

How can I change the email of my customer?

You may set up the customer with an incorrect email in some cases, or they requested that their email needs to be changed. Please review the steps for each of the scenarios.

Incorrect Email (For Contractor)

If the email was set up incorrectly by you as the contractor (e.g., missing letter, non-working email, etc.), the email could be edited in the customer's **USER** settings.

1. Sign-in to your [Hydrawise account](#) [1].
2. Click on the **MULTI-SITE MANAGER** icon on the upper right-hand side of the app. If accessing from a web browser, click on the (≡) on the upper right-hand side.
3. Click on **MY CUSTOMERS**.
4. Click on the customer **NAME** that has incorrect email.
5. Under **USERS**, click on the three-dot icon (⋮) and click **EDIT**.
6. Change **EMAIL ADDRESS** and click **OK**.

In the event you see the message below, another Hydrawise user already registers the email.

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Please follow the steps below:

IMPORTANT: The controller will have to be reprogrammed after these steps are completed.

1. Sign-in to your [Hydrawise account](#) [1].
2. Click on the **MULTI-SITE MANAGER** icon on the upper right-hand side of the app. If accessing from a web browser, click on the (≡) on the upper right-hand side.
3. Click on **MY CUSTOMERS**.
4. Click on the customer **NAME** that has incorrect email.
5. Under controller, click on the three-dot icon (⋮) and **DELETE** the controller.
6. Click the back arrow (←) to view your customer list.
7. Under the same customer name, click on the three-dot icon (⋮) and select **REMOVE FROM MY ACCOUNT**. The customer with incorrect email will now be removed from your account.
8. Add the customer back to your account with the verified email and set up the controller [Learn more](#) [2]

Incorrect Email (For Homeowner)

If the homeowner decides they would like to change their email to a new or different address, only they can change the email in the account details section. Please have them use the steps below.

1. Sign-in to your [Hydrawise account](#) [1] using the original email.
2. Click on the **MENU** icon (≡) on the upper left-hand side of the app. If accessing from a web browser, click on the (≡) on the upper right-hand side.
3. Click on **ACCOUNT**.
4. Click the **ACCOUNT DETAILS**.
5. Under **USER SETTINGS**, click the (≡) icon.
6. Change the **EMAIL** and select **OK**.

The email is now changed, and the existing password will still apply to the account.

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