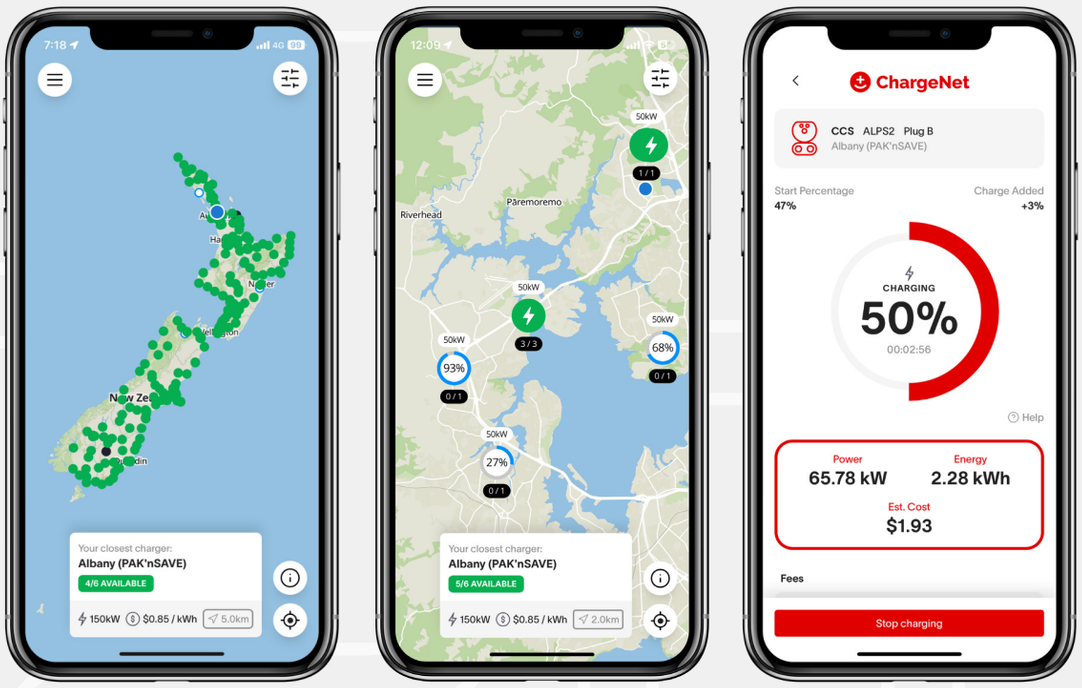
ChargeNet

ChargeNet App Features



Get ready for an enhanced EV charging experience with a fresh new version of the ChargeNet app, packed with innovative features to streamline your charging experience.

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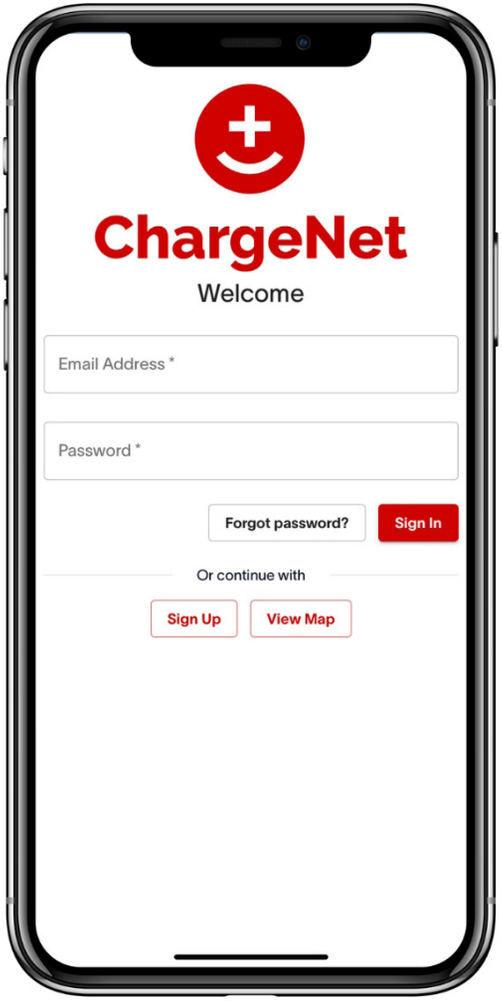
Welcome

We're excited to introduce a refreshed login page that aligns seamlessly with our Web Experience. Here's what you can do:



Sign Up

New to ChargeNet? Create an account quickly.

