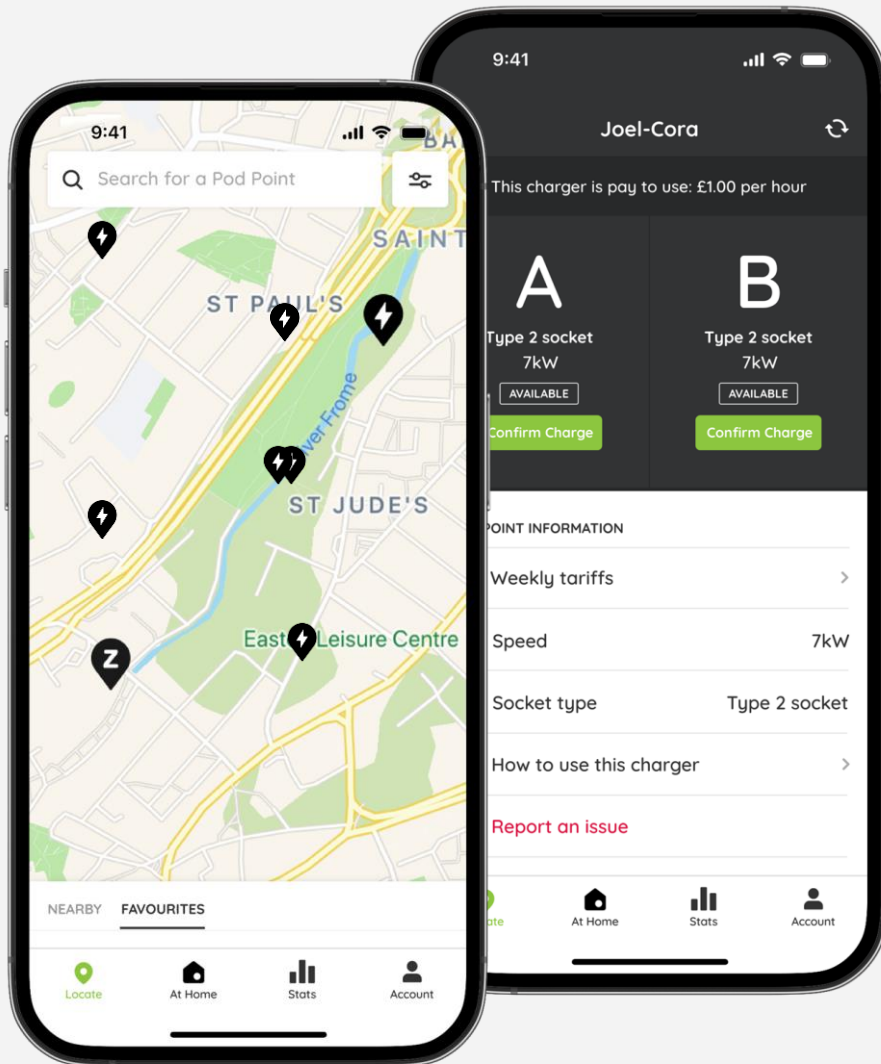


Public Charging Guide

Pod Point App



Charging on the Pod Point Network

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Downloading the Pod Point App

Get ready to join **over half a million people** already using the Pod Point App for their home, work and public charging needs.

To download the Pod Point App, head to your smartphone's app store and search for **Pod Point**.

Once the app is installed, follow the prompts to create your account and use the public charging network.



Creating a Pod Point account

Creating a Pod Point account allows you to access and 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 your name and email. You'll also need to create a password for your account.

Charging without an account

You can also access our public chargers without a Pod Point account. To do this, locate the charger you want to use on the map and tap "Confirm Charge."

When prompted to enter your details at the login screen, tap "Charge without an account."

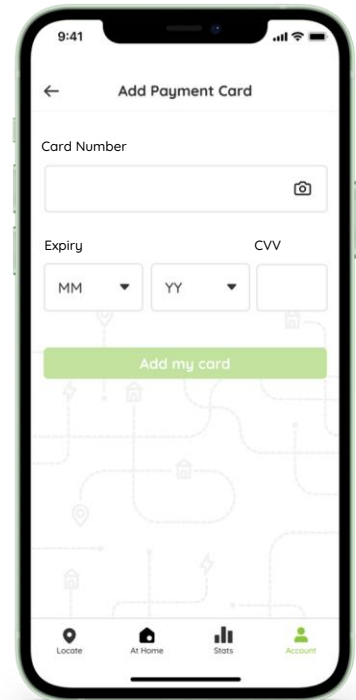
You'll be redirected to the web version of our app where you can securely enter your card details and pay for your charging session.

Adding & 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.



Adding a payment card

You can manually enter your card number details or you can use the camera  icon to scan your desired card. If you want to use this feature, you'll need to give the app permission.

To add the card payment, you'll also need to supply the expiry date and the CVV number.

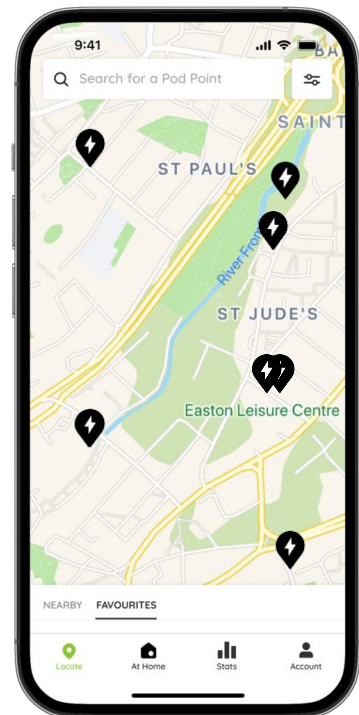
You'll also be able to update your payment methods here too, which you'll need to do if you switch bank accounts or get a new card.




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.



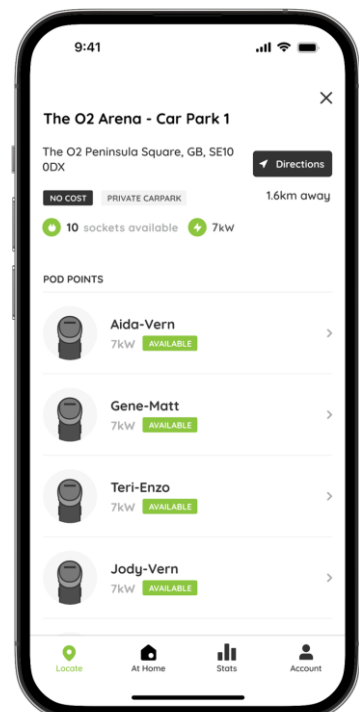
Selecting the filter icon  in the top right corner allows you to refine your search results based on charger speeds.

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.

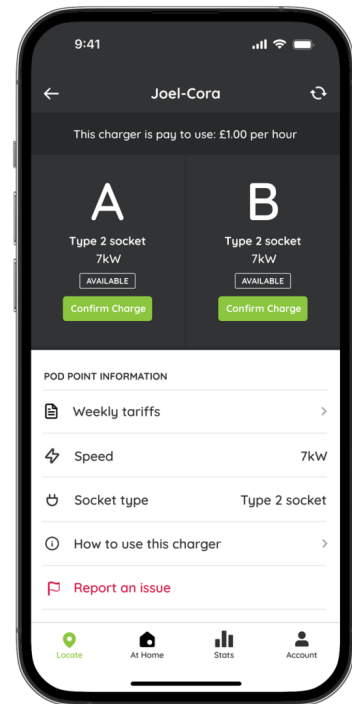


Charger information

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.

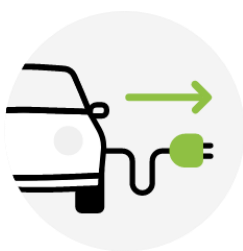
The cost of using the charger is stated at the top of the screen underneath the charger's name. Tapping '**Weekly tariffs**' will show the charger's cost information broken by day/hour.



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:

