Getting started: Pod Point App

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Introduction

The Pod Point App serves as your digital "swiss army knife" for charging your electric car on Pod Point chargepoints, at home, at work or on the Pod Point Network. Connect to the Pod Point ecosystem with the Pod Point App.

The Pod Point App will help you:

- Find, use and/or pay for Pod Point Network chargepoints

- Record and analyse usage and spend at home, work and in public, with simple work expense accounting

- Direct customer support access

Regular updates mean features evolve over time and new ones are added.

With many smart features, the Pod Point App remains easy to use, making life with your electric car truly convenient, everywhere you park.

Download the Pod Point App

Join over 35,000 EV drivers charging with Pod Point.

For iOS devices, download on the **App Store.**

For Android devices, download on the **Google Play store.**

The Pod Point App is compatible with Android devices running Android OS 5.0 API 21 (Lollipop, released 2014) and above. For Apple devices, compatible with iPhones running iOS 9 (released 2015) and above.

Creating a Pod Point account

Creating a Pod Point account will allow you access to charge on our network.

After downloading the Pod Point App, log-in to an existing account or sign up for a new one.

Creating an account is quick and easy, just provide us with your name, email and create a password for your account.

Note: Please use the email address you used when your purchased your Solo from Pod Point.

The Pod Point App is available for download in 3 different countries:
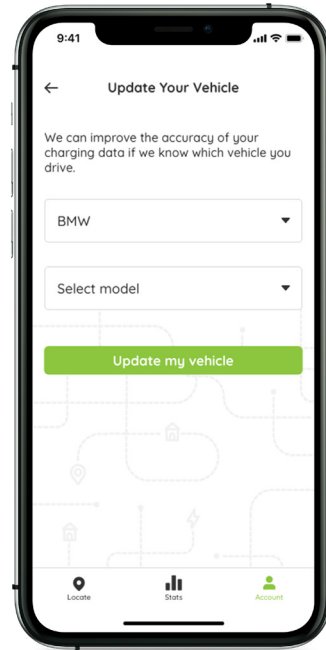
Norway, Ireland and the UK.
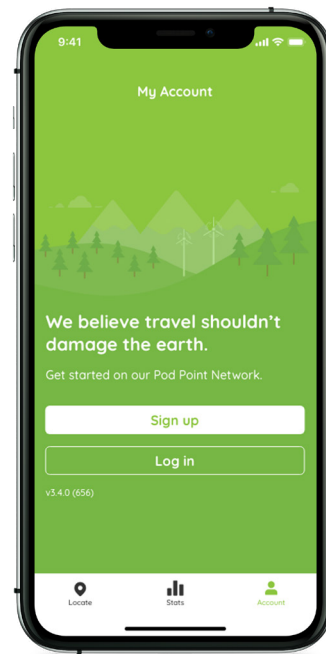
Adding your vehicle details

Improve the accuracy of your charging data by providing your vehicle manufacturer and model.

You can do this by selecting:

1 Account

2 Select the appropriate details for your vehicle

> **Note:** Explore our vehicle guide database **here** to get even more information on charging your EV.

Adding a payment card

Paying for charging on the Pod Point Network.

Some public chargers on our network will cost to charge. To pay for your charging simply add your choice of payment.

Just top up your account by adding a new payment card. You can add multiple cards to your account.

To do this select:

1 Account

2 Add Payment Card

We accept:

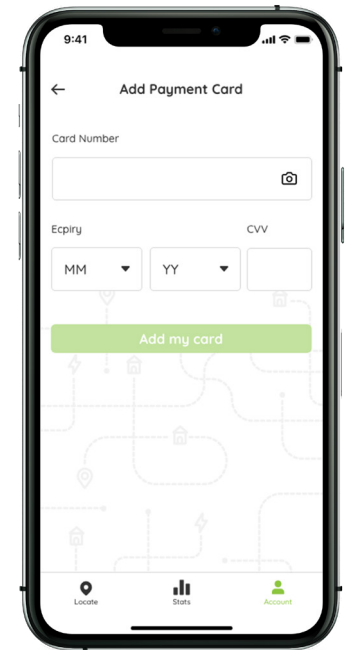**VISA** Visa/Visa Debit   **mastercard** Mastercard

Pay Apple Pay   **AMERICAN EXPRESS** American Express

Pairing your charger with our app

Gain insight into your EV energy usage and its associated costs.