Sign In

Access your account and full features.

View map

Explore charger locations and statuses without signing in.

Note: Charging and account details are unavailable until you sign in.

Map view

Menu

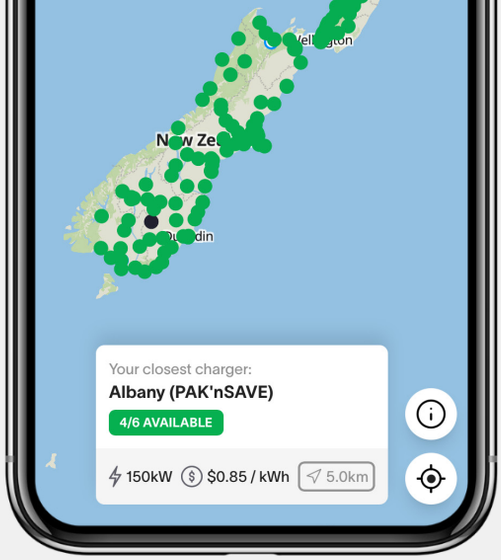
To access the menu, tap the button in the top left corner of your screen. This menu provides access to your account balance, profile settings, transactions, statements, RFID fob management, and links to FAQs, Support Hub, and our Terms & Conditions.

Filter

Tailor your view to your specific charging needs by adjusting plug type, status, and minimum charging speed. The filter will adjust all information on the map to your settings and update your closest charger to the site matching your criteria.

Your closest charger

Your closest charger will automatically display based on your location settings. Depending on your filter settings, you'll see the details of that site, including current availability, maximum charging speed, price, and directions.



Legend

Wondering what the new icons mean? Access the legend by clicking the information icon on the map. The legend provides explanations for all the icons used in the app.

Locate me

Tap the locate icon to return to the map and zoom in on your current surroundings. This feature requires location permissions, which you can grant when you first start the app or when using the button. If you previously closed the 'closest charger card,' this button will bring it back up.

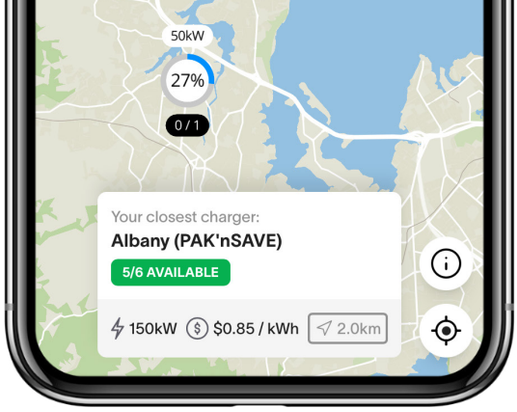
One of the biggest improvements we've made is to the map view, making it easier than ever before to select the charging location that matches your needs.

Enhanced User Experience

We know our customers value efficiency and clarity. The updated map view allows you to quickly and easily see the real-time availability, status, and charging speed of stations at a glance.

Adjustable Filters

Customise your map view with adjustable filters to match your charging needs. The map will then show locations meeting your criteria, displaying details like available plugs and maximum charging speed.



Detailed Site Information

When you have multiple options for where to charge, the enhanced map view makes it easy to decide which location suits your needs best.

Once you've found a charging station, simply click on the location to access more detailed information. This will help you make an informed decision about where to charge your vehicle.

Filter

Easily find the perfect charging station using our comprehensive filtering options. Tailor your search to meet your specific needs by adjusting various criteria.

To customise your map view and apply filters, tap the filter icon and select your preferred settings. Choose from options like charging speed, plug type, and site status. An indicator on the filter icon shows when a filter is active, helping you easily manage your selections.

Plug Type

CSS | CHAdeMO | Type 2 AC

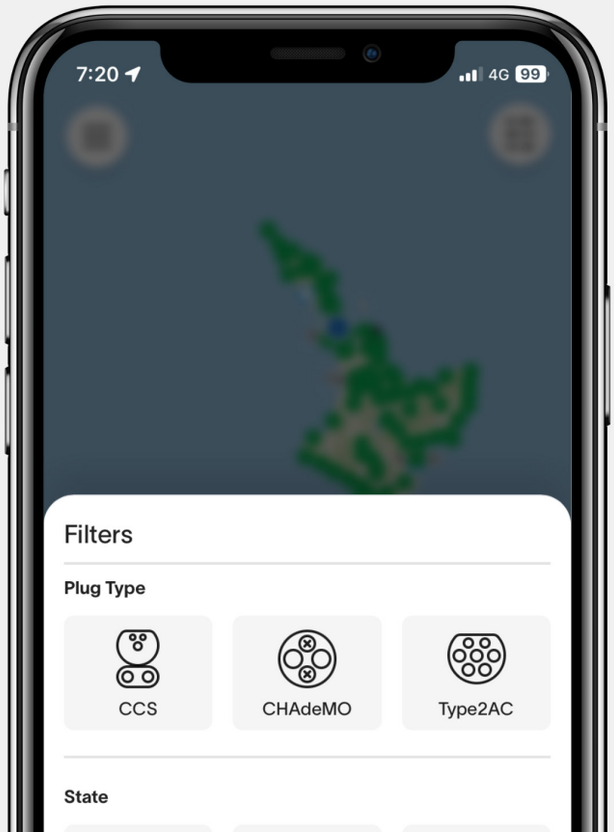
Site Status

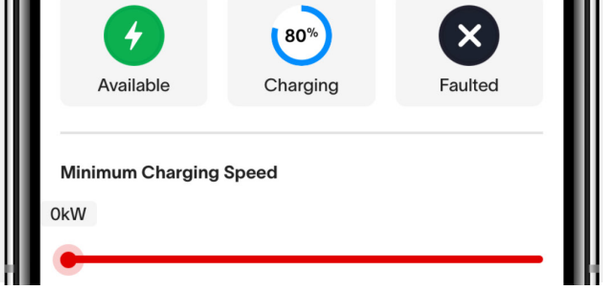
Available (including 'unknown' status) | Charging | Faulted

Minimum Charging Speed

Use the slider to set the minimum charging speed.

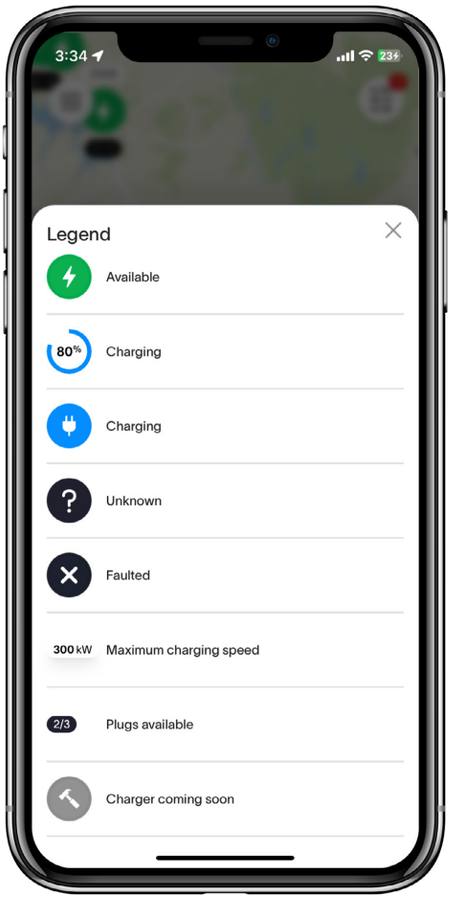
The filter applies at the site level and shows any site with at least one charger meeting the criteria.





Legend & Site Icons

Our redesigned icons provide key information at a glance, making it easier for you to choose your next charging location while on the go. Here's what the new icons indicate in more detail.



Available

At least one plug is currently available at the site.

Charging with SOC

No plug is currently available at the site. The percentage indicates the highest SOC of any vehicle charging there right now.

Charging without SOC

No plug is currently available at the site. SOC unknown

Unknown

Connection to the charger is currently lost and its status unknown (e.g., due to bad connectivity). You may be able to charge using your RFID.

Maximum charging speed

This indicates the maximum charging speed available at the site.

Faulted

All plugs are faulted, and the site is not available.

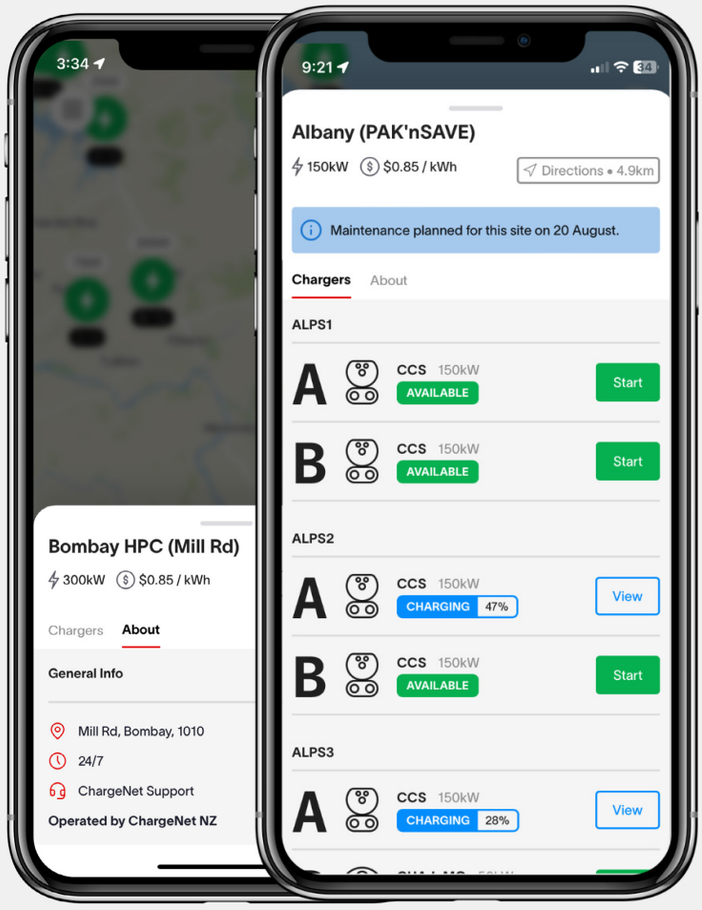
Plugs available

The bottom label shows how many plugs are currently available out of the total number of plugs (e.g., '2/4' means 2 out of 4 charging points are available).

Charger coming soon

Indicates a new site is planned or a current site is unavailable for an extended period.

Detailed site infomation



Directions

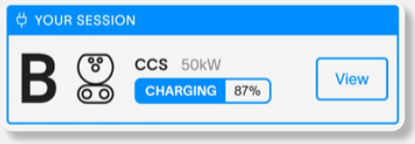
Simply click here within the app to open your phone's map app and get directions to the site.

Site notes

Stay informed with detailed informational notes about a site. These notes provide updates on any maintenance activities, special instructions, and any other important details that can help enhance your charging experience.

Enhanced Site Details and Session Viewing

With multi-charger sites becoming more common, we've enhanced our app to provide more detailed information at each location. Easily check the number of chargers, available charging points, maximum charging speed and pricing. This gives you more options and helps get you back on the road faster.

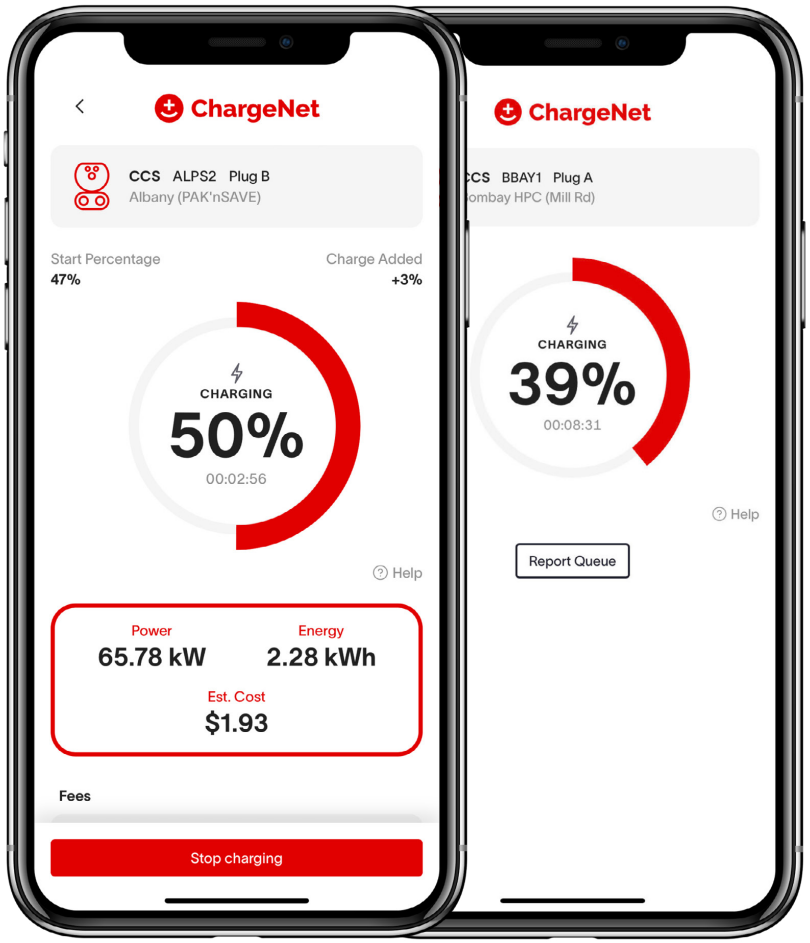


View Sessions

Quickly access your session or limited details about other users' sessions to anticipate plug availability.

Monitor Session

Monitoring your charging session is easy with our enhanced session monitoring feature, offering a visual overview of progress and costs. View limited information on others' sessions to gauge plug availability. Use the app for other purposes while a convenient card at the bottom of the map view provides quick access to your session details.



Monitor your own session

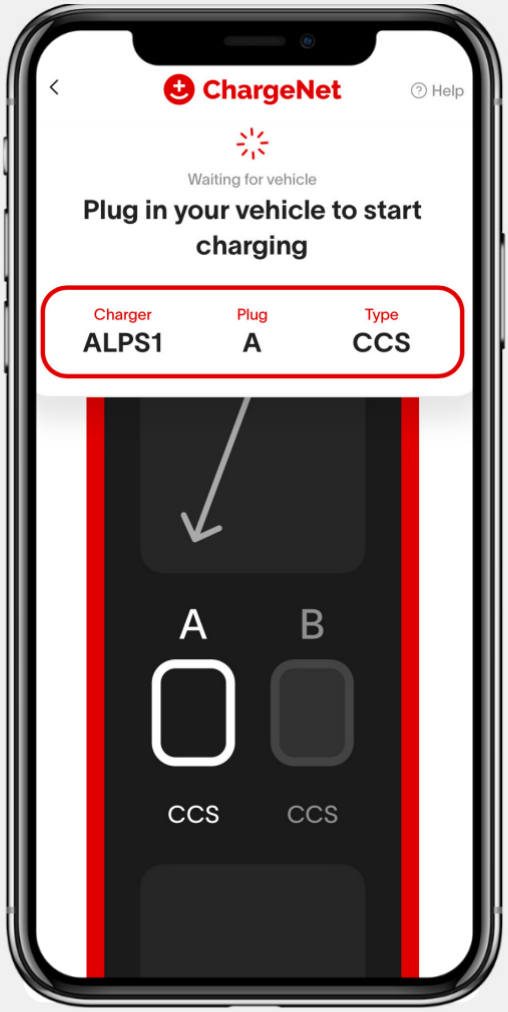
Monitor someone else's session

Report Queue Feature

Use the "Report Queue" button to inform us that you're waiting to use a charger. This feature aids network planning so that we can reduce queues and congestion to improve your charging experience.

Guided Start Charge

We've listened to your feedback and are excited to introduce our new and improved start charge flow. This feature is designed to guide you effortlessly through the charging process, ensuring a smooth and stress-free experience.

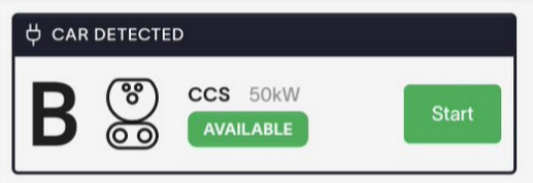


Plug-in Guidance

Upon arrival at a site, plug in your car. The app will indicate when a plug is connected to a vehicle but not yet charging, making it easy for you to match the plug and begin your charging session.

Pre-Plug Selection

If you haven't plugged in yet, start by selecting the plug on the app. We'll provide a visual guide to show you which plug to use. For sites with multiple chargers, double-check the label on the charger to ensure you're at the right one.



Manage Your Account

Managing your ChargeNet account has never been easier. From the main navigation, simply select 'Profile' in the main navigation to access and update your account details.

