Getting started: Pod Point App

Contents

Introduction

The Pod Point App serves as your digital "swiss army knife" for charging your electric vehicle 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.
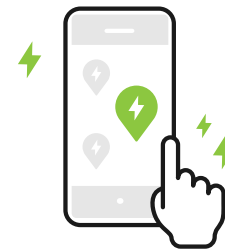
The Pod Point App will help you:

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

- Monitor your charging activity and costs whether at home, work, or using our public network

- Direct customer support access

Regular Over-the-Air updates mean features evolve over time and new ones are added.

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 (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 grant 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.

You'll also be able to charge-on-the go faster with guest access to our chargers instead of creating a Pod Point account.

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

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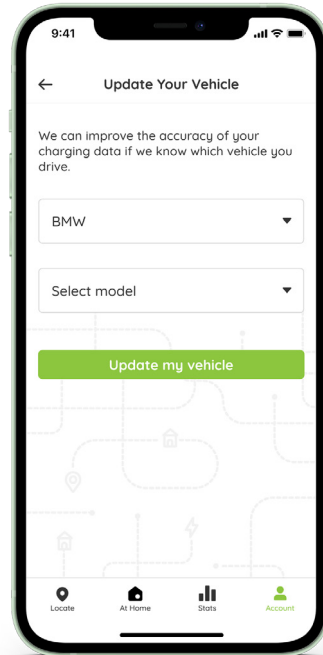
UK, Norway and Ireland.
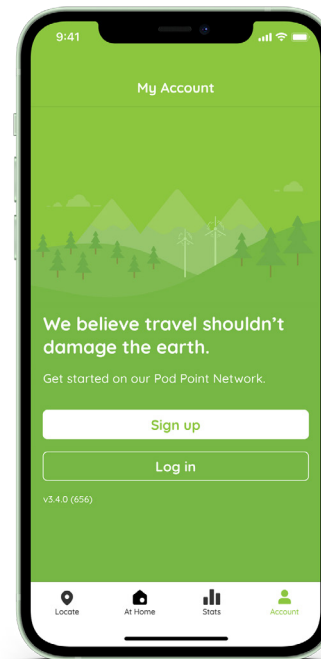
Adding your vehicle details

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 Guides** 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 add funds to your Pod Point account, first add your chosen payment method.

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:

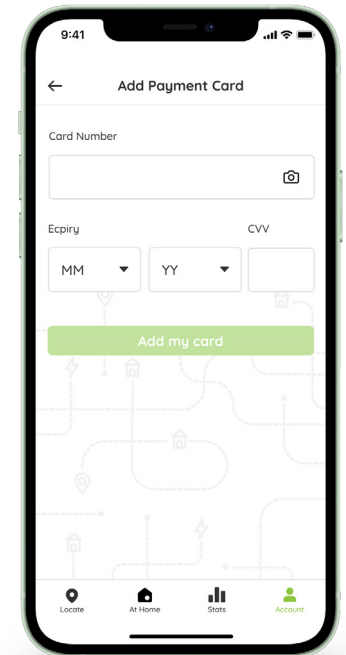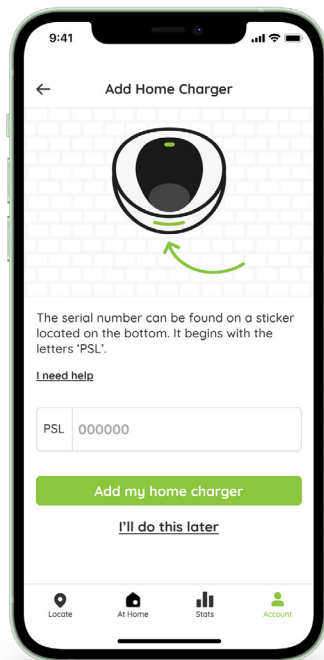|			
VISA	Visa/ Visa Debit	mastercard	Mastercard
Pay	Apple Pay	AMERICAN EXPRESS	American Express

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 my home charger

3. Enter your Solo's PSL number. This can be located on a sticker at the bottom of the charger.

4. You'll receive an email from Pod Point to the email you've specified - click on the link and this will confirm the linking between your charger and the Pod Point App.

   Once verified, you can start using the Pod Point App to charge your vehicle.

9:41

← Add Home Charger

The serial number can be found on a sticker located on the bottom. It begins with the letters 'PSL'.

I need help

PSL   000000

Add my home charger

I'll do this later

Locate   At Home   Stats   Account

Note: A default schedule (Mon-Fri 12am-7am) will be applied when you first connect your charger to Wi-Fi and link it to the app.
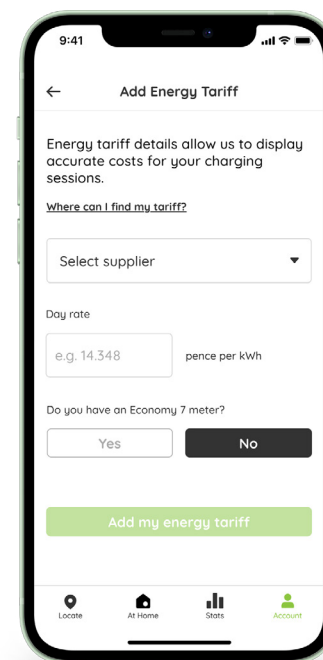
Adding your electricity tariff

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

1. Simply add which energy supplier you have for your electricity 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 latest energy bill

2. Online through your personal account

9:41

← Add Energy Tariff

Energy tariff details allow us to display accurate costs for your charging sessions.

Where can I find my tariff?

Select supplier   ▼

Day rate

e.g. 14.348   pence per kWh

Do you have an Economy 7 meter?

Yes   No

Add my energy tariff

Locate   At Home   Stats   Account

View firmware version

Confirm the firmware version of the Pod Point app.

You can do this by selecting:

1 Account

2 Solo Smart charger info

You can then see the firmware version of the app, and underneath it will notify you if you are on the latest version, or it is updating.

> **Note:** Your firmware is automatically kept up to date by Pod Point. Just keep your charger connected to Wi-Fi to keep receiving the latest updates.
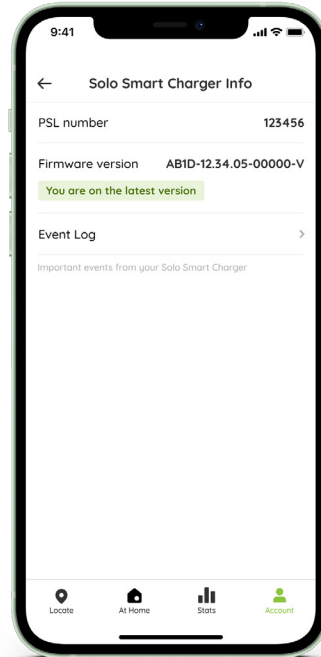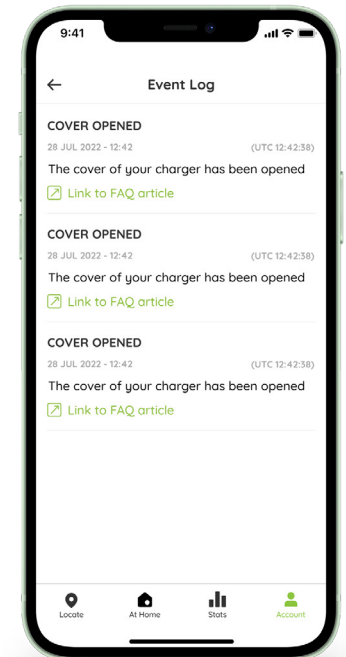
Check event log

Check the event log for any important notifications.

You can do this by selecting:

1 Account

2 Solo Smart charger info

3 Event log

> **Note:** For more information on what each event means click the link to the FAQ article.

Charge Scheduling

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

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

- Your Solo is connected to your Wi-Fi network (see how in our **Solo Connection Guide**) and paired with your Pod Point account in our App (see page 08 for instructions) to use Charge Scheduling.

- Any vehicle-set charge scheduling is disabled.

> **Note**
>
> - The Charge Scheduling feature is compatible with dual-rate tariffs only - currently not compatible with agile or dynamic tariff pricing.
>
> - A default schedule (Mon-Fri 12am-7am) will be applied when you first connect your charger to Wi-Fi and link it to the app.
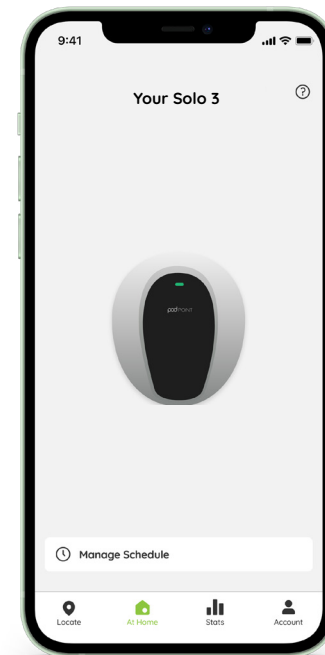
Navigate to Charge Scheduling

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.
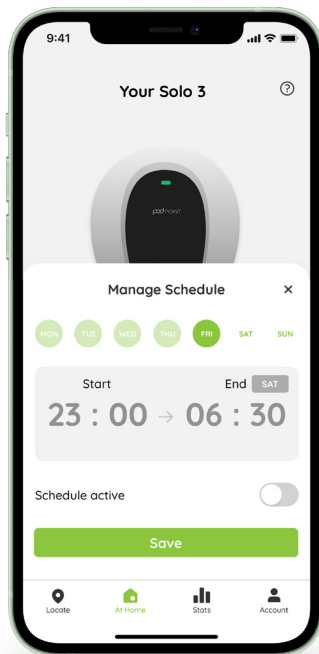
Setting a schedule

Adjust your own personalised charging schedule, simply select, activate and save.

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 10 minutes for charging to start and end from the time set.

Your Solo 3

Manage Schedule ×

MON TUE WED THU **FRI** SAT SUN

Start — End **SAT**
23 : 00 → **06 : 30**

Schedule active

Save

Locate   At Home   Stats   Account

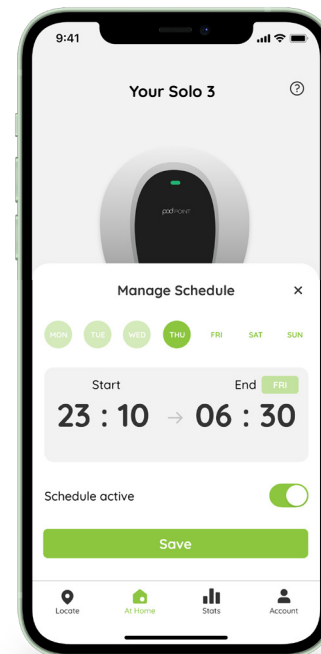# Activating and saving your schedule

Your scheduled charging session will only occur on days which are toggled as "active" in the 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.

Your Solo 3

Manage Schedule ×

MON TUE WED **THU** FRI SAT SUN

Start — End **FRI**
23 : 10 → **06 : 30**

Schedule active

Save

Locate   At Home   Stats   Account

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 'Schedule active' toggle so it turns grey.

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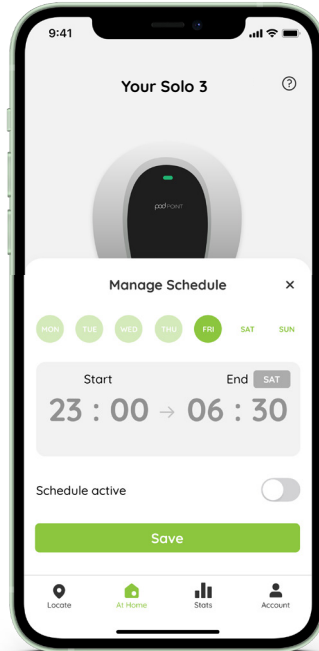
Finding a place to charge

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 faster.
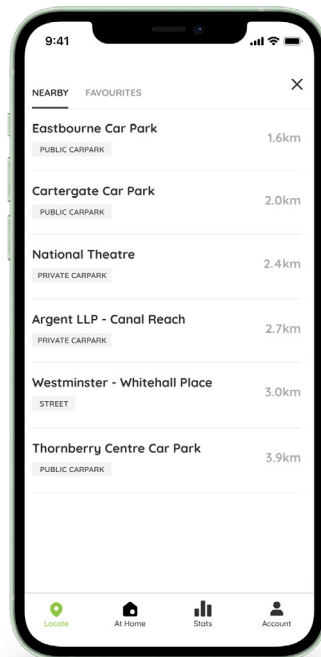
Charge Map pins

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

Z EV Zones are designed for a better public charging experience. You'll see them marked in-app with a Z - as in the screenshot to the right.

Tap into the pin to see if a chargepoint or location is available or not.

Find out more about **EV Zones**.
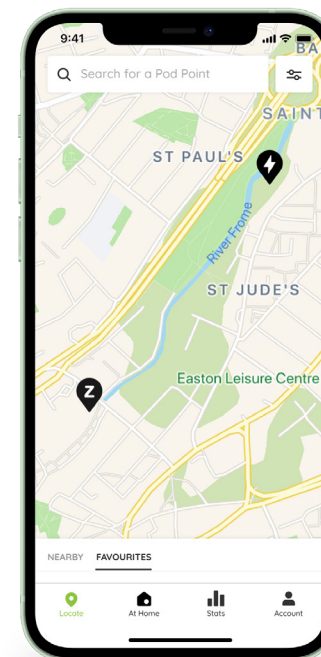
Charge Map

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.

Most of our chargers have two sockets available. This gives two vehicles the ability to charge at the same time.
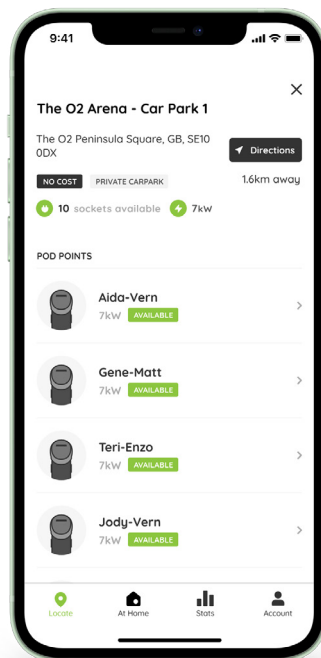
Using our Charge Map

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 maximum rate your EV can charge in our **Vehicle Guides**.

Pricing will differ from location and there may also be overstay fees - please always check the location details and the charger compatibility before travelling.

Pod Point does not control parking restrictions or overstay fees at any charging locations.
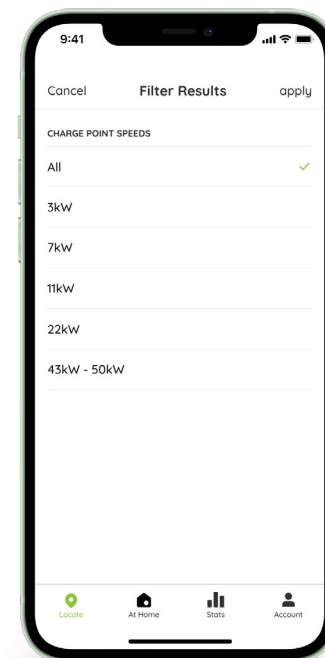
Location pricing

Pricing and 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 is shown in the screenshot on the right.

> **Note:** Pricing will differ from location and there may also be overstay fees - please always check the location details and the charger compatibility before travelling.
>
> Pod Point does not control parking restrictions or overstay fees at any charging locations.
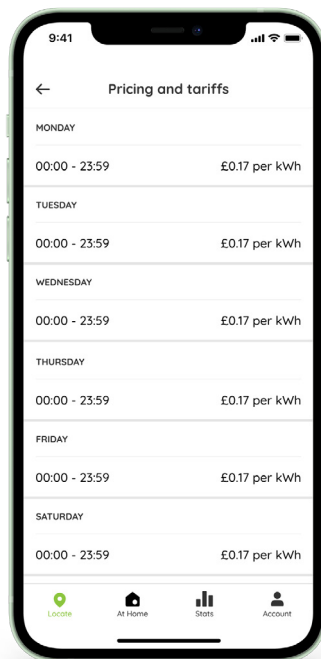
Charging availability

Tap into each chargepoint to understand its availability. Every chargepoint will have a unique name made of two 4-letter names separated by a hyphen - for example Joel-Cora.

It will either show as:

🟢 Green - "Available"

🟠 Orange - "Charging"
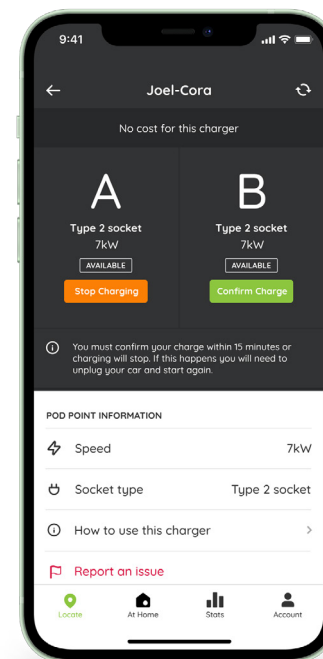
Charge on the Pod Point Network

The Pod Point Network is simple, fast and reliable.

We 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.
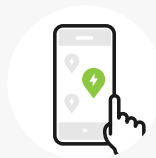
2. Select Pod Point in-app

Use the map or search for the chargepoint by name.
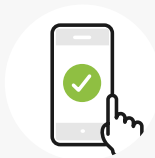
3. Confirm your charge

If unconfirmed, your charge will stop after 15 minutes.

Note: Plug in your charging cable into the charger first and then vehicle. Charging will then start immediately.

Confirming a charging session

Confirm your charging session within 15 minutes or charging will stop. To do this simply tap the "Confirm Charge" button once you've plugged in to charge.

To stop the charge early, simply unplug the charging cable from the charger then the vehicle.

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.
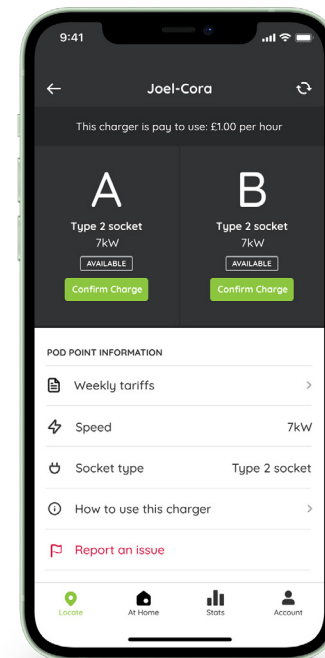
Viewing your charging activity

View your charge stats simply by tapping on the "Stats" icon on the bottom menu of the Pod Point App.

You can view your charging history in a weekly, monthly, or yearly view. Just toggle the button in the top right-hand of the App.

Once you have completed a charge session, you're likely to see two charts (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 the top right-hand corner and select the data set you'd like to view.
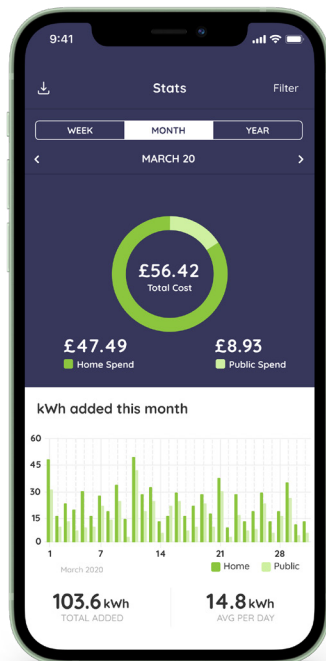
Charging activity explained

The chart at the top of the screen shows the total cost of your charging for the week/month/year 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 vehicle during a weekly/monthly period.

This data is split out by the kWh added per day and total kWh added. The average kWh added per day will be totalled underneath the bottom chart.
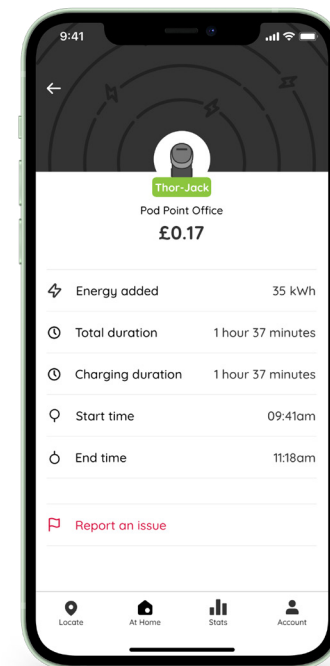
Charge Activity Reports

Our Charge Activity Report makes it easy for you to capture, report on and get more granular with your EV charging data.

Expense reporting on your charging from a work trip is now easier than ever.
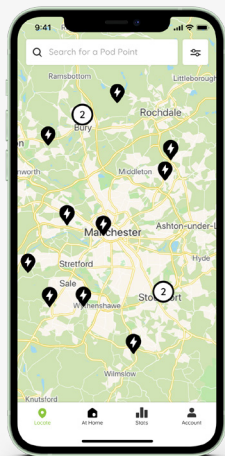
Charge your vehicle either at home, work or on our Pod Point Network.

Access your charging statistics via the stats section.
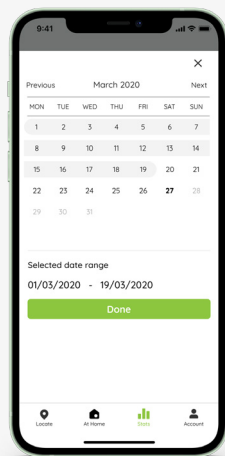
Select the respective date period.

Enter total mileage and business mileage during the period.

Receive your Charge Activity Report in your email inbox.

Create a Charge Activity Report

In order to calculate your home charging costs, you'll first need to enter your energy tariff's unit price.

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 costs.
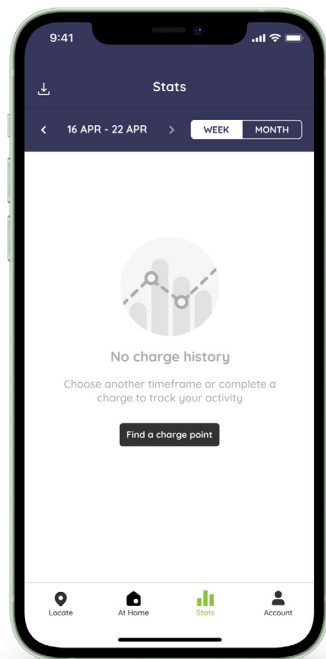
To create a Charge Activity Report

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)
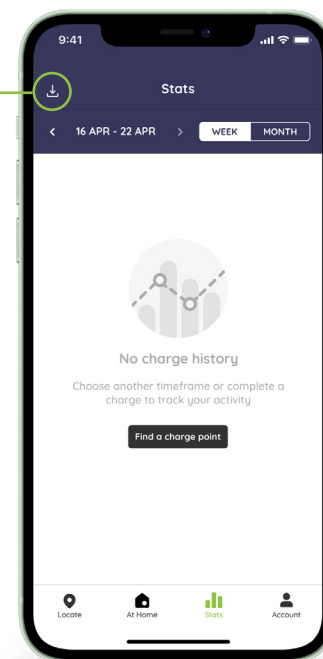
Setting your date range

Follow these simple steps to set your preferred date range.
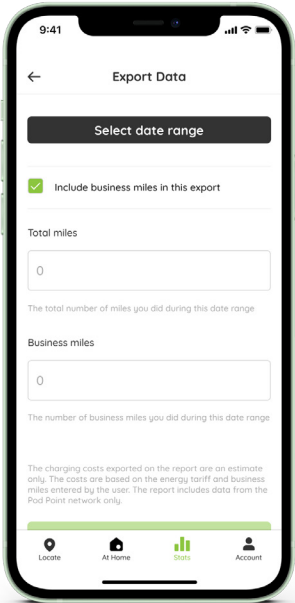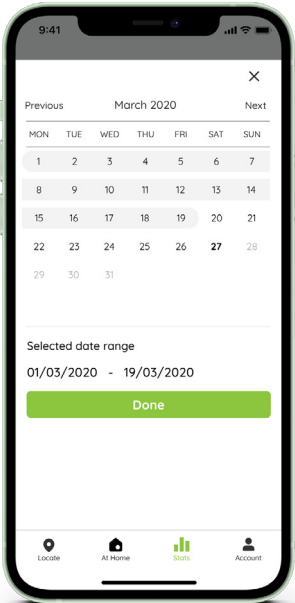
Exporting your data

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

Please ensure you're using the same email 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:

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: