# User Guide
Pod Point App

pod POINT

Contents

Downloading the Pod Point App

The Pod Point App serves as a digital "swiss army knife" for charging your electric vehicle on Pod Point chargers whether at home, at work or on the Pod Point Public Network.

In addition, it also has useful tools and features focused on improving convenience, reducing cost and cutting carbon.

Our over-the-air software updates mean your charger and app will continue to receive the latest features.

Join over half a million people already using the Pod Point App!
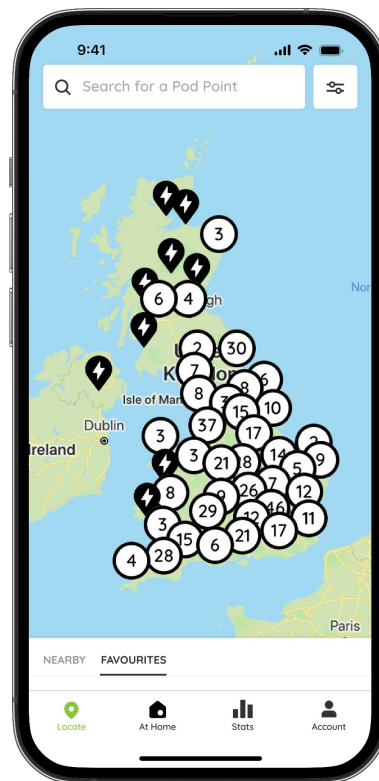
Creating a Pod Point Account

Creating a Pod Point Account will allow you to access all the smart features of your home charger as well as use our public charging network.

After downloading the Pod Point App, you can 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.

You'll also have the option to charge-on-the go faster with guest access to our chargers if you do not wish to create and Pod Point Account.

> ***Note:** If you have purchased a home charger online, please use the same email address you used when you purchased your charger from Pod Point. This will allow the charger to link to your account without the need for verification emails..

Updating your vehicle information

Every EV is different, and in the unlikely event you encounter an issue using one of our chargers, having your vehicle information will help us resolve any potential issues much faster.

To add your vehicle details, first navigate to the **Account** tab located in the bottom right hand corner of the app and click **Update vehicle details** to add your vehicle's make and model.

Should you change vehicles, you can update this at any time by repeating the same process.

Updating your payment information

Depending on the site owner, some of our chargers require payment to use. To use these chargers, you'll need to have credit on your Pod Point Account.

To add credit your account balance, first navigate to the **Account** tab located in the bottom right corner of the app.

Tap the Top Up button and you'll be given the option to add a payment card or use Google Pay or Apple Pay.
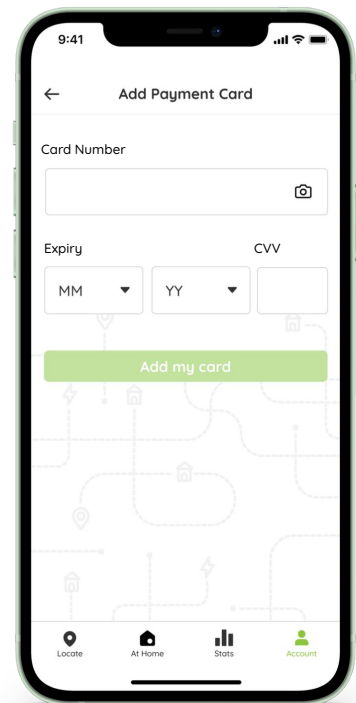
Pairing your home charger with our app

To get the most from your home charger, link it to your Pod Point Account in-app to access handy features and information about your charging use.

