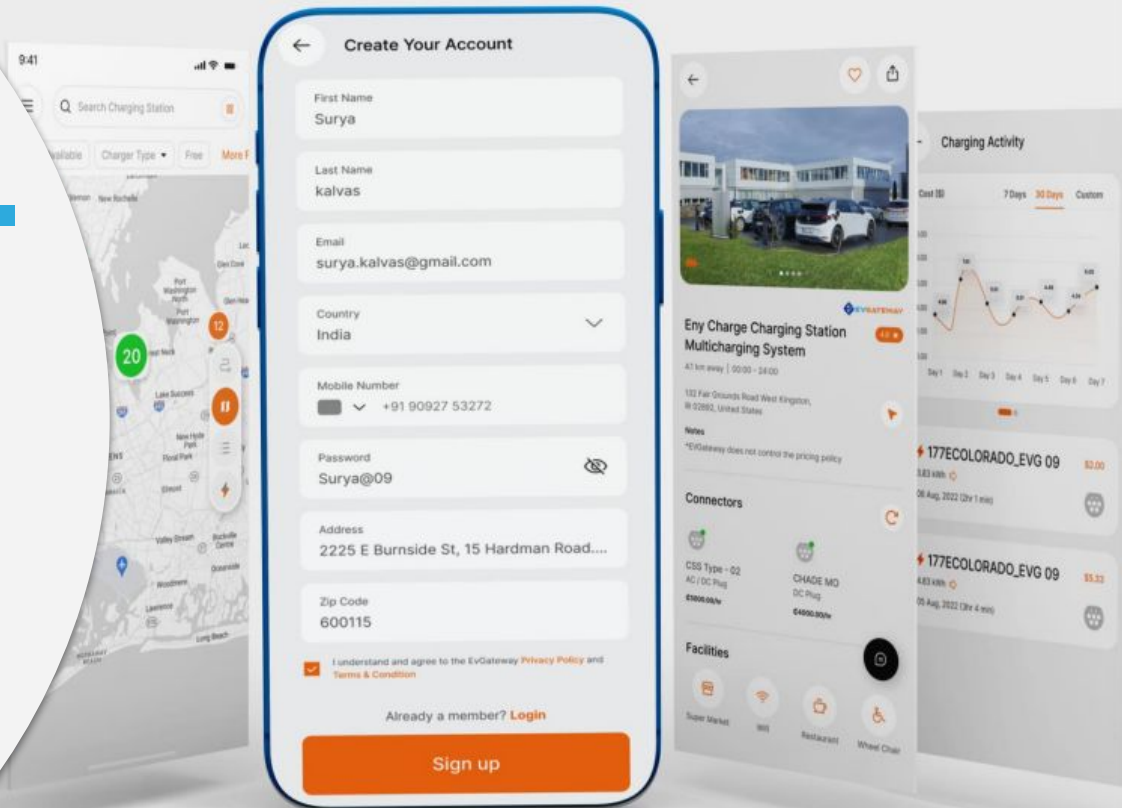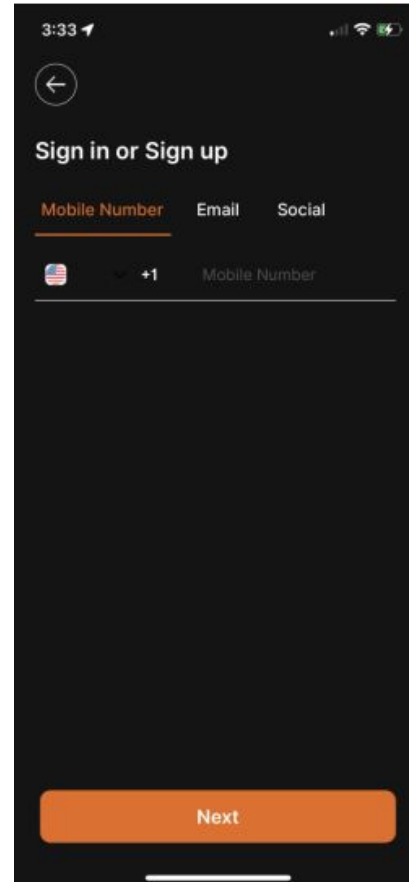# ACDI Energy Services

Mobile App Manual

MOBILE APP

- Sign up
- Remote Start Transaction
- Remote Stop Transaction
- Reserve Now
- Push Notifications
- Add EV
- Auto Payments
- Charging Activity
- Enable Notifications
- Contact Us / Support
- Add Stations to Favorites
- About Us
- Trip Planner
- Maps
- Search

LOGIN PAGE

Upon accessing the app, you will have the option to either create a new account or log in using your existing credentials
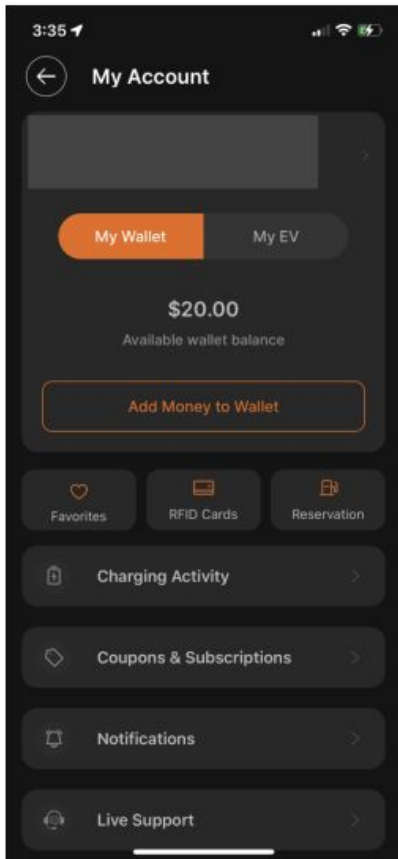
FIRST LOOK

1. Access the menu.

2. Enter the station ID or station name to search for a specific station (located on the decals).

3. Utilize the camera to scan the QR code on the station for quick identification.

4. Apply filters to refine stations based on charger type, status, and price.

5. Navigate to my precise location on the map.

6. This feature will display nearby sites in the vicinity of the driver's location

7. This feature will provide information on currently active transactions.

OPEN MENU

— The Back Arrow button will redirect you to the original page.

— The Account section provides options to update your profile, manage RFID cards, and change your password.

— The Charging Activity section displays a chart of your past charging sessions.

— You can make reservations for specific chargers.

— The Favorite button displays a list of your preferred stations, allowing you to quickly navigate to your desired charger.

— The notification feature enables you to receive alerts regarding your charging activity, such as completion of a charging session or the availability of a charger. You can choose to receive these notifications via SMS, email, or directly within the app.

— The Live Support feature connects you directly to our support team.

— For non-urgent matters, you can submit a ticket through the Contact Us menu.

— The FAQs provide general information and answer commonly asked questions.

— The Share button allows you to share app information with others.

— The Logout button allows you to sign out of your account within the app.

— The Settings menu allows you to configure MFA (Multi-Factor Authentication) options, change your password, or delete your account.

TAP RFID CARD
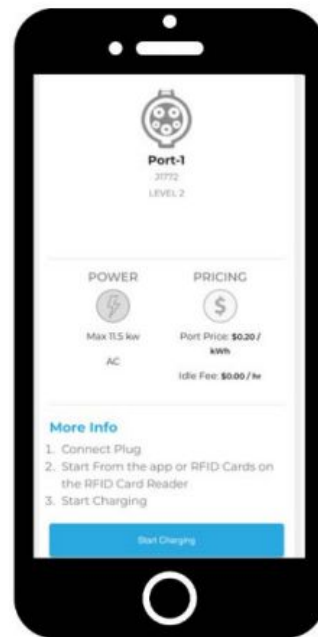
SCAN QR CODE

SCAN HERE

FOR THE APP

SCAN QR CODE

EV drivers can scan the QR code from any cell phone

When a driver scans the QR code a web page will pop-up that will redirect the Mobile App where the EV charger details along with charger ID and the pricing will be displayed

The Driver can start charging by entering the credit card or debit card information on the Mobile App screen and initiate the charging session
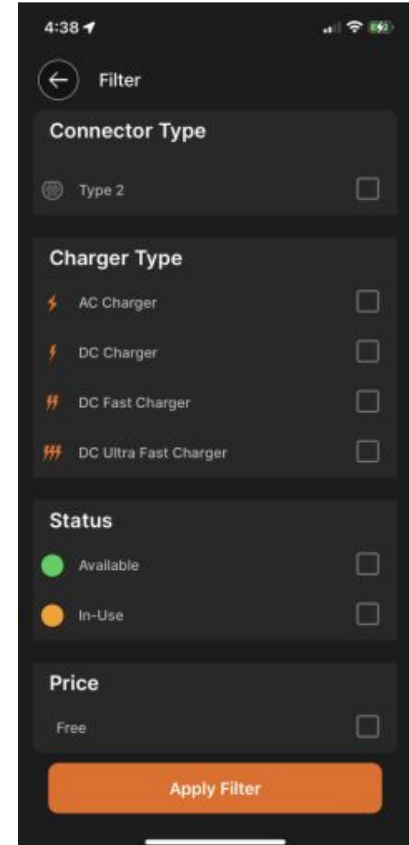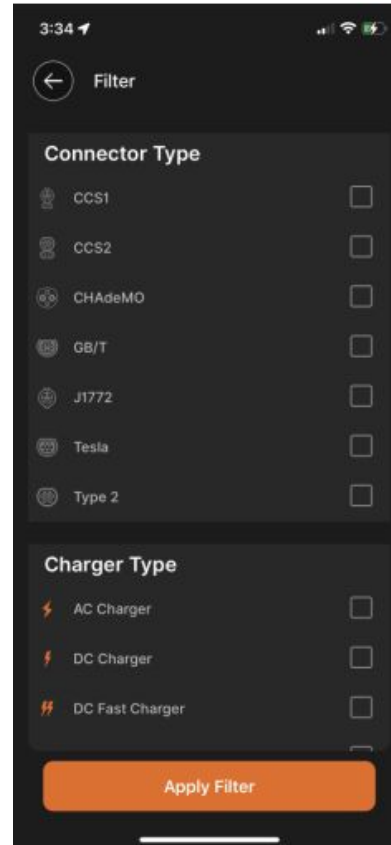
FILTERING STATIONS

The Filtering or More button, positioned below "Searching Charging Station," offers options for filtering your charger preferences.

By selecting Filter, you can specify your choice between AC chargers such as J1772 (Level 2) and DC Fast chargers like CCS 1 or CHAdeMO (Level 3).

Moreover, the app enables you to filter and display solely the available or in-use charging stations.
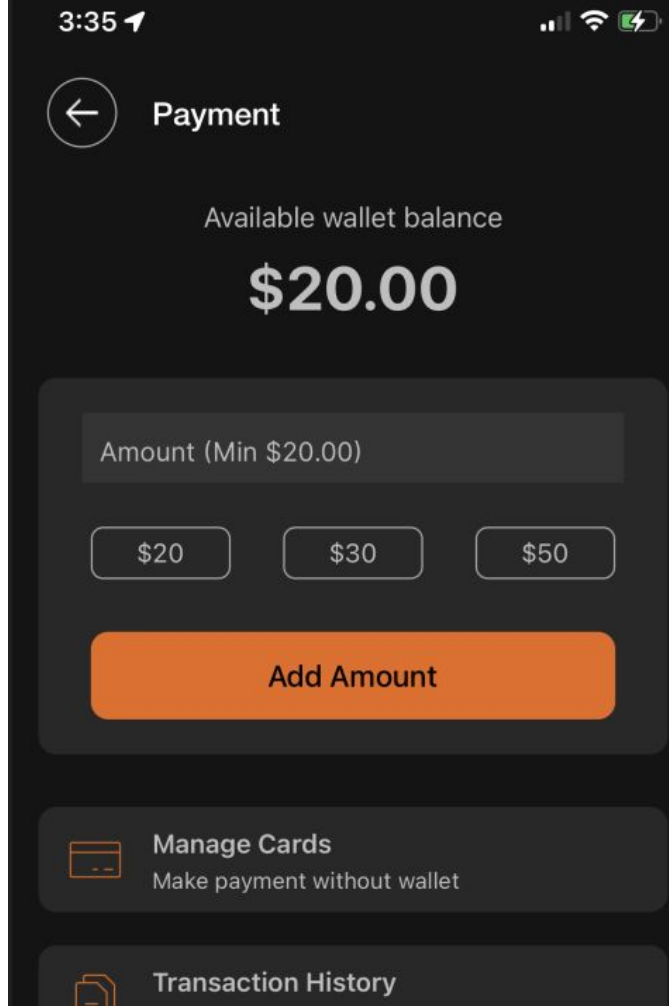
Regarding pricing, you can choose to view exclusively the chargers that are free of charge.