Profile

Under the Profile tab, you'll find the details of your ChargeNet account. Your view may vary if you're part of a commercial account. Here's what you can do:

Update Your Information

Change your phone number, email address, or other personal details effortlessly.

Set Your Preferences

Choose your marketing preferences to stay informed about the latest updates and offers.

Reset Your Password

Secure your account by resetting your password anytime.

Make a Manual Payment

If your account balance is negative, you can manage and make manual payments directly from your profile.

Update Card

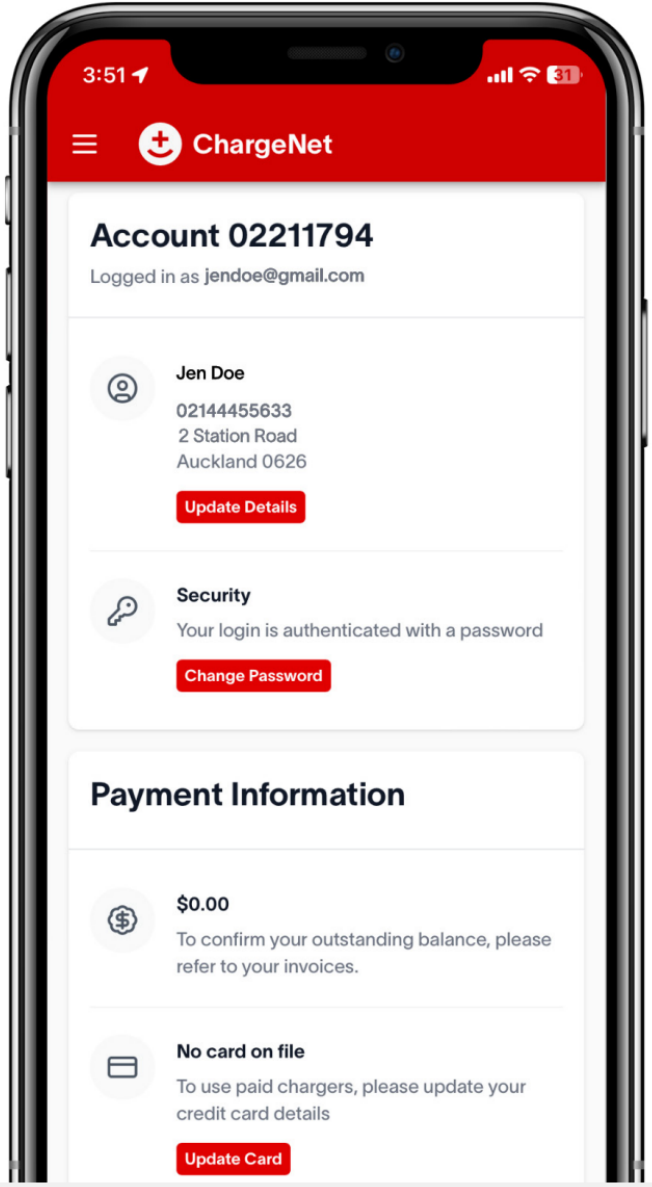
From within the app you can now update or change your card details.

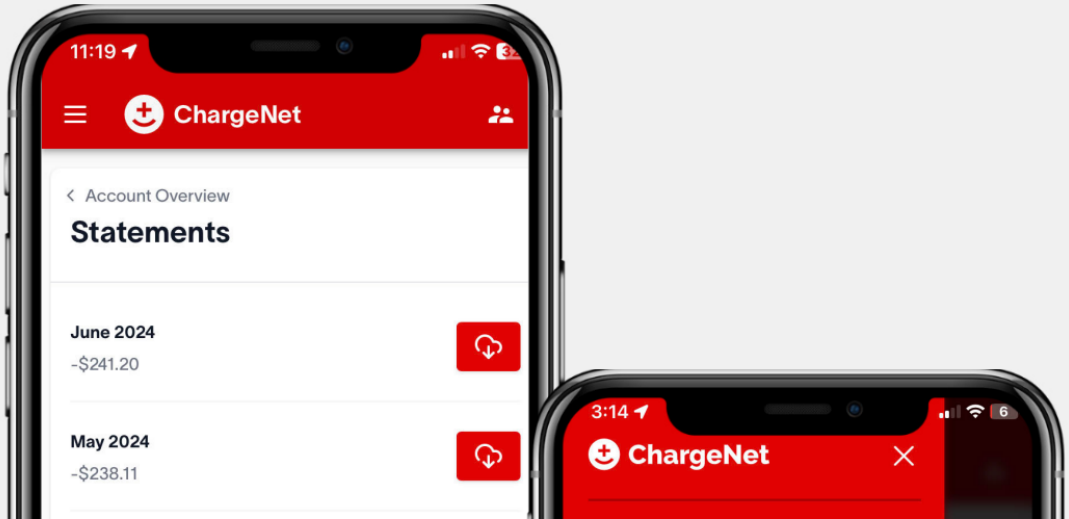
Manage Partner Links

Easily manage your existing partner link or explore your options to pay through your preferred partner.