To do this select:

1. Account

2. Add Home Charger

3. Enter your home charger's PSL number located on the sticker at the bottom of the charger.

4. Verify the PSL number. We will send you an instant email, please click on the provided link to confirm your home chargers PSL number.

    Once verified, you can start using our App to charge your EV!

Note: If you have not purchased your home charger via pod-point.com you will need to contact customer support in order to pair your charger with our app.
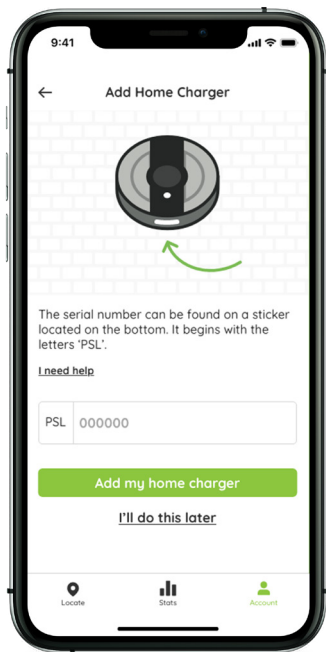
Adding your electricity tariff

Adding an electricity tariff enables you to see the cost of charging in our app.

This step is optional:

1. Simply add which energy supplier you have for your home and enter your day rate. This will be pence per kWh. You have the option to add your night tariff by choosing "Yes" for the economy 7 tariff.

Where can I find my tariff?

Depending on your energy provider your energy tariff can generally be found:

1. On your bill sent through the mail

2. Online through your personal account
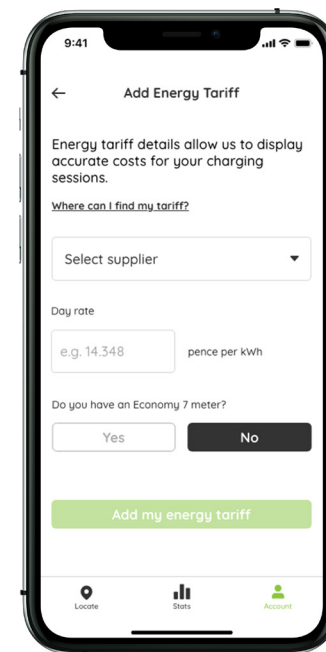
Charge Scheduling

To make sure you can schedule your charging correctly, please ensure the following:

- You have downloaded the Pod Point App, created an account and are logged in.

- Your Solo Smart Charger needs to be connected to your Wi-Fi network (see how in our **Solo Smart Charger Connection Guide**) and paired with your Pod Point Account in our app (see page 08 for instructions) to use Charge Scheduling.

- If you can schedule charges through your EV, please ensure this feature is disabled as the two schedules will conflict.

Note: The Pod Point App is not compatible with dynamic tariffs or more than two unit prices, so if you don't have a dual rate electricity tariff, the real cost of charging at home will be misrepresented.
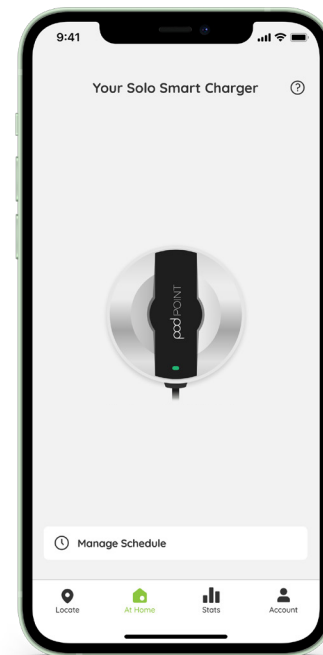
Navigate to Charge Scheduling

To get started, you'll need to:

1. Tap on the "At home" icon in your navigation panel at the bottom of the screen.

2. Tap on the "Manage schedule" button at the bottom of the screen.

   Not sure how long you'd like to charge for?

