



User Guide

Introduction

Welcome to the GeniePoint Network Mobile Web App.

This guide gives an overview of the available functionality.

Contents

Quick Start Guide	2
Overview	3
Start A Charge	3
Charger Details	4
Session in Progress	5
History	6
Map	7
Filters	8
National Charge Point Registry	9
My Account	10
About You	10
Account & Balance	10
Auto Top-Up	10
RFID Card	11
Payment	12
Vehicle	12
Create a Shortcut	13

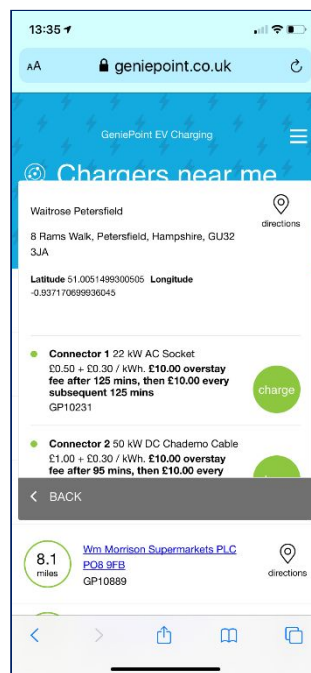
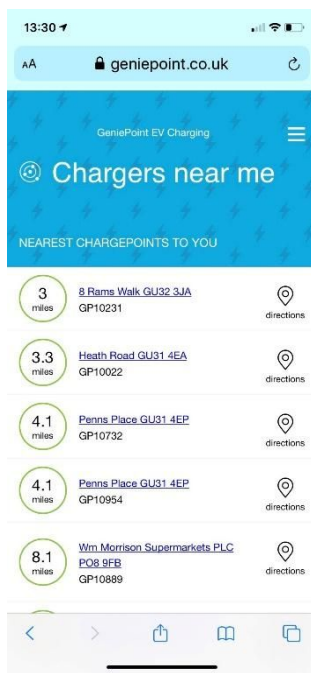
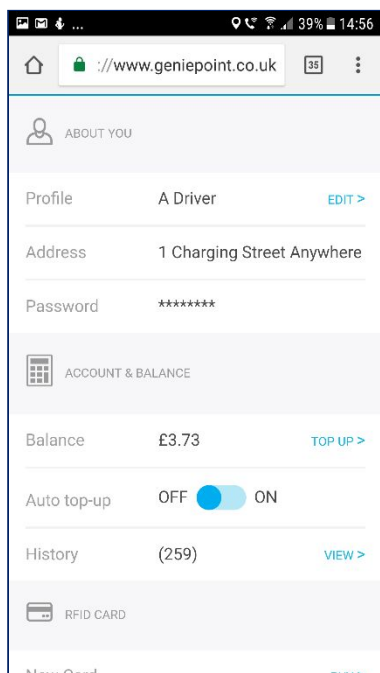


