VendElectric

SMART SOLUTIONS

EV DRIVER APP USER GUIDE

Finding Your Charging Point
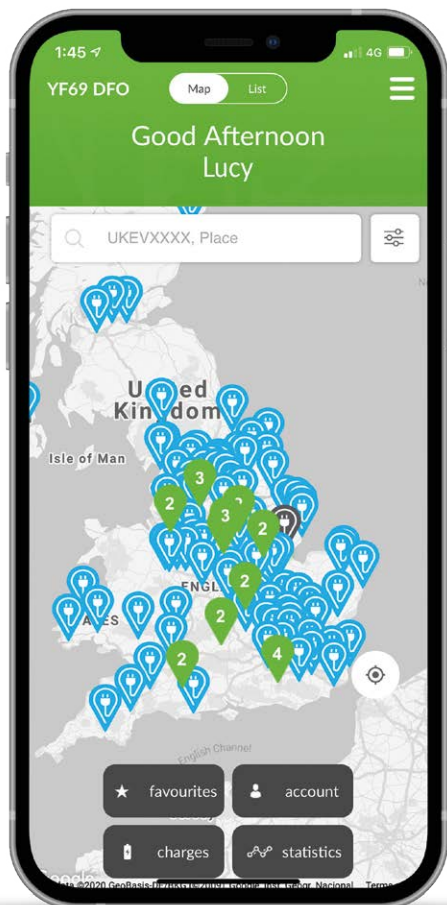
1 Use the map to find a charging location

- Choose from either map or list view.

- *Create an account to view, sort & save your favourite charging locations.*

2 Click the 'Navigate' button for directions to your chosen charging location

3 Upon arrival choose an available socket

- The current availability can be viewed directly on the chargepoint's LED status indicator or within the app.

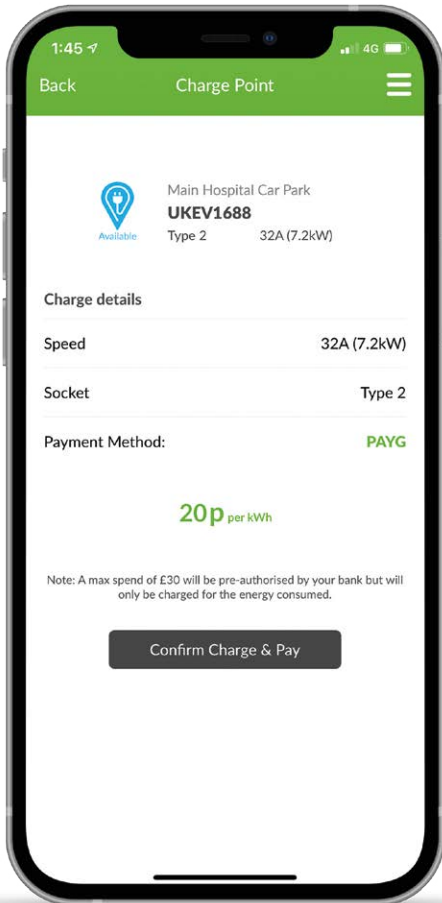 AVAILABLE — No charging sessions or vehicles connected

  IN USE — A charging session is active or a vehicle is connected

4 Connect your vehicle

- Plug in cable to the car.

- Plug in cable to the chargepoint.

Starting Your Charging Session

5 Scan the QR code using your smartphone's camera

- The QR code can be found next to the charging socket.

- *Alternatively you can enter the socket ID number via the app.*

6 Select your charge

- **FREE-TO-USE chargepoints** - Simply 'confirm charge' and the charging session will begin (step 7 will not apply).

- **PAY-TO-CHARGE chargepoints** - Depending on the chargepoint host, the session will either be charged per kWh or per hour. Select charge and press 'confirm charge and pay'.
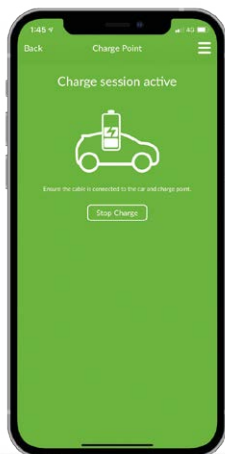
7 Paying for your charge

- Login, register or charge as a guest.

- Secure payment can be made in the app via Opayo using either Visa, Mastercard or JCB.

- Once payment is confirmed the charging session will begin.

- *If you choose to set up an account this gives you the option to Top-Up a virtual wallet which will makes the process of activating a charge much quicker.*

NOTE - For security, your charging cable will be locked into the chargepoint when a charging session is active.

Phone screen content:

1:45

Back — Charge Point

Main Hospital Car Park
UKEV1688
Available
Type 2   32A (7.2kW)

Charge details

Speed   32A (7.2kW)

Socket   Type 2

Payment Method: **PAYG**

20p per kWh

Note: A max spend of £30 will be pre-authorised by your bank but will only be charged for the energy consumed.

Confirm Charge & Pay
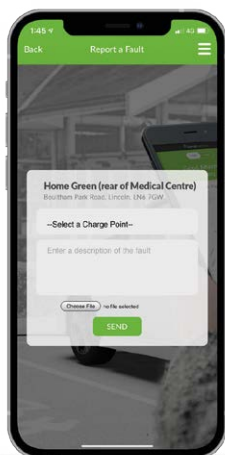

Ending Your Charging Session

8 **You can end your charging by one of the following methods:**

- Pressing 'Stop charge' in the app.

- Touching the RFID sensor with the RFID card/fob that was used to start the session.

- Unplugging the charging cable from the vehicle.

Reporting A Faulty Chargepoint

⚠️ **How to report a fault**

- In the unlikely event that a fault does occur, the chargepoint's LED status indicator will flash red.

- You can report the fault to our customer service team via the app. *There is also the option to attach a photo of the issue your are experiencing with the chargepoint.*

Additional Features

☆ My Favourites
- Save your favourite charging locations for future use.

⚡ Charge Sessions
- View all of your current and past charging session information.

Statistics & Analytics
- Understand your EV charging activity/behaviour.

Exportable Charging Data
- Ideal for expenses/benefit-in-kind claims.

Virtual Wallet
- Top-Up a virtual wallet which will makes activating a charge much quicker.

Pair RFID Cards/Fobs
- Pair your own or host-supplied RFID cards/fobs to your account.
  (Most Mifare 1K vehicle/charging network/security access cards/fobs can also be used).

- Use your registered RFID cards/fobs to activate charging sessions on host-enabled free-to-charge tariffs.

For support call: **01205 725765**
email: **support@vendelectric.com**
vendelectric.com

Registering An RFID Card/Fob

Only registered users who have been added to a driver group by the chargepoint Host/Fleet Manager will be able to register an RFID to their account.

Once a driver has been added to a driver group they will see the 'RFID Fobs & Cards' displayed on their 'My Account' page. (As shown)
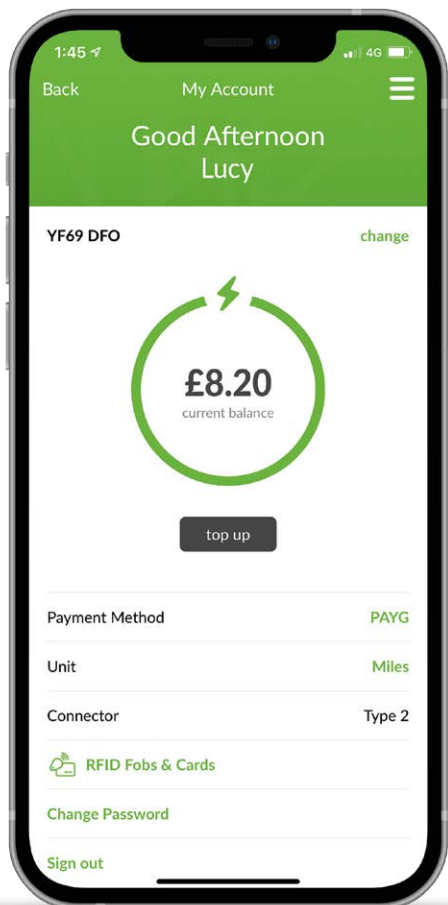
1   ## Add new RFID card/fob

You can register either a chargepoint Host issued or personal RFID card/fob (eg. vehicle/ charging network/security access).

- Go to 'My Account' screen in the app.

- Select 'RFID Fobs & Cards'.

- Select 'Add New'.

- Follow the step-by-step on-screen instructions to add the RFID card/fob.

- *Once a card/fob is registered on the system at one chargepoint, the same cards/fobs will function with all chargepoints within that chargepoint group, unless restricted by the Host.*

Using An RFID Card/Fob

1 ### Starting a session using your RFID card/fob

- Plug in the vehicle to the chargepoint.

- Touch the RFID sensor with the card/fob.

- If authorised for use, the chargepoint's LED status indicator will display flashing green shortly followed by solid green once the charging session has started.

- *If the session does not initiate please present the card again. If the problem persists contact the Chargepoint host to ensure your account has been added to the driver group in the Back-Office Management Suite.*

2 ### Ending a charging session

Your charging session will end when one of the following events occurs:

- The RFID card/fob is held against the RFID sensor again.

- The vehicle is fully charged.

- The cable is unplugged from the vehicle.

- The time allocated for charging is reached (set by the Host).

- The charge session is stopped via the app.

- A charging fault occurs.

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Contact us

Should you have any questions, comments or issues regarding using the VendElectric app or chargepoint which are not covered in this user guide, please contact our customer support team using the details below.

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