Delete Your Account

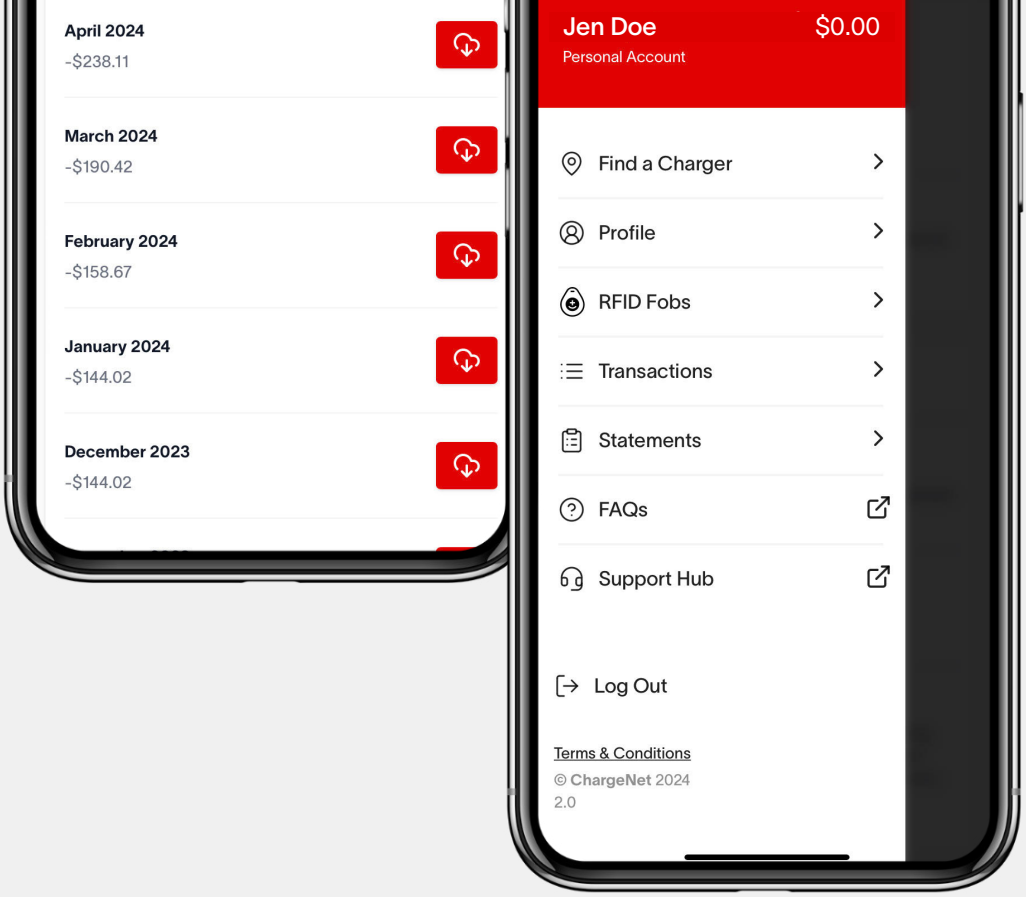
No longer have an EV? You can delete your account with just a few clicks.





Transactions

Curious about your recent charging sessions and orders? The Transactions section keeps you



informed with a comprehensive list of your most recent activities. Access your transaction history anytime to review and manage your charges.

Statements

All your past ChargeNet invoices are conveniently stored in the Statements section. If you've had at least one transaction with us in the previous month, you'll find a handy PDF of your invoice here. We also email it to you for your records.

FAQ and Support Hub

Need help getting started? Our FAQs and Support Hub are here to help you get back on the road as quickly as possible. Access it from the main menu whenever you need it.

Need help?

Our Support Hub is here to help and get you back on the road as quickly as possible.

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