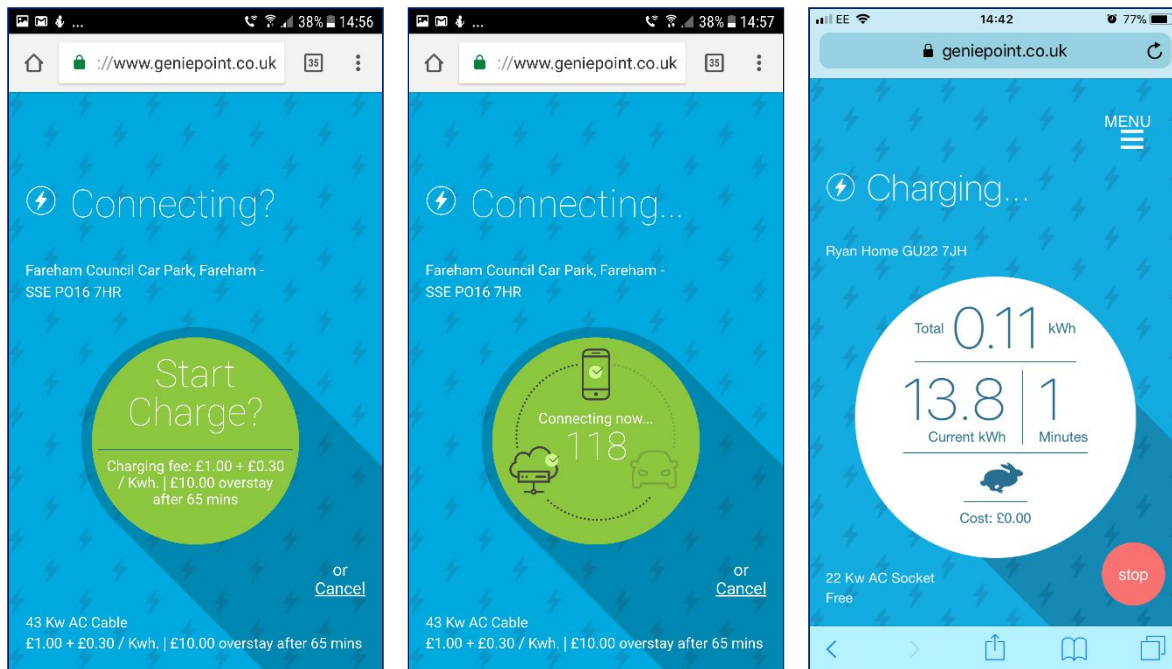
Quick Start Guide

If you are at a GeniePoint Network charger, get charging in a few easy steps!

1. Login or register at www.geniepoint.co.uk
2. Add a [payment card](#) and [purchase some credit](#) – note: as soon as you add your payment card £10.00 is automatically credited to your GeniePoint account.
3. Tap on **'start a charge'** and then on the charger you require
4. Tap the green **"Charge"** icon next to the relevant charger – AC/DC/CCS
5. Plug the connector in to your vehicle
6. Tap the large green **"Start Charge"** button
7. That's it. You're charging, to stop, click the red **"Stop"** button which only appears when a charge is in progress.
8. If you would like to use an RFID card to operate GeniePoint Network chargers, please read section: RFID Card to purchase a GeniePoint Network RFID card or register your own RFID card on the GeniePoint Network.

Note: you cannot use your phone as an RFID card at a GeniePoint Network charger.





Overview

The Web App main menu offers the following:

- Start a Charge
- Map
- My Account
- FAQ
- Contact Us
- Logout

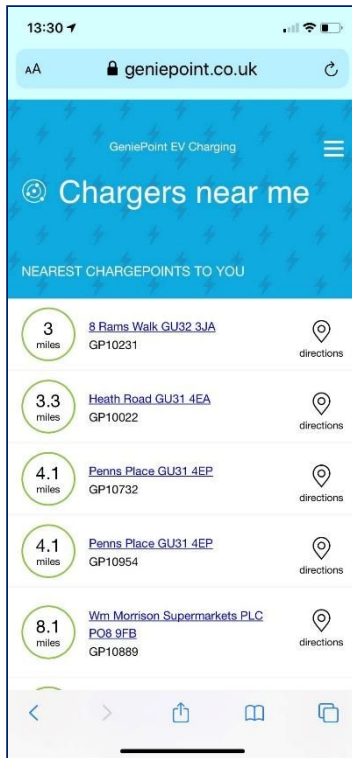
Start a Charge

This section contains details of the chargers nearest to you.

Simply tap “Directions” to navigate to the charger using your default navigation app.

GeniePoint Network

Mobile Web App

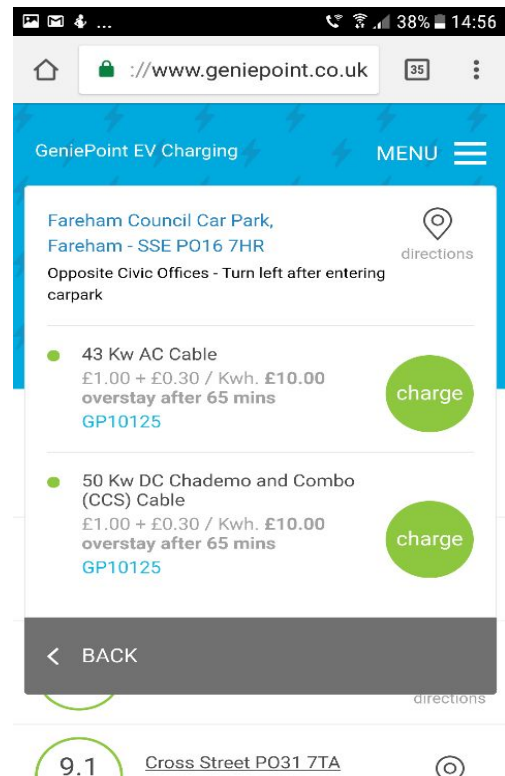




Charger Details

Tapping a charger in the list (or from the map screen) will show:

- The type of connectors –
 - o AC/DC/CCS
- Power rating –
 - o Fast Charger 7kW/22kW or
 - o Rapid Charger 43kW/50+kW
- Cost
- Availability of connectors
 - o Green = available
 - o Blue = in use
 - o Red = charger has a reported fault

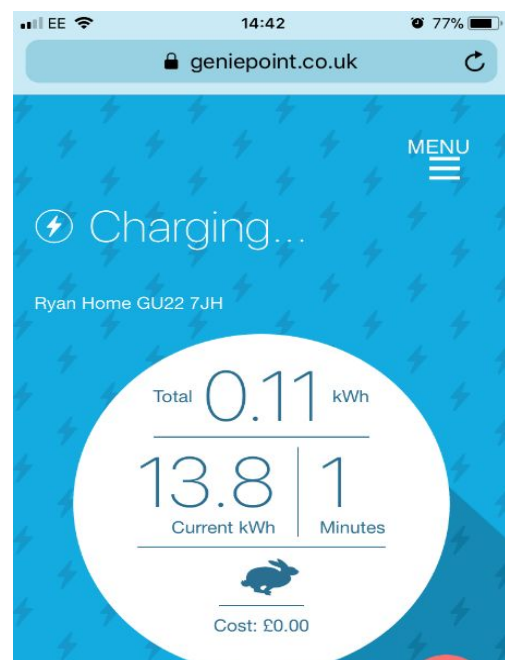


Session in Progress

This screen will only be shown when you have an active charge in progress and includes information relating to your charge.

Refresh the screen or login again if your charge is not shown on screen.

To stop the charge simply tap the red **Stop** button.



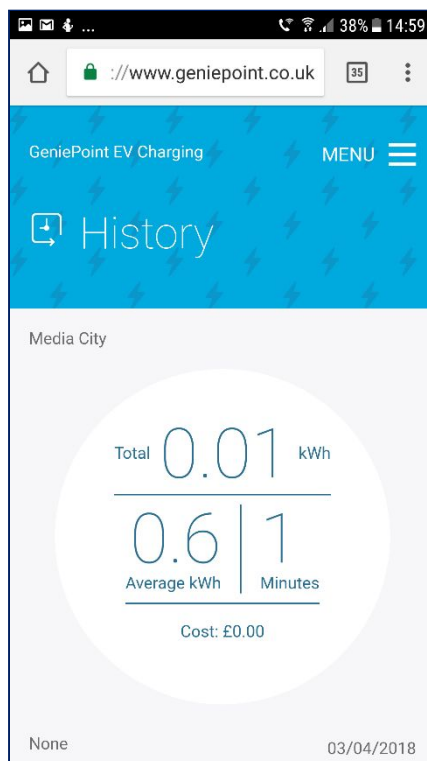
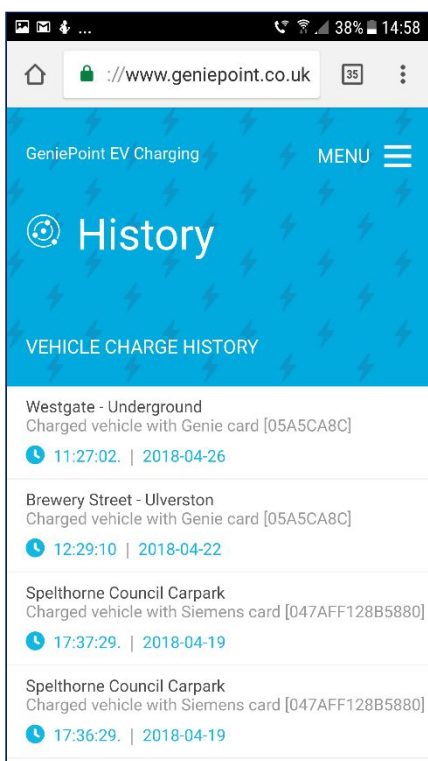


History

The History section displays your historical charge sessions, along with a summary of the amount you have paid and your remaining balance. Tapping a session in the list displays details of that session. Here, you can see:

- Location and date of charge session
- Total energy consumed in kWh
- Length of the charge session
- Average power drawn in kW (the average rate of energy consumed, or rate of charge)

Tapping the “Send” button will send a copy of these session details to your email address.

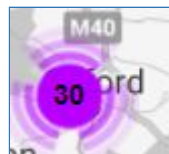
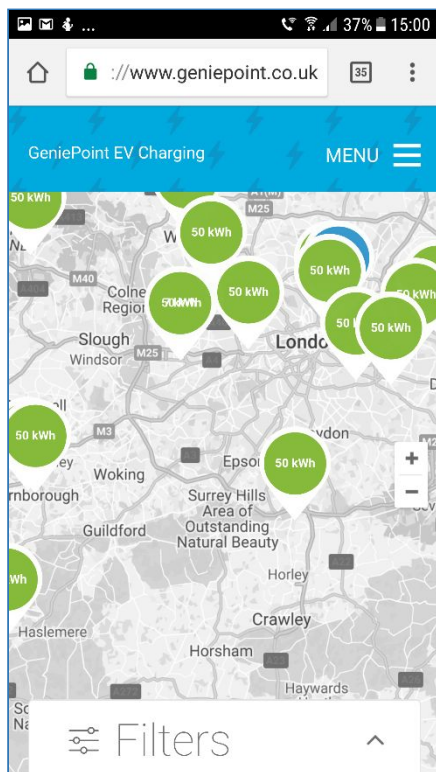


Map

View all of the chargers across the network, their power rating and status:

- **Green** = Available
- **Blue** = In use
- **Red** = Charger has reported a fault.

As with the **Chargers near me** screen, tapping a charger shows full details and lets you start a charge.



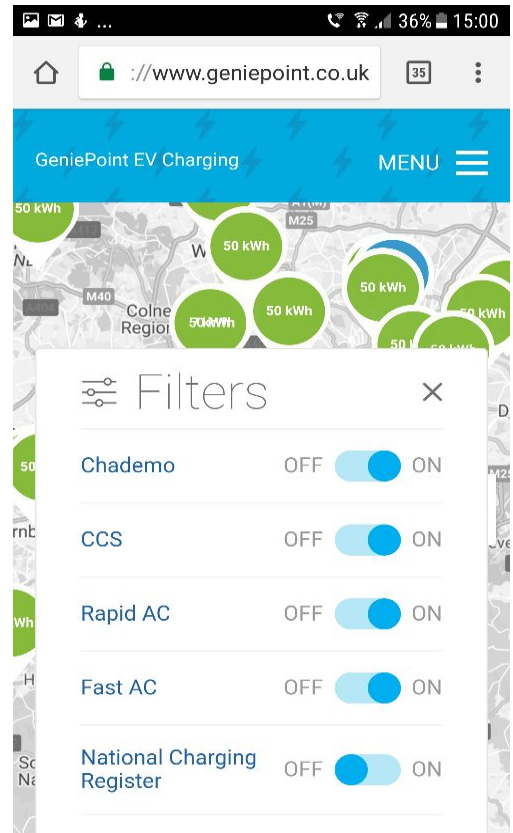
Where there are multiple chargers in an area you will need to zoom in to see details of the individual chargers – use the +/- controls, pinch or double tap to zoom.



Filters

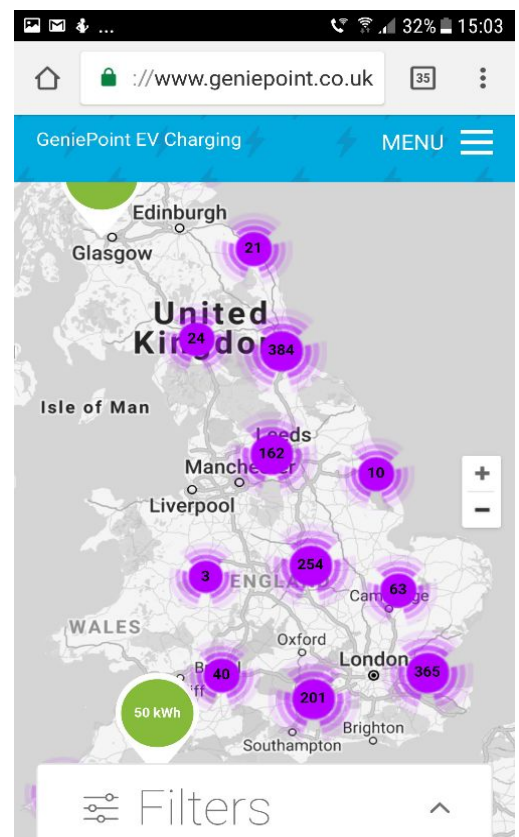
To narrow down or expand your search you can filter the view using the panel at the bottom of the screen. Search by:

- CHAdeMO
- CCS (Combo DC Charging)
- Rapid AC - Type 2 connectors rated above 22kW
- Fast AC - Type 2 rated 22kW or below



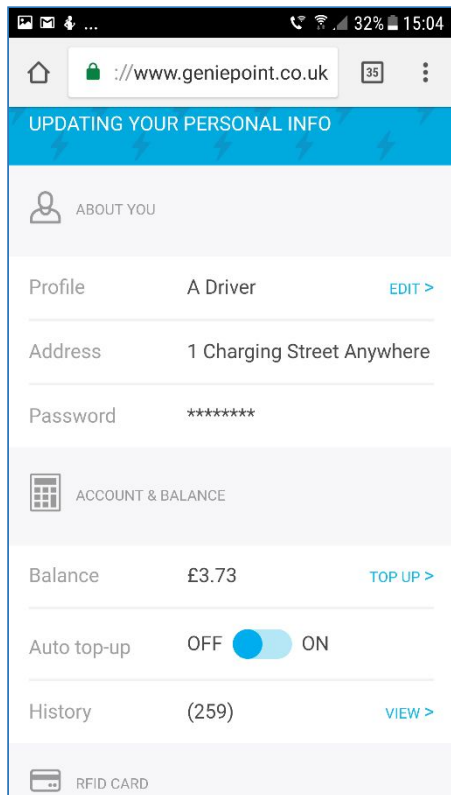
National Charge Point Registry

The National Charging Register filter shows **ALL PUBLIC** chargers from **ALL PUBLIC NETWORKS** 'details for the various networks.





My Account



About You

Edit your name, address and change your password. Should you need to change your email address please contact customer services by email geniepointsupport@engie.com.

Account & Balance

Check your balance and top up your account, in multiples of £10. Enable or disable auto top-up and view your transaction history.

Auto Top-Up

Auto Top-Up is designed to ensure you are never out of credit and are always able to charge. When your balance falls below zero, if Auto Top-Up is enabled, we automatically top up to a balance of £10 credit, so you always remain between £0 and £10 in credit.

Please be aware that your account must be in a positive balance to use our Pay As You Go chargers. If Auto Top-Up is disabled and your balance falls below zero, we will email you to let you know and you will not be able to charge until you have topped up.

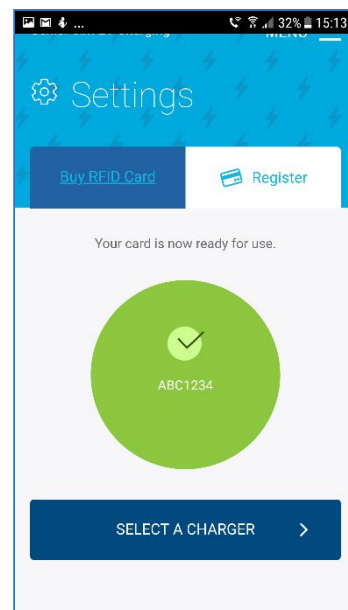
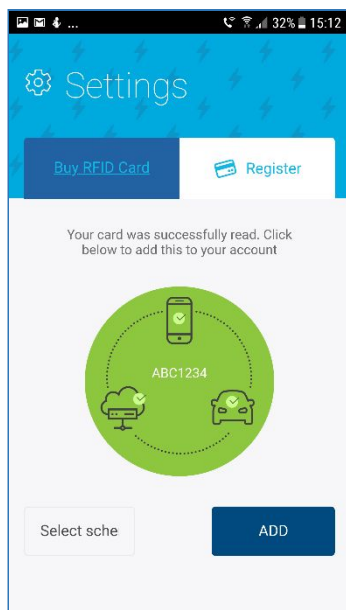
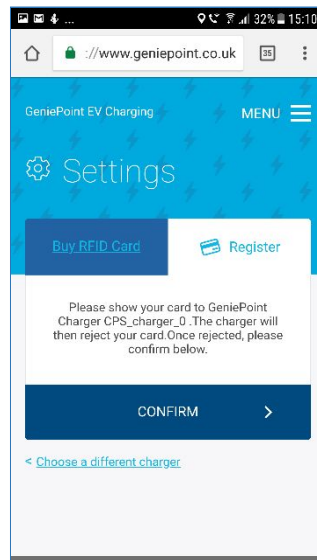
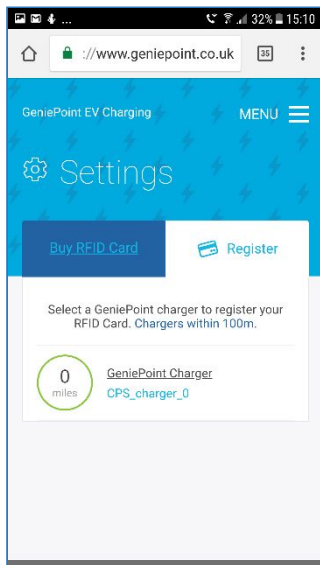


RFID Card

Here you can order our GeniePoint Network RFID cards or register a RFID card that you already own (for example an Oyster card, or from another charging network).

To buy a new card, simply click buy and follow the instructions.

To register a card you already have, visit any of our chargers and follow the on-screen instructions. Once registered you will be able to use that card to start and stop all public GeniePoint Network chargers.



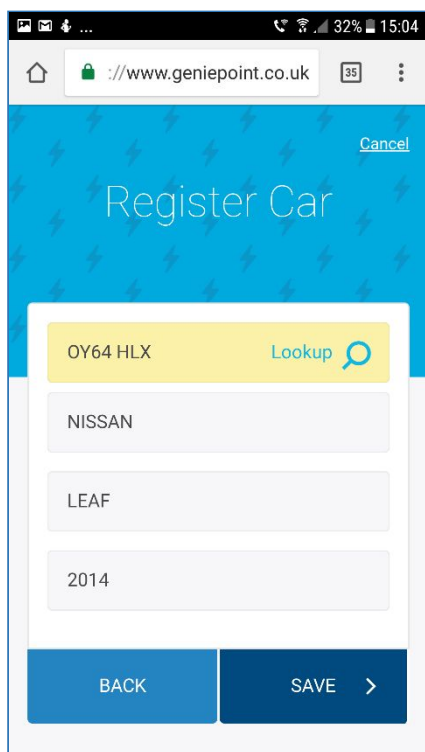


Payment

Add and manage your credit or debit cards, simply follow the on-screen instructions.

Vehicle

Add and manage your vehicles. You can add a new vehicle by using the registration plate details. It is advisable to keep your vehicle details up to date as it greatly aids customer service when dealing with any issues.





Create a Shortcut to GeniePoint Network Mobile Web App

To create a shortcut to the GeniePoint Network – Mobile Web App, follow the instructions below:

Android

1. Navigate to <https://www.geniepoint.co.uk> using Chrome
2. Tap the three dot menu on the top right of the screen
3. Tap “Add to Home Screen”
4. Tap “Add”

IOS

1. Navigate to <https://www.geniepoint.co.uk> using Safari
2. Tap the share icon to the right of the address bar (box with arrow pointing upwards)
3. Tap “Add to Home Screen”
4. Tap “Add”

Please note: capitalisation is as used on devices