



ACDI EV Owner Training Manual

Developed for ACDI Energy Services Site Owners & Managers

Introduction

Welcome to ACDI EV! This guide walks you through the key functionalities and workflows for managing EV charging stations, analyzing performance metrics, setting up pricing, and supporting driver and site activity.

Dashboard Overview

The dashboard provides a real-time snapshot of your charging network.

- **Station & Port Status:** View how many are available, unavailable, reserved, or under maintenance
- **Energy Metrics:** Total energy used, CO offset, fuel saved
- **Charging Sessions:** Monthly breakdowns of sessions and trends
- **Visitor Info:** Unique users and session counts
- **Interactive Map:** Locate active stations across states

Charging Activity

Monitor individual charging sessions with granular data

- **Search Filters:** By site name, station ID, or session ID
- **Session Details:** Time, energy used, user name, revenue, and termination reason
- **Export Options:** Download session data as Excel or PDF
- **Use Case:** Troubleshooting issues or verifying usage patterns



Reports & Stats

Visualize performance and financial outcomes

- **Charging Sessions Summary:** Transactions, energy usage, and revenue by station
- **Revenue & Energy Graphs:** Time-based comparison
- **Data Visualization:** Choose from bar, line, or pie charts
- **Export Functionality:** Create downloadable analytics reports for internal sharing

Site Management

Administer and configure site-level settings

- **Add/View Sites:** Include contact details, utility info, and address
- **Live Monitoring:** Status of stations, visitors, and energy use
- **Maintenance Notes:** Record any interventions or issues
- **Provision Date & Utility Info:** Useful for regulatory and billing alignment

Pricing Configuration

Flexible pricing controls at site and station level

- **Site Level Setup:** Transaction fees, max session times, connected time fees
- **Station Modes:**
 - *Payment Mode:* Standard billing
 - *Freeeven Mode:* Free access
 - *Driver Group Mode:* Restricted to specific users
- **Advanced Pricing:** Tiered rates based on time or energy used
- **Port-Level Pricing:** Customize per connector

Station Control & Settings

Tailor each station to meet site needs

- **Connector Details:** Type, power rating, and pricing
- **Station Status:** Real-time availability
- **Maintenance Settings:** Apply station-level troubleshooting notes
- **Session Limits:** Total energy and time parameters per station

OCPP Diagnostic

Perform basic troubleshooting via OCPP commands.

- **Commands Available:**
 - *Reset*: Soft or hard reboot
 - *FUnlock Connector*: Remotely release port locks
 - *View Logs*: Monitor configuration changes and diagnostics
- **Recommendation:** Use only basic commands unless trained in technical diagnostics

Site Manager Accounts

Create and manage accounts with limited access

- **Access Type:** Read-only control over sites and stations
- **Permissions:** Can view dashboards and run basic OCPP actions
- **Setup Process:** Enter contact info and site assignments
- **Note:** Placeholder data can be edited later

Support & Troubleshooting

Address technical issues or user concerns

- **Support Tickets:** Track open issues by ID, category, and owner
- **New Tickets:** Provide title, charger ID, and issue type
- **24/7 Support Line:** Reach EVGateway at 1-(855)699-9191