   Check our **vehicle guides** to see how long it takes to charge your EV.

Setting a schedule

You can schedule a different charge session for each day of the week.

3 Tap the day you'd like to schedule a charge for, it'll then turn dark green.

4 Set the time you'd like charging to start and end. If you set the end time past midnight, you'll see that the charge will end the following day.

> **Note:** You'll be unable to schedule charging sessions in the Pod Point App that overlap with each other. Charging sessions can be scheduled within 15 minutes of each other.

5 Tap on each day you'd also like to set a charging schedule for.

> **Note:** It can take up to 5 minutes for charging to start after the session has started.
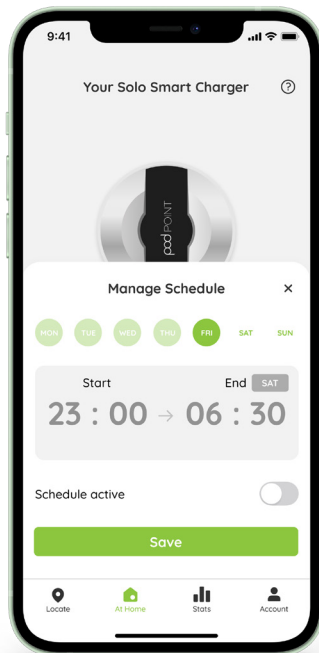
# Activating and saving your schedule

Your scheduled charging session will only occur on days which are toggled as "active" in-app and saved.

6 Tap on the "Schedule active" toggle so that it's green - your schedule is now active for that day. If left grey, your Solo will start charging as normal as soon as it's plugged in.

> **Note:** Each day will have its own active toggle, please ensure this is green (toggled right) for all the days you wish to program a charge.

7 Once you're happy with your scheduled charges, tap the "Save" button to save all the changes you have made.

> **Note:** Your charging schedules will repeat on a 7-day rotation as default - to stop the repetition of charging schedules please toggle "Schedule active" to the left (grey) for each day you don't want to be repeated.
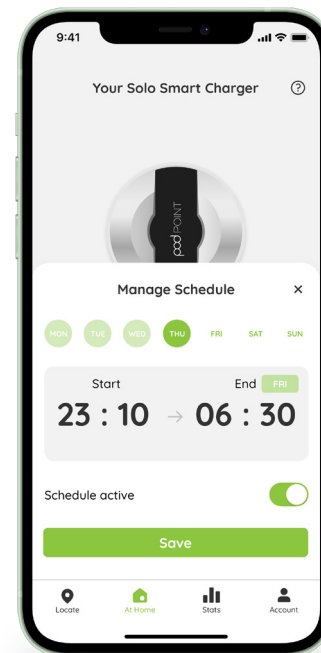
Stopping a scheduled charge

You can stop an already scheduled charge by simply following these steps:

8 The "schedule active" toggle will be green for all active charges. To stop a charge, tap the toggle so it turns grey.

**9** Tap the "Save" button at the bottom of the screen to save your changes and confirm cancellation.
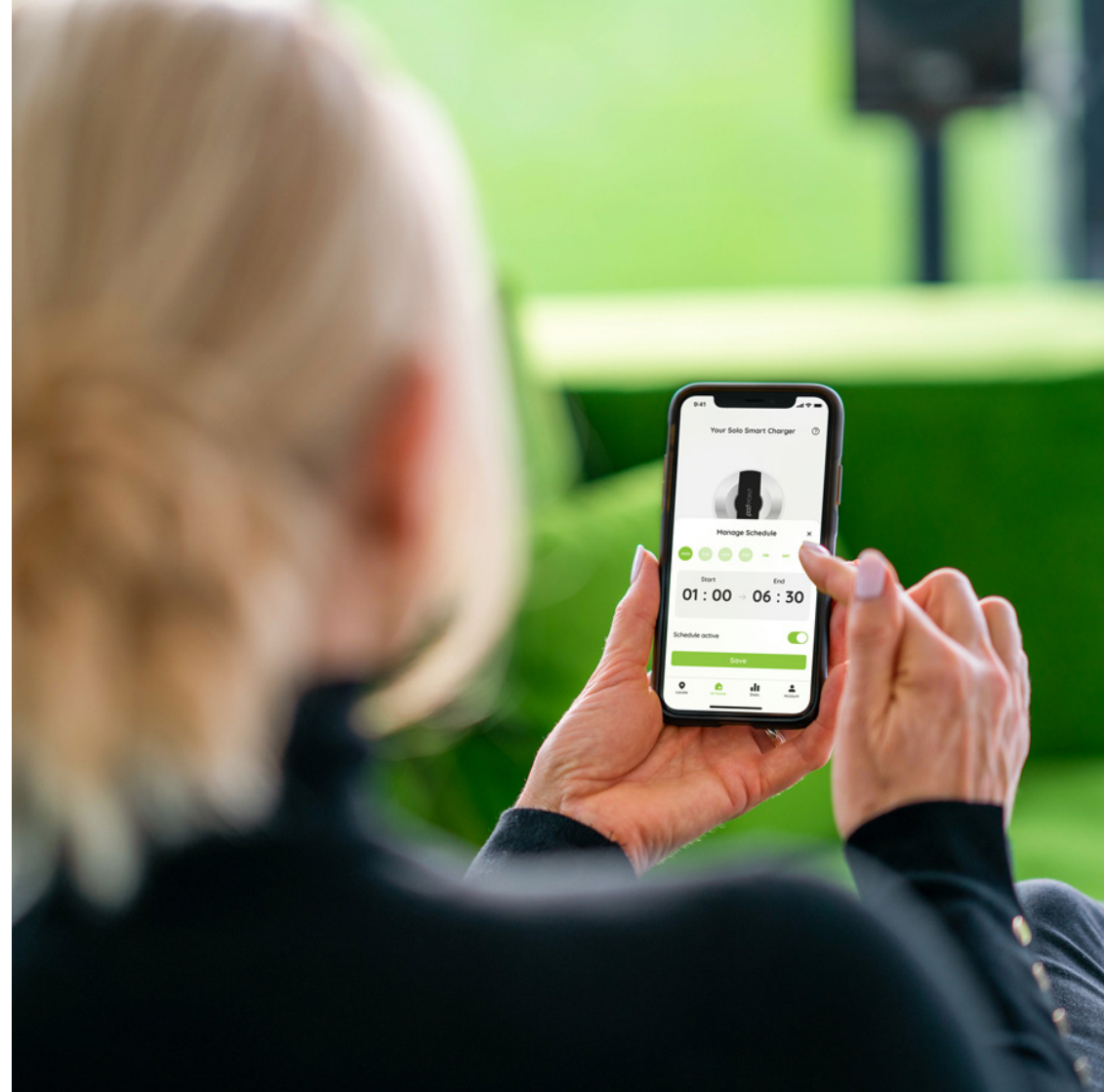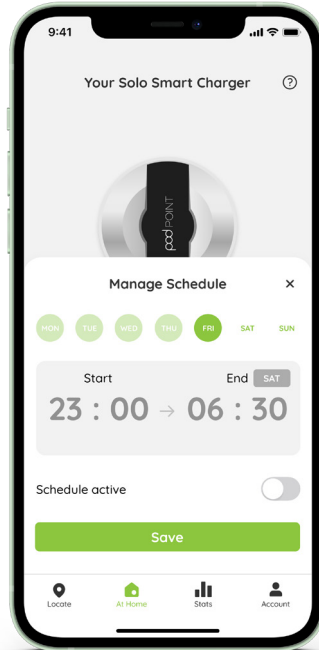
Finding a public chargepoint

You can find a public chargepoint on our in-app Charge Map in 3 ways:

1. Using the 'nearby' tab (once you have allowed our app access to your current location).

2. Entering the charger name (if you know it) or an address/postcode in the search bar.

3. Scrolling across the charge map and tapping on a nearby chargepoint icon.

Save chargepoints to your favorites to access them easily.
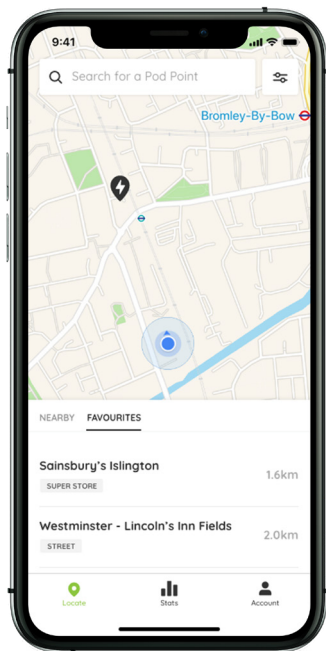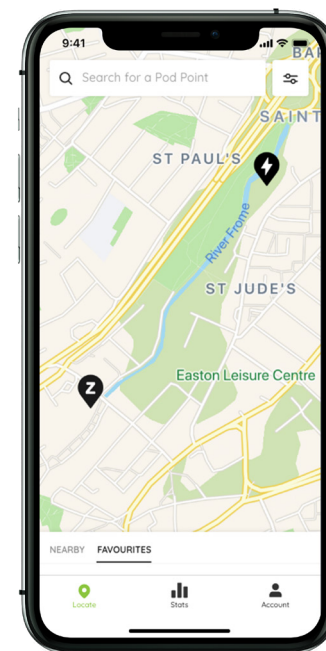
Charge map pins

Charging locations will be marked with a black pin on the Charge Map.

If there is an EV Zone the pin will be black and marked with a "Z", see image.

To understand a charging location's availability tap into the pin to find out more.

Find out what an EV Zone is **here**.

Charging Map

Each location page has more information on each charger available.

The different chargers have a unique name that you can search for within the app.

The speed for each charger will appear under the given name of the charger. Look for the green and orange tags to understand if a charging point is available to charge or not.

Most of our chargers have two sockets available. This gives two vehicles the ability to charge at the same time.
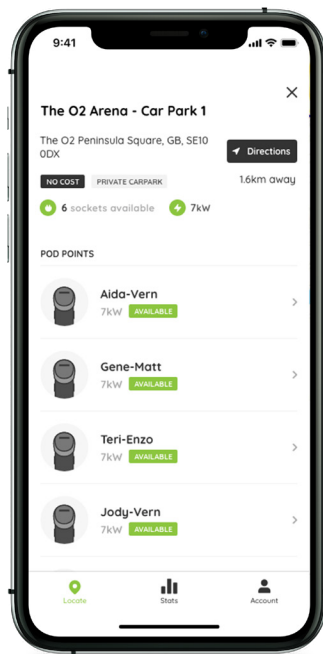
Filtering our charge map

Find charging points across our Charge Map faster by filtering by charging rate.

We currently offer both AC/DC charging across the Pod Point Network.

Check to see the maximium rate your EV can charge in our vehicle guides **here**.

The higher the charging rate the quicker your EV will typically charge, please be aware pricing may differ at every location. There may also be overstay-fees, please always check the location details and charger compatibility before travelling to charge.
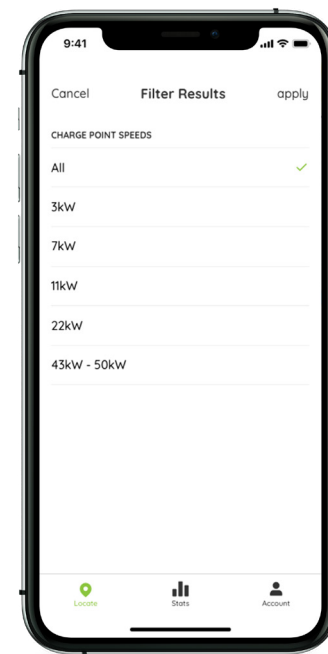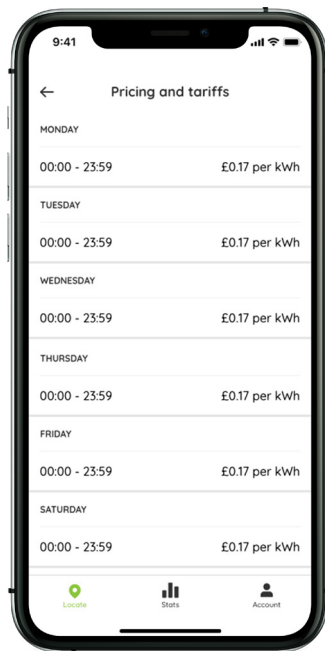
Location pricing

Pricing & tariffs will open in a separate page. Here you can access the pricing in more detail.

Charging is typically priced per kWh, hourly or at a fixed rate. All pricing is set at the host's discretion.

Pricing per kWh of charging is shown

Note: Please always check your location's charging pricing and any overstay fees before travelling to charge.
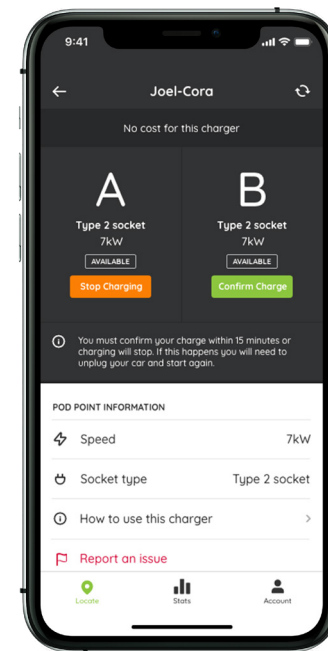
Charge on the Pod Point Network

When you click into the different charge points, named for example Joel-Cora, you can see which socket are available.

It will either show as:

🟢 Green "Available"

🟠 Orange "Charging"

Charging availability
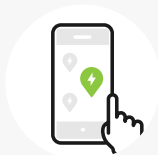
The Pod Point Network, is simple, fast and reliable.

We would suggest downloading the Pod Point App first to find your nearest chargepoint and filter your speed. You can also use the Pod Point App to navigate to your nearest chargepoint with integrated Google Maps directions.
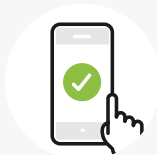
How to start charging

1. Plug-in your EV

Your charge will start immediately.

2. Select Pod Point in app

Use the map or search for the chargepoint by name.

3. Confirm your charge

If unconfirmed, your charge will stop after 15 minutes.

Confirming a charging session

In order to charge longer than 15 minutes, you'll need to start charging and then confirm your session within 15 minutes or charging will be stopped. Confirming a charging session must be done by using your Pod Point App.

Instructions on how to confirm your charge session will vary depending on which charger you're using and your method of payment to charge.

For detailed instructions on how to use chargers, please visit pod-point.com or locate in-app.
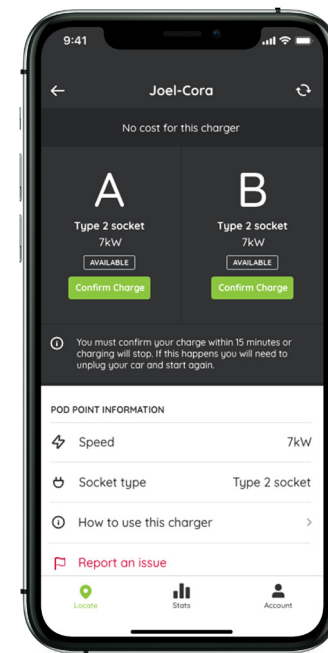
Viewing your charging stats

Viewing your charge stats is as simple as tapping on the "Stats" icon on the bottom menu of the Pod Point App.

You can view your charging history by a weekly or monthly view by toggling the button in top right of the app.

Once you have completed a charge session, you're likely to see two graphs (as shown on the right).

Alternatively, if you would like to just view your home or public spend/charging in isolation, tap the filter button in the right hand corner and select the data set you'd like to view.
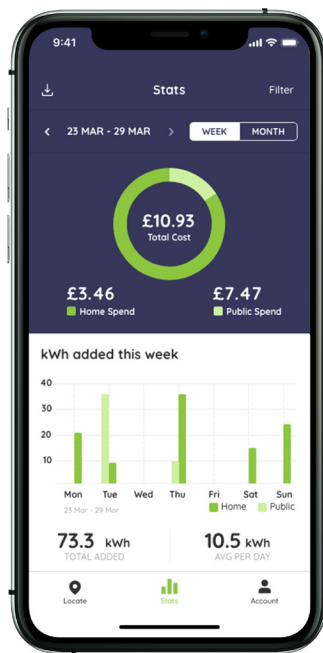
Charging data explained

The chart at the top of the screen shows the total cost of your charging for the week/month and the proportion of costs for home charging vs public charging. If you have workplace chargers set up, this may also be included.

The chart at the bottom of the screen shows the amount of energy you've added to your EV during the weekly/monthly period.
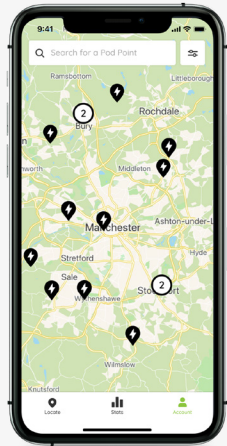
This data is split out by the kWh added per day with total kWh added and average kWh added per day marked underneath the bottom chart.
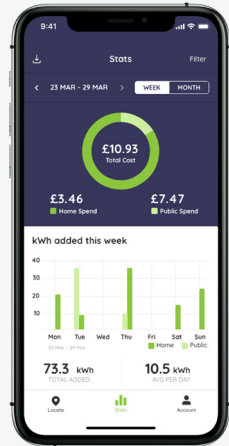
Charge Activity Reports

Our Charge Activity Report makes it easy for you to capture, report-on & get even more granular with your EV charging data.
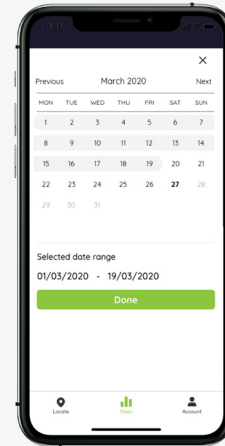
It also makes expensing your business trips in your EV easier than ever.

Charge your vehicle at home, work or our public networks.

Access your charging statistics via the stats section.

Select the respective date period.

Enter total mileage and business mileage during the period.

Receive your Charge Activity Report in your email inbox.

Charge Activity Reporting

In order to calculate home charge costs, you'll need to enter your energy tariff first.

A charging activity report allows you to:

1. Generate a detailed charging report from the Stats section in app.

2. Select your desired date range for your report in the Stats section.

3. Have the option to include total miles and business miles.

> **Note:** By failing to input the exact tariff(s), Pod Point will use a default rate, (14p/kWh) which may not accurately reflect your home charging
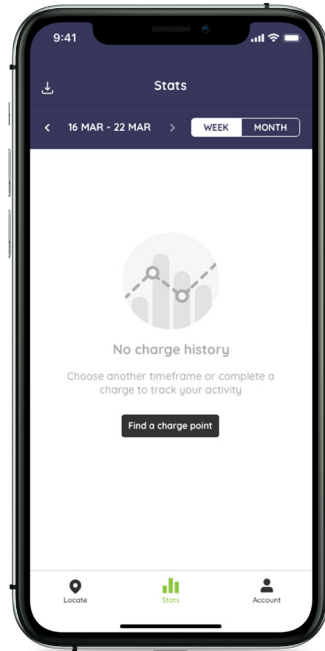
To create a Charge Activity Report

Fill in the required fields and select a date range to create your Charging Activity Report.

1. Tap the stats tab on the bottom.

2. In the top left-hand corner there will be a download button.

   (as shown below)

Setting your date range

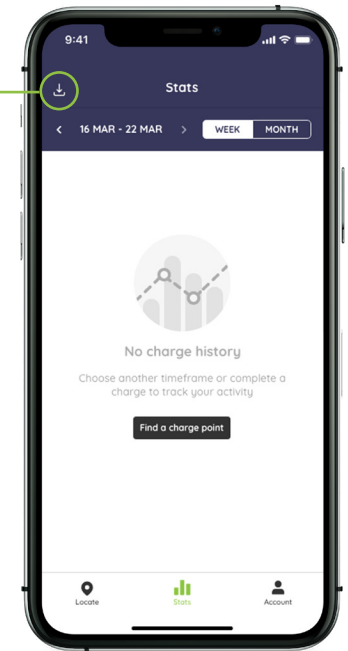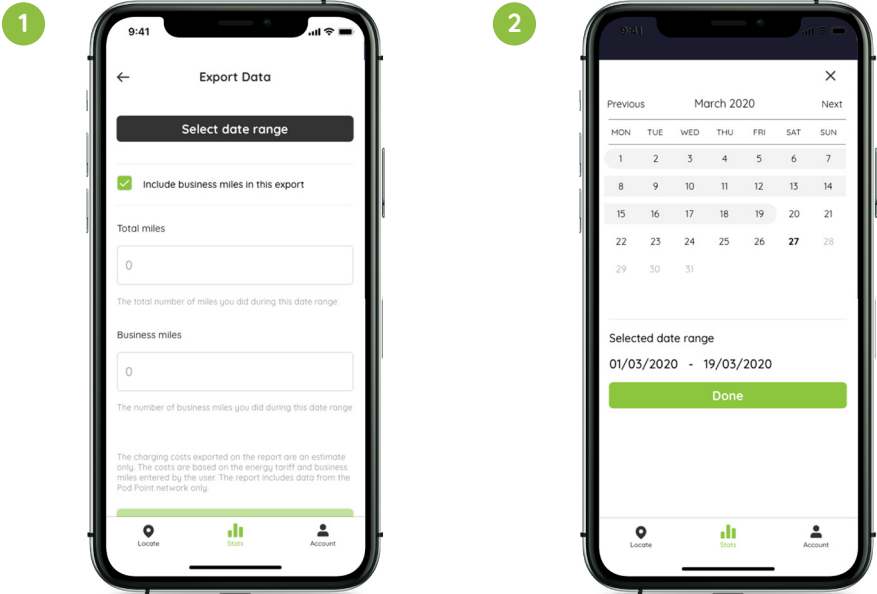# Exporting your data

Once all the fields have been filled in, the "Export Data" will be generated and emailed to the email address registered to the Pod Point account.

Please ensure you're using the same e-mail address as used via your Pod Point account otherwise the report will not be delivered.

Note: If you chose not to enter any business miles, the report will be generated without them.

Viewing your report

You will receive the finished report file by email in a CSV format. This file can be viewed in Excel, Google Sheets and more.

A typical Charging Activity report will look like this:

First name	Last name	Date	Cost	kWh Consumed	Location type	Location
John	Turner	06-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 2CD
John	Turner	06-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Public	Superstore, Barnstaple, Devon, BA21 4DC
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Public	Superstore, Barnstaple, Devon, BA21 4DC
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	14-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	15-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	18-03-2019	£0.00	5.5 kWh	Public	Visitor Centre, Wood Farm, Devon, BA21 4DC
John	Turner	19-03-2019	£5.40	38.6 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	19-03-2019	£0.80	5.7 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	19-03-2019	£0.00	0.3 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	19-03-2019	£0.01	0.1 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	19-03-2019	£0.00	0 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	20-03-2019	£6.22	44.4 kWh	Home	1, Pod Road, London, AB12 231
John	Turner	22-03-2019	£0.00	34.1 kWh	Home	1, Pod Road, London, AB12 231

Get in touch,
we'd love to hear from you!

If you ever have any questions
or need some help, contact us
via phone, email or twitter.

Call support on: **020 7247 4114**

Email us at: **support@pod-point.com**

Tweet us at: **@Pod_Point**

Website: **pod-point.com**