1. Select the **At Home** tab located in the navigation bar at the bottom of the screen.

2. Tap the plus icon in the middle of the screen.

3. Locate the PSL barcode on the bottom of your charger and scan it using your mobile device's camera, or alternatively enter the PSL number manually.
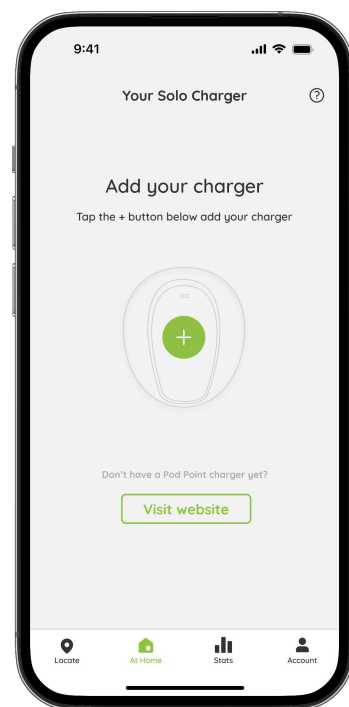
Please note: Customers who have purchased a new build property with a charger already installed will be prompted to manually register their account details on the app.

The charger will link to your account without the need for a verification email if you used the same email address to order your charger and set up your Pod Point Account.

If you used a different email address for each, you'll instead receive a verification email to the email address you used to order the charger. You'll need to click the link in that email to pair your charger to your account.

Customers who have paired their charger to their app account, can also follow the in-app instructions to connect it to Wi-Fi. To access these at a later date then click on the question mark in the At Home tab.
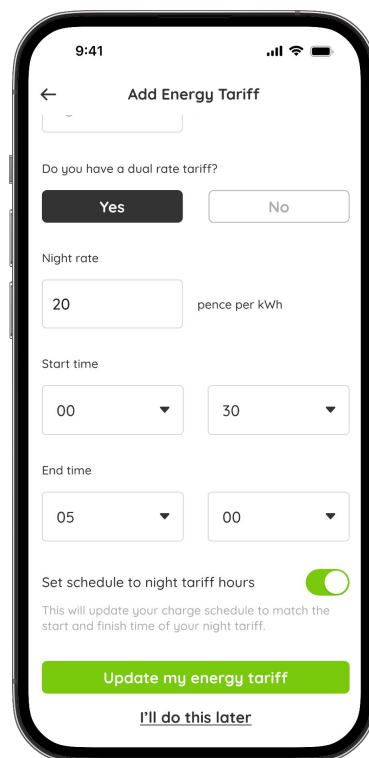
Getting Started

Adding your electricity tariff

With the ability to enter your electricity suppliers tariffs and information, you'll have better insight into the costs of charging your electric vehicle at home.

Open the **At Home** tab from the navigation bar, and then select **Add Energy Tariff**.

Select your supplier from the drop down menu and then enter your tariff. You can usually find your tariff:

- on your latest energy bill

- on your supplier's online portal

- by contacting your energy supplier

If you have a separate night time tariff, tap **Yes** under where it asks you **'Do you have a dual rate tariff?'.** This should allow you to enter a separate night time tariff to ensure your charging cost information remains accurate.

You will then also be given the option to set your charging schedule to these hours automatically.

A word on tariffs

Many energy suppliers are now offering cheaper night time tariffs for customers, and with the majority of electric vehicles owners charging overnight, switching to a dual tariff can save you a lot of money in the long run.

Please remember to update your tariff whenever you change provider or renew your energy contract to ensure your charging cost information remains accurate.

Getting Started

Staying up to date

If your charger is connected to Wi-Fi, it'll receive automatic over-the-air software updates ensuring your charger always has the latest features.

To check your charger is on the latest firmware version, select the **At Home** tab and click on the ••• to view the **Charger settings**.

You should see a green box below your firmware version confirming you're on the latest version.