ADDING FUNDS ON THE APP & BILLING SUPPORT

To access your wallet, follow these steps:

- Go to menu > Click on Add Money to Wallet

- Please be aware that the "Manage Cards" option allows you to make payments without the need to add money to your wallet

- To request a refund, please access the "Live Support" option in the menu and provide the following details: your full name, email address, and the last four digits of the credit card used, along with the desired refund amount
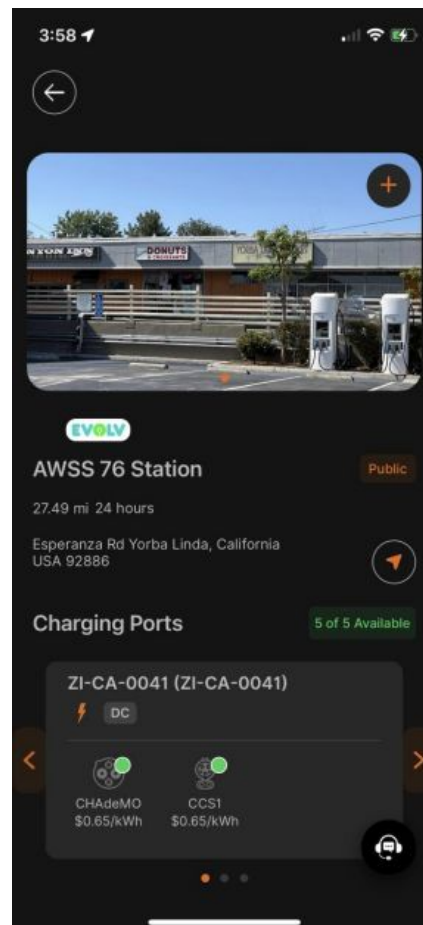
HOW TO INITIATE A CHARGING SESSION

To begin a charging session, follow these steps:

1. Scan the QR codes provided or manually enter the Station ID

2. Choose the desired connector from the available options

3. Locate the "Start Charging" button at the bottom of the screen and press it

Once your charging session is finished, you will receive a notification within the app, and a receipt will be sent to your email
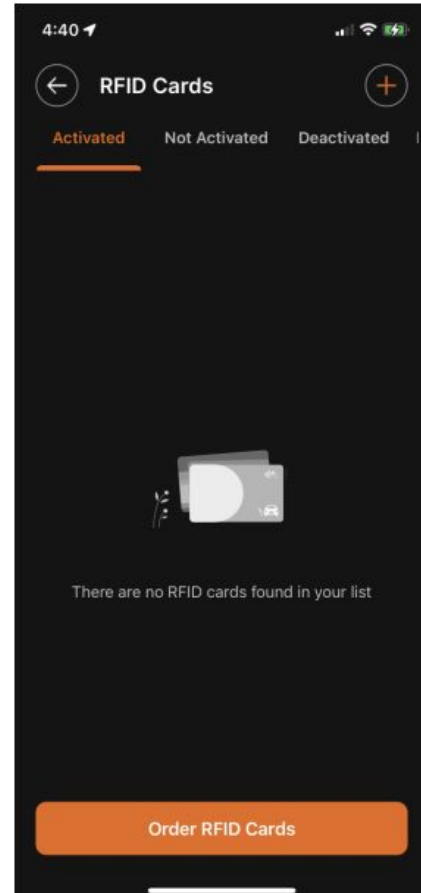
REQUESTING RFID CARDS ON THE APP

To request RFID cards, please follow these steps:

1. Open the menu and locate the "RFID Cards" section in the middle

2. Click on "Order RFID Cards" and specify the desired quantity, along with the option of having a ring or not.

3. Provide the delivery address, then click "Submit"

Upon receiving the card, tap the "+" button in the top right corner. This will provide you with the option to either scan the NFC key using your phone or enter it manually.

THANK YOU!

MOBILE APP

Download the ACDI Energy Services app from the Google Play or App Store.

Sign up with ACDI Energy Services or use the Pay as You Go feature to start a charging session.

1. Plug in connector

2. Login to the ACDI Energy Services Mobile App and scan the QR code

3. Click on Start Charging on the App

TAP CARD

1. Plug in connector

2. Tap your card on the RFID Reader

GET IT ON
Google Play

Download on the
App Store

FOR SUPPORT: software.support@acd-inc.com
877.649.1323
www.adc-inc.com/energy