



# Homeowner 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), and are also visible under **MESSAGES ICON** in the app or web browser. For added convenience, we store the conversations.

This function is available by clicking on the **MESSAGES** icon on the upper right hand side.

This tool provides contractors the ability to message you as customers directly. Some example messages you can see from a contractor would be below:

- 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.

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

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