If you aren't on the latest version, please check your charger is connected to Wi-Fi and is should update to the latest version.
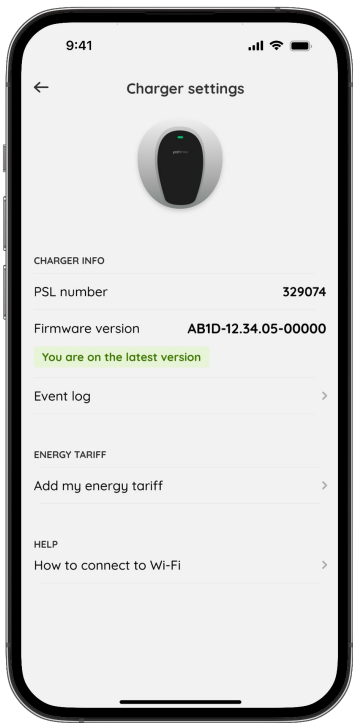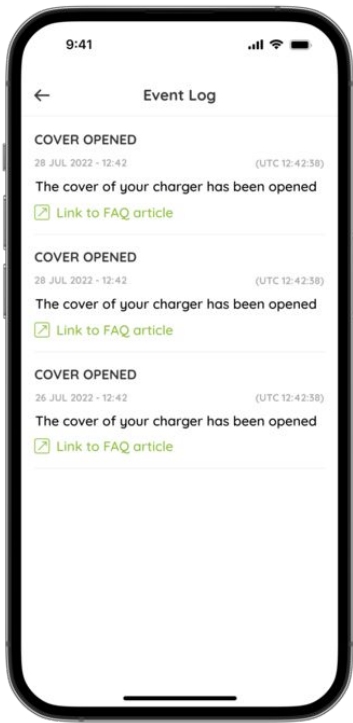
Event Log

The charger will notify you of any important information within the Event Log.

To access the **Event Log**, select the **At Home** tab, click on the ••• and then tap **Event Log** beneath where your firmware version is stated.

Each Event Log item will have a link to our Help Centre within it, detailing what the event means and if there are any actions you need to take as a result.

Charge Scheduling

Vehicle compatibility

Many new electric vehicles now come with charge settings or scheduling features in-built into their infotainment systems.

For the following features and guides to work effectively, please ensure any scheduled settings within your vehicle or vehicle's smartphone app have been disabled.

Charge modes

Once you have paired your charger to the app, you'll be able to select between either **Smart** or **Manual** mode.

You can find this by selecting the **At Home** tab on the navigation bar, and switch between the modes at the top of the screen.

🔌 **Manual mode** - Your vehicle will charge whenever it's plugged in and charging will stop when the vehicle is fully charged or you remove the cable.

🏠 **Smart mode** - Your vehicle will charge according to the default or custom set schedule.

When switching between modes, please allow up to 5 minutes for the changes to be registered by your charger.

Charge Scheduling
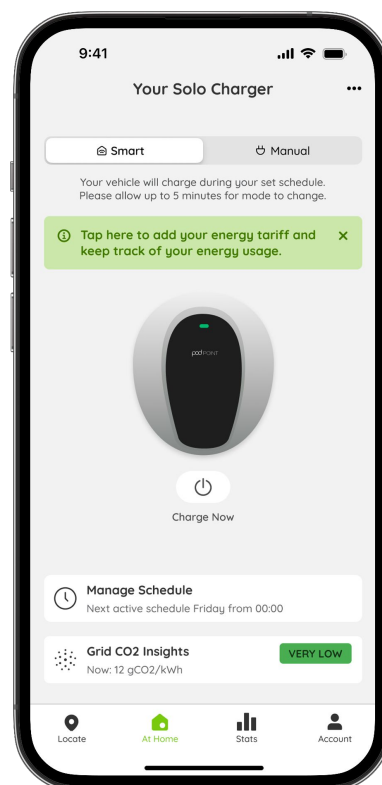
When you first connect your charger to Wi-Fi, a default overnight charging schedule will be set. This is aligned to when energy is cheapest and the carbon intensity on the grid is at its lowest (meaning it's more environmentally friendly).

Your vehicle will charge according to your default or custom schedule whenever it is in **Smart Mode**. A **yellow** light on your charger will indicate that it ready and waiting for a scheduled charging session to kick-in.

If a day has no charging schedule set or it has been deactivated, the vehicle will charge whenever it's plugged in on that day.

Please note that due to the Smart Charge Points Regulations, it can take up to 10 minutes for a charging schedule to begin.

Editing or setting a new schedule

To edit or create a new schedule, select the **At Home** tab on the navigation bar and then tap **Manage Schedule** at the bottom. This should now bring up an interface similar to the image on the right.

A little green dot indicates which day(s) have an active schedule set. Tap on the day of the week you wish to edit and this will be highlighted in a green square.

