to book your winterizations.
- Have you seen our monthly specials?
- Urgent weather notices
- Fertilizer and chemical reminders
- We noticed your irrigation system had a High-Flow Alert last night. I'll have my team visit later today to look at it for you.

With Hydrawise Contractor Messaging, you can add value to your business.

After **MESSAGES** is selected, press the plus symbol to enter the first letter of the user's name, and they will appear in the dropdown.

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