Charge Scheduling
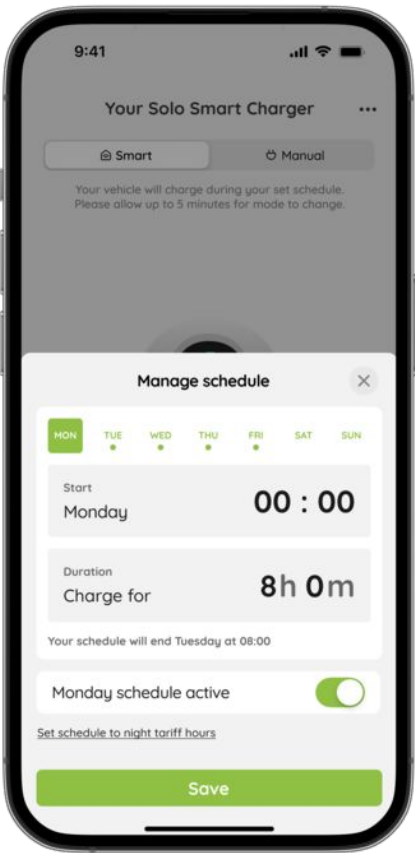
Editing or setting a new schedule

Choose the time you want the charging session to start, and how long you would like it to charge for. The app will then calculate when the charge will end.

When selecting a charge duration, if applicable charging will continue into the following day.

For example, if you select **Tuesday** and set a start time of **23:00** and a duration of **6h 0m**, it will charge overnight to Wednesday at 5am.

Please note that in this example if you were to have a Wednesday schedule starting before 05:00, the schedules would be overlapping and create a conflict.

If there is an overlap with another schedule you will see a red warning message, that will let you know that one of the neighbouring days will be amended accordingly. This affected day will then be highlighted by a red square.

You're able to activate or deactivate an individual day's schedule by tapping the 🔘 toggle on/off. When you deactivate a day's schedule, your car will charge whenever it's plugged in on that given day.

Once you're happy, remember to hit the **Save** button whenever you've made alterations to a day's schedule.

If you would like to automatically set your schedule to your night tariff hours you can do so by clicking the link above the **Save** button.

Charge Scheduling
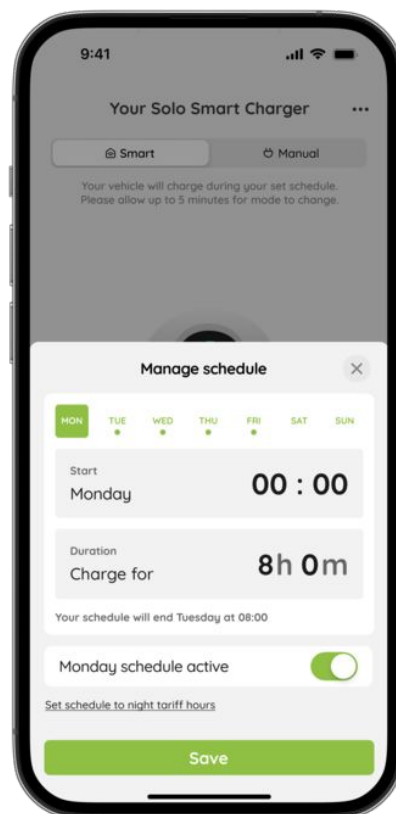
Charging outside your schedule

Should you ever need to charge outside your set schedule there are two options available to you:

Charge Now

Charge Now allows you to temporarily charge outside of your set schedule without the need to edit it.

Simply hit the ⏻ button below the image of your charger, and select the length of time you wish to start charging for.

Once your Charge Now session has finished, your charger will seamlessly revert back to its set schedule.

Manual mode

In the event you're doing a lot more driving than normal, you may want to temporarily put the charger into Manual mode, which means your charger will charge your vehicle whenever it's plugged in. Think of it as a global on/off toggle for your schedule.

When swapping to Manual mode your charging schedules will be switched off. When swapping back to Smart mode, your schedules will be reactivated and set as they were prior to entering Manual mode.

Charge Activity

pod POINT
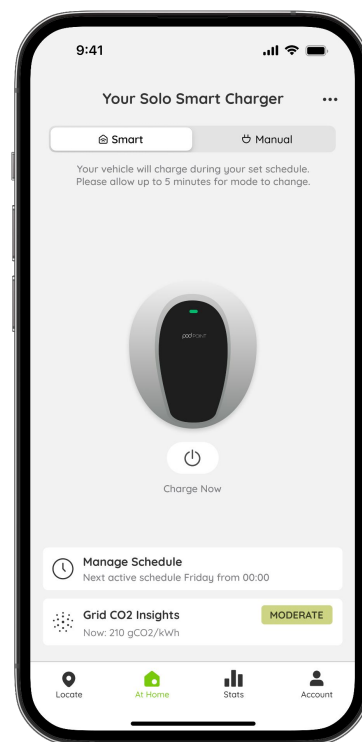
Your charging stats

You're able to see a weekly, monthly and annual breakdown of your charging costs and energy usage by heading to the **Stats** tab on the navigation bar.

The default view displays both Public and Home charging data, however if you would like to view either in isolation, tap the **Filter** button in the top right hand corner.

Charging cost data is displayed in the top half of the screen with energy usage underneath.

Your charge stats will update whenever you unplug your vehicle from a Pod Point charger.

Note: If you haven't entered your home electricity tariff, Pod Point assumes a predicted default cost per kWh.

Export   Filter

Cost Data

Energy Usage

Individual charge sessions

When viewing the week or month view on the **Stats** tab, you can scroll down to see individual charging sessions. Tap an individual session to open the details of that specific session.

Total duration is the time spent plugged in, whereas charging duration is the time actually spent charging.

Total and charging duration values may differ when using public chargers depending on charging availability or if you run out of credit whilst plugged in.
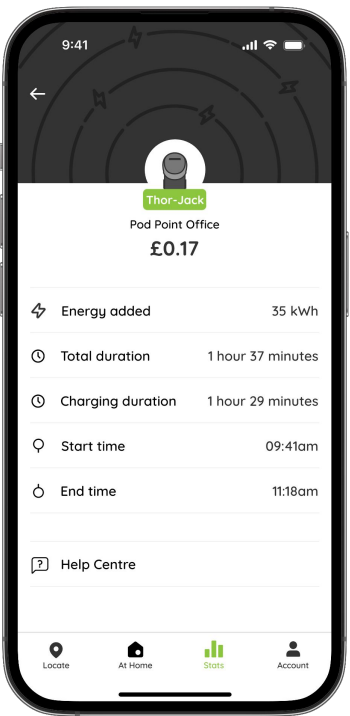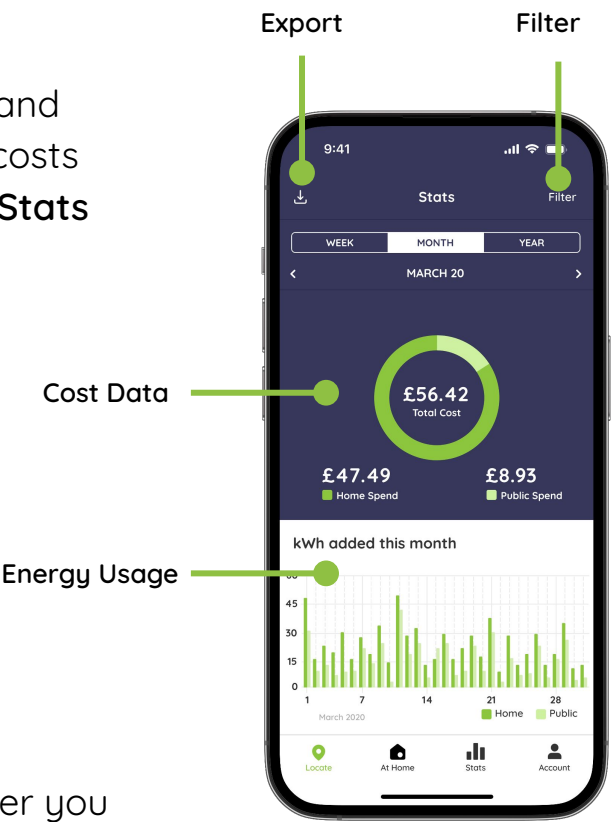
CO$_2$ Insights

Grid CO$_2$ Insights

The electrical demand on the National Grid varies throughout the day and by region. The higher the intensity, the more CO$_2$ emissions the grid is producing to generate electricity.

You can view a forecast of your local energy grid's carbon intensity, provided by National Grid, via the Pod Point App.

Think of it like a weather forecast, but for the magnitude of carbon emitted to meet the demand on the grid.

Using this data, you'll now be able to make more informed choices about when you charge. Specifically, by charging during periods of low carbon intensity, you'll be able to further reduce your carbon footprint.

Tip: Green electricity tariffs do not always equal 100% renewable energy supply to your property. For more information, find out here.

How to use it

1. Navigate to the **At Home** tab.

2. At the bottom of the screen, you'll be able to see an overview of the current carbon intensity, displayed in grams of CO$_2$ per kilowatt hour (kWh).

3. Clicking this will show you more detailed information, including the forecast for the current day and the following day.

4. You can also see information for a different time of the day by tapping and holding on any bar on the chart.
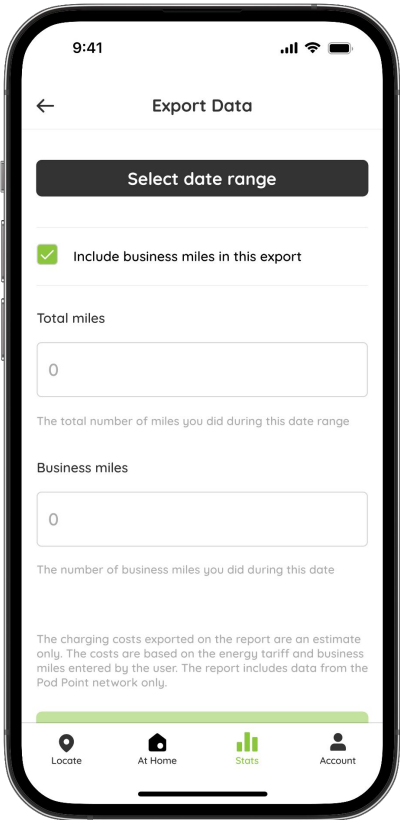
Tip: The location is based on the latitude/longitude of your charger. If for any reason you need to change this you can do so by selecting the drop down menu underneath the graph.

Exporting and Expensing
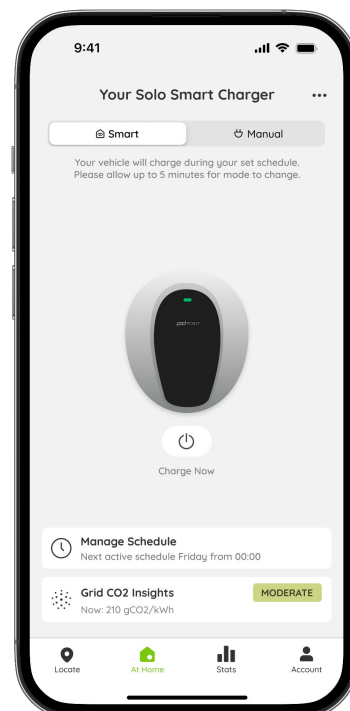
Exporting your charging stats

You're able to receive a **Charge Activity Report** of your charging stats sent to your Pod Point Account's email address:

1. Navigate to the **Stats** tab.

2. Tap the export ⬇ icon in the top left corner.

3. Select the date range you wish to export.

4. Enter your total mileage and business mileage (optional).

5. Tap **Done** and a spreadsheet of your charging activity will be sent to your email address.

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

Exporting and Expensing

Fleet expensing

You're able to send charging sessions to your Fleet Manager if your company is set up on Pod Point's Fleet Management Service.

1. Navigate to the **Stats** tab.

2. Scroll down to your charging sessions.

3. Tick the individual charging sessions you wish to expense or tap **Select All** if appropropriate.

4. Tap **Expense To** and select the relevant company, and then tap **Submit.**

> **Note:** If the company you wish to expense to is not visible in the app, please contact that company's Fleet Manager to be granted access. Please ensure your Pod Point Account's email address is used and correct on their system.

Charging on the Pod Point Network
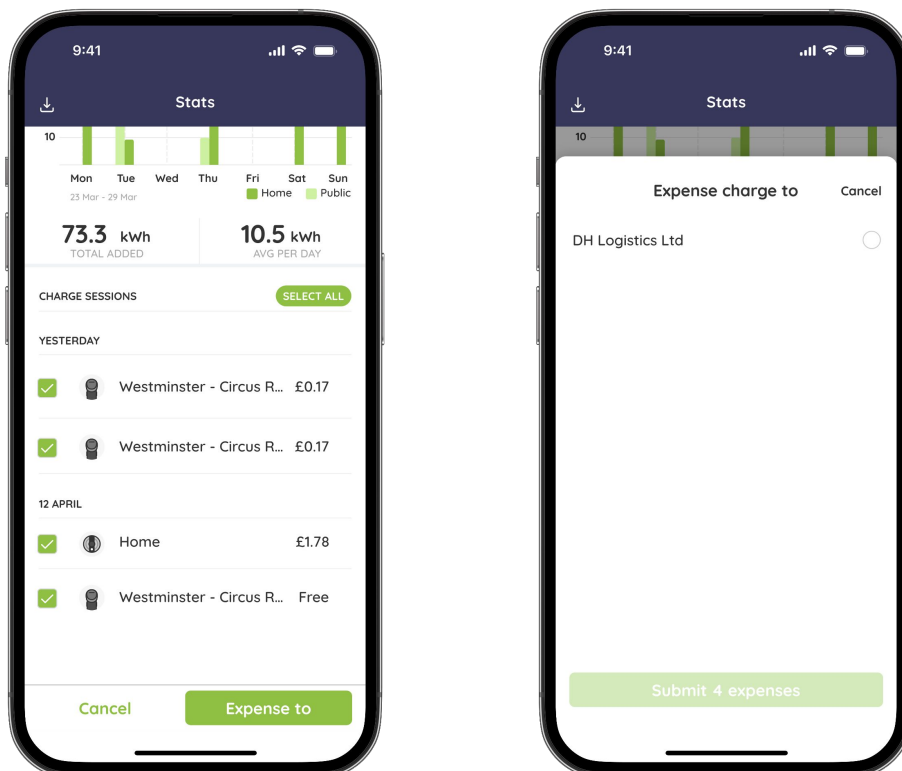
Finding a charger

To find one of our public chargers, first head to the **Locate** tab on the navigation bar. You can find a charger in one of the followings way:

- Scrolling the map to search for a charger near to your location, on your planned route or at your destination.

- Tapping the NEARBY tab in the bottom left corner.

- Using the search bar if you know the name of the Pod Point charger you're looking for.

- Tapping the FAVOURITES tab in the bottom left corner.

Selecting the filter icon in the top right corner allows you to refine your search results based on charger speeds.

Charger Availability

Clicking tapping on a location on the map will bring up a list of chargers in that location.

Each charger has a two-word name such as '**Aida-Vern**' and its charging speed listed underneath it.

Chargers marked as available have at least one socket available to charge at.

Charging on the Pod Point Network
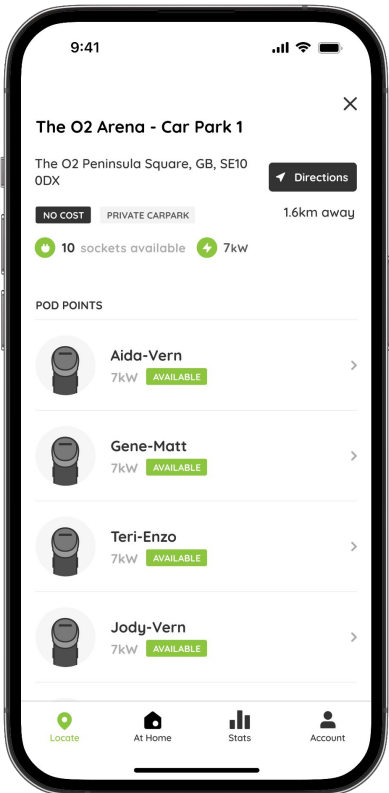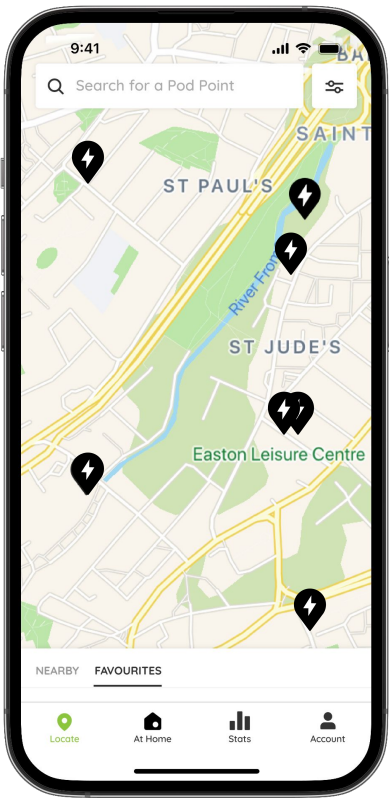
Charger information

Tapping the charger on the app will open up the charger's information screen.

Twin chargers have two sockets identified by **A** and **B** on the app and the charger.

The cost of using the charger is stated at the top of the screen underneath the charger's name. Tapping '**Weekly tariffs**' will show the charger's cost information broken by day/hour.

Note: Charger costs are set by the owner of the charger. For any queries on a specific charger's tariff, please contact the business responsible for the charger.
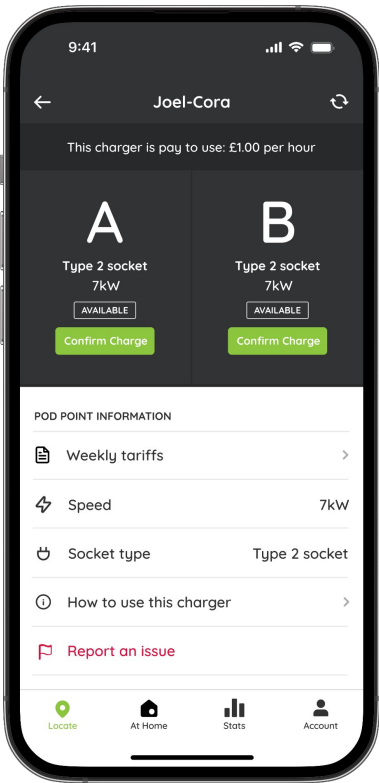
Charging instructions

Clicking '**How to use this charger**' will open up a quick guide to using the charger. The general steps are as follows:
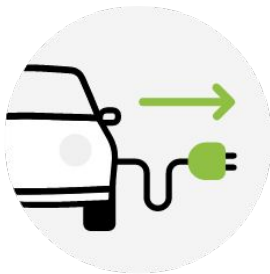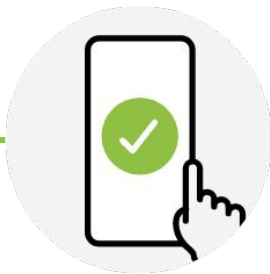
Plug in your EV
Your charge will start for a short period*.

Find your charger
Use the map or search for the charger by name.

Confirm your charge
Select the correct socket to continue charging.

***Note:** You have up to 15 minutes to confirm your charge. Charging may pause in the first few minutes, but will resume if confirmed within the 15 minute period.

Need help?

Get in touch with our support team at:
pod-point.com/contact-us

Join our EV community

Say hello to thousands of other EV drivers by sharing a picture of your Solo and tag us on any of the channels below.

Need advice? The EV community is a knowledgeable and helpful bunch - just give them a shout, we were all new to charging once!

Search **Pod Point** on social media: