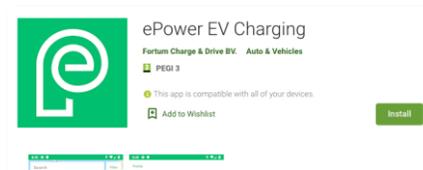


## Install the ePower EV Charging App

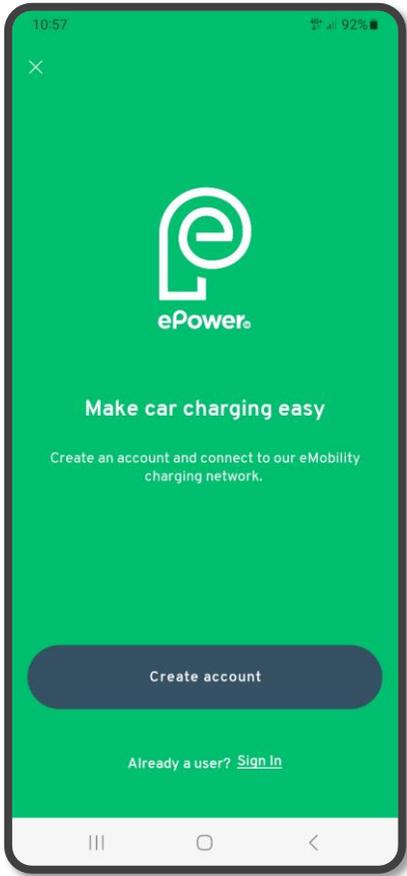


<https://play.google.com/store/apps/details?id=com.fortum.epower>

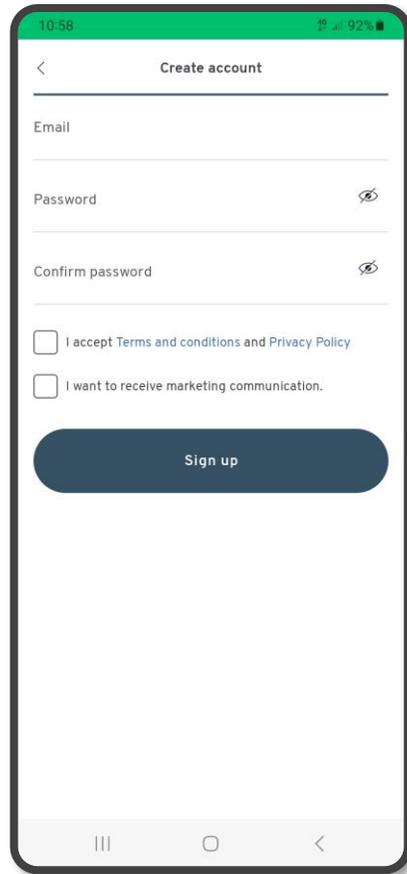


<https://apps.apple.com/gb/app/epower-ev-charging/id1463758708>

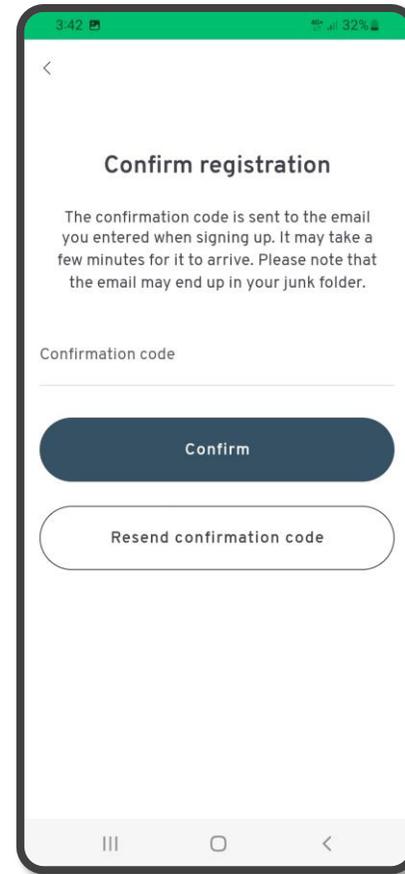
# Create user account



Click on **Create account**



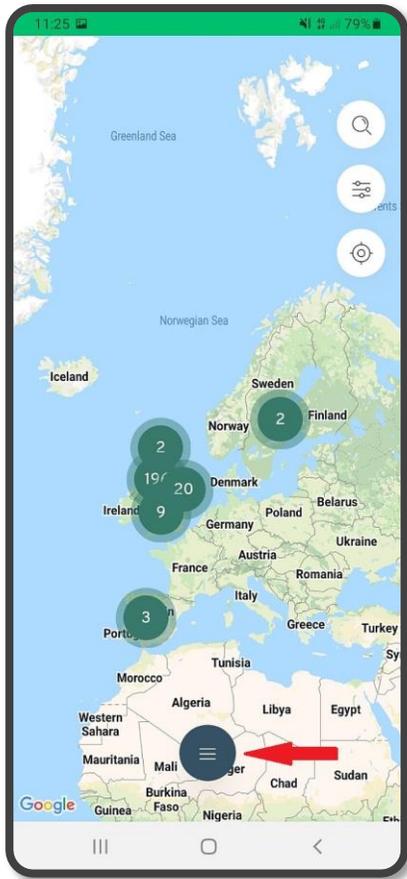
Insert you email address and password and click **Sign Up**



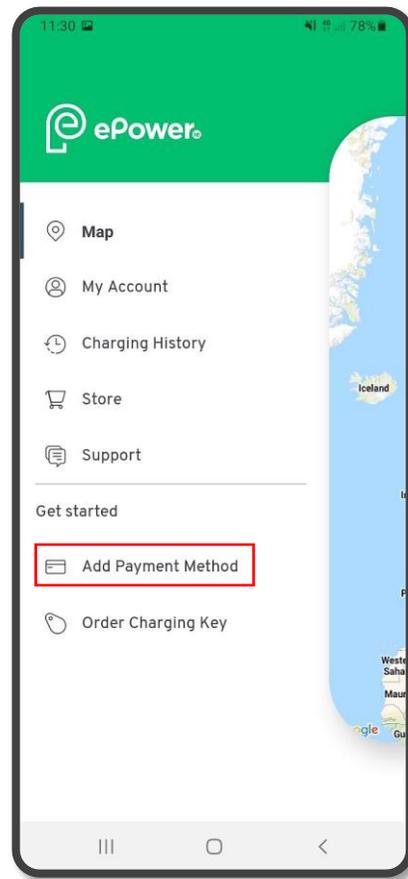
Wait for email with verification code and insert it to **confirm registration**



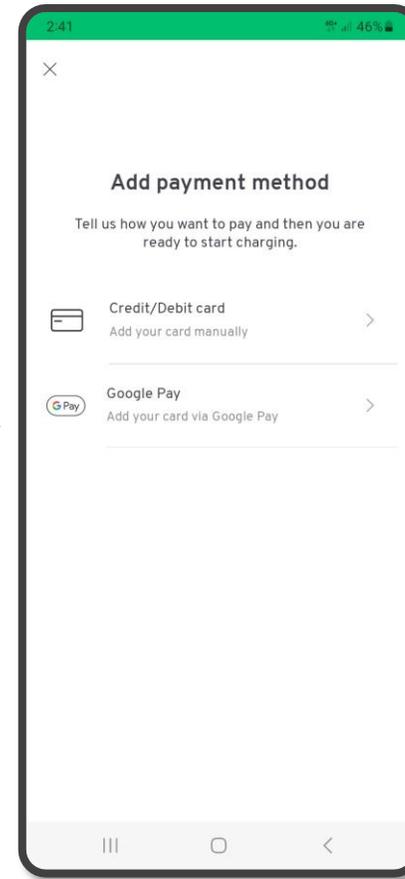
# Add payment method



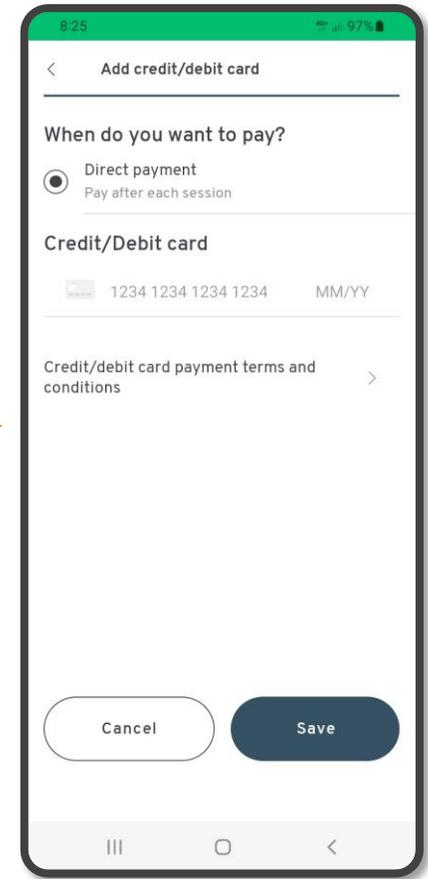
Click on the blue **Menu Button**



Select **Add Payment Method**



Click on **Credit/Debit card**  
(or Google Pay if you are signed  
into your account)



Insert **Credit/Debit card number**  
and click Save.  
You will need to confirm on your  
banking app.

# Adding drivers to Customer Group

If you are attempting to use the ePower EV chargers located at the M11 Campus, you will need to use the voucher code listed below and input it on the ePower app – see instructions on next page. Once the voucher code is redeemed, you will be automatically added to the Customer Group and the chargers will become visible and accessible on the ePower app's map.

Voucher CODE: **M11Campus**

In case you experience any difficulties, please reach out to ePower.

Send the e-mail to: [support@epower.ie](mailto:support@epower.ie)

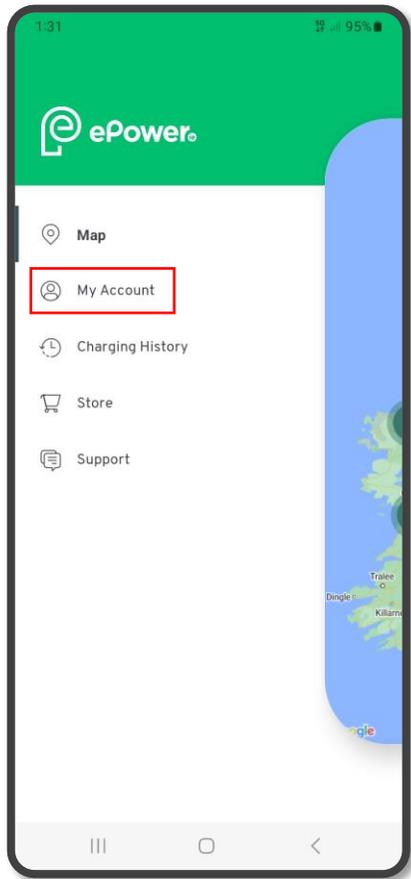
Make sure to mention:

- email address that you used to create your account on ePower app
- private group name as described below

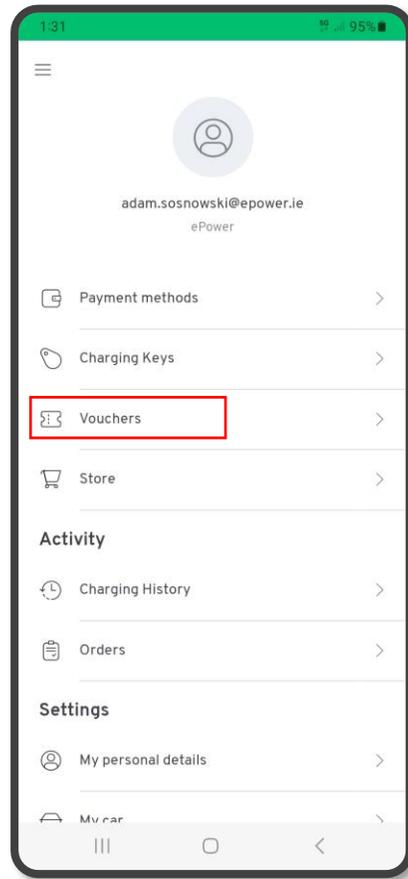
PRIVATE GROUP NAME

**M11 Campus**

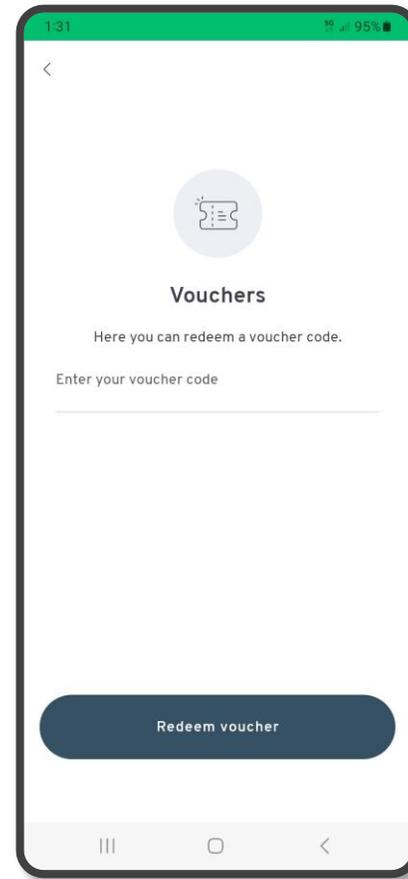
# Redeeming a Voucher Code



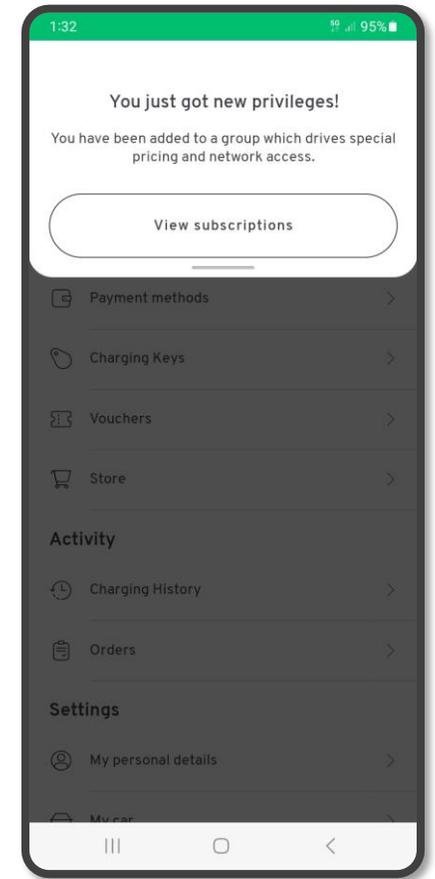
Click on the blue **Menu Button** on the map, and then select **My Account**



Select **Vouchers**



Enter your **Voucher Code**, as listed on the previous page of this guide.



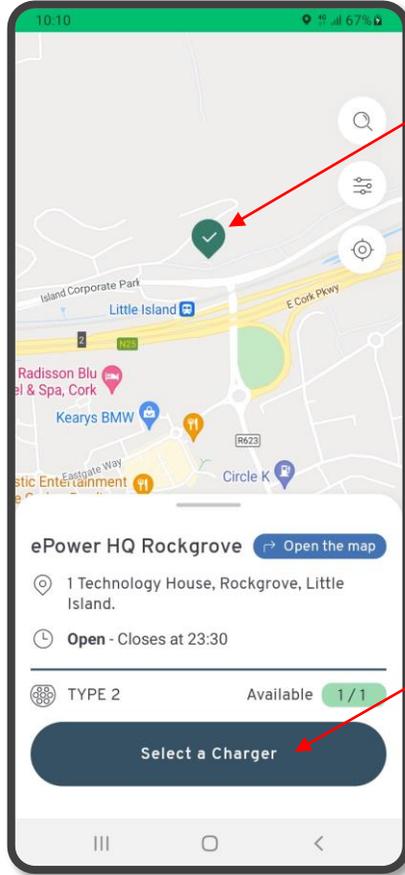
Look for the message confirming that **you have been added to the group**. Go back to the **Map** to find the location pin.

# Using the Mobile App



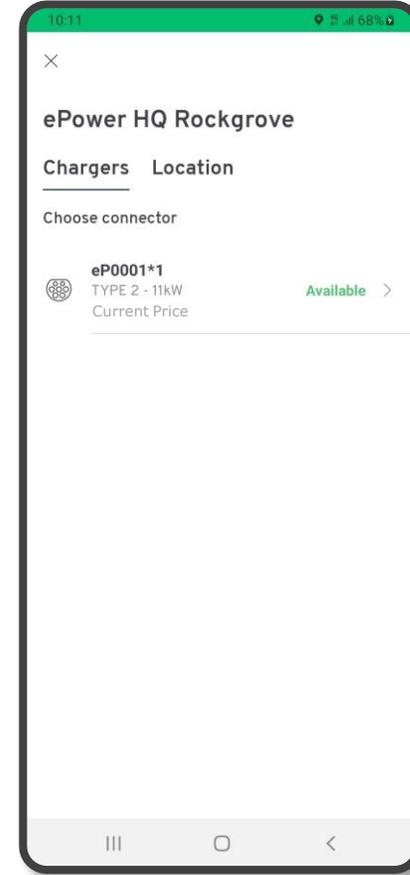
Turn on Location on your phone and press the **Location button** on the ePower map

Or zoom in on the Map to the area you're interested in



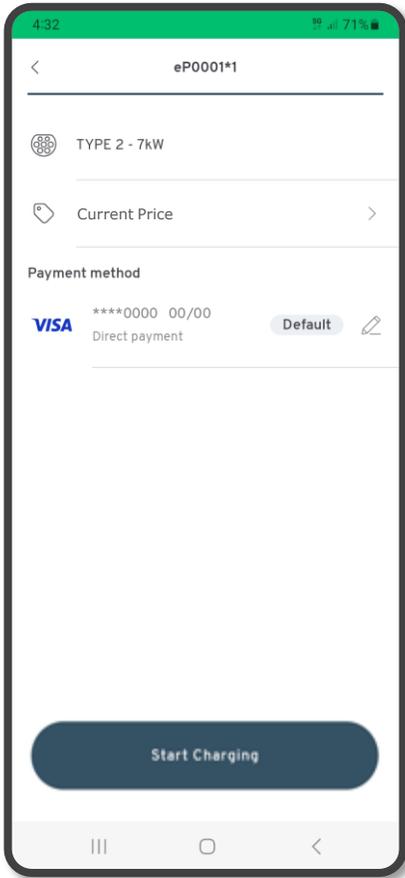
#1. Click on the **map pin**

#2. Click on **Select a Charger**

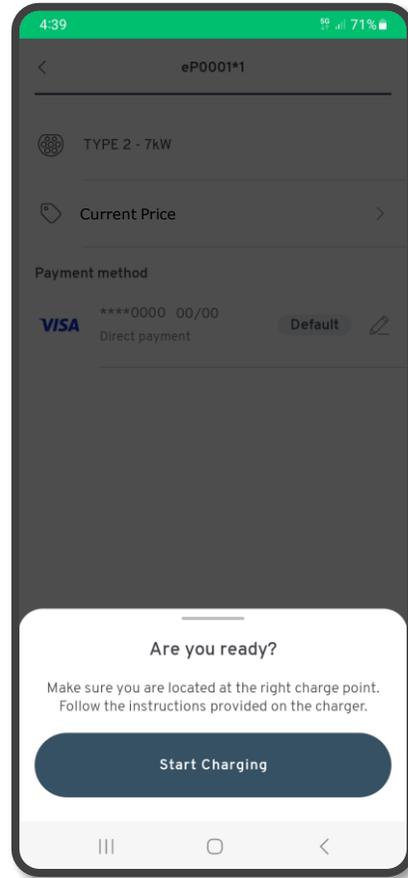


#3. Select one of the **connectors** shown (you will find the corresponding number on each socket of the charger)

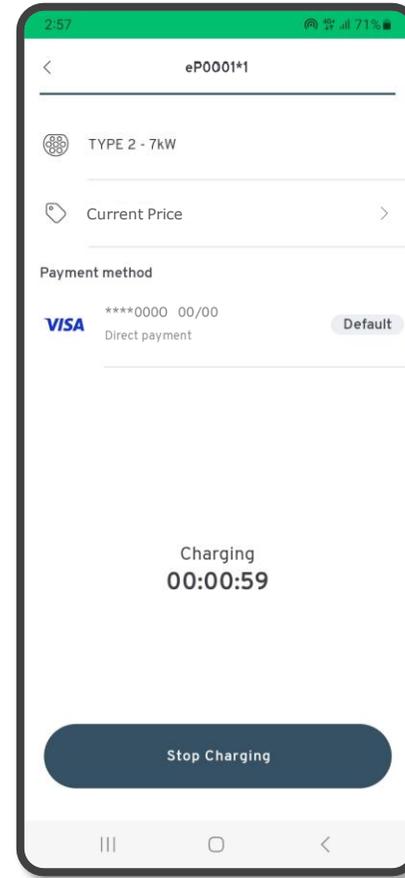
# Using the Mobile App



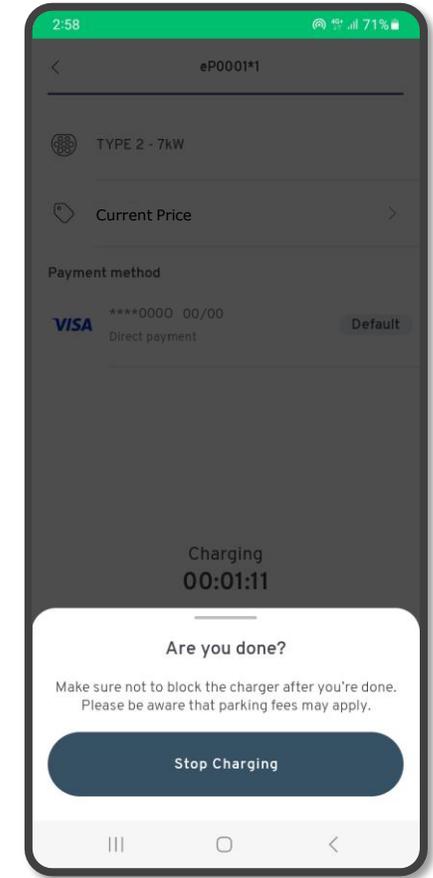
Begin charge session by pressing the **Start Charging** button



Confirm by pressing the **Start Charging** button again

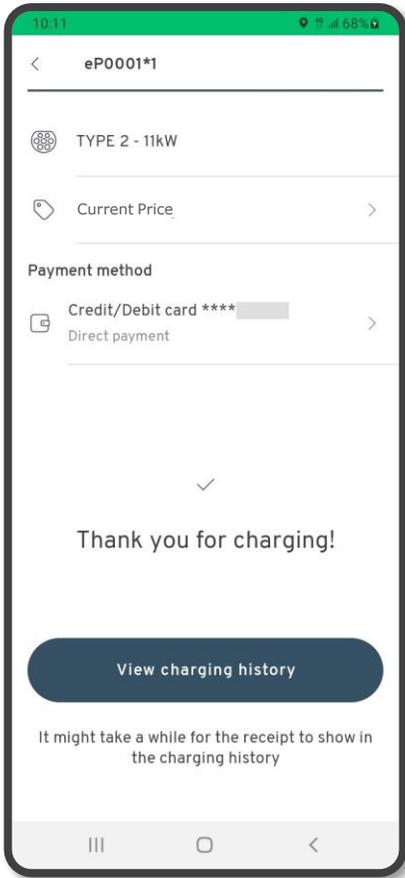


Once charging has been started in the app you will see the duration of the charge and a **Stop Charging** button to finish the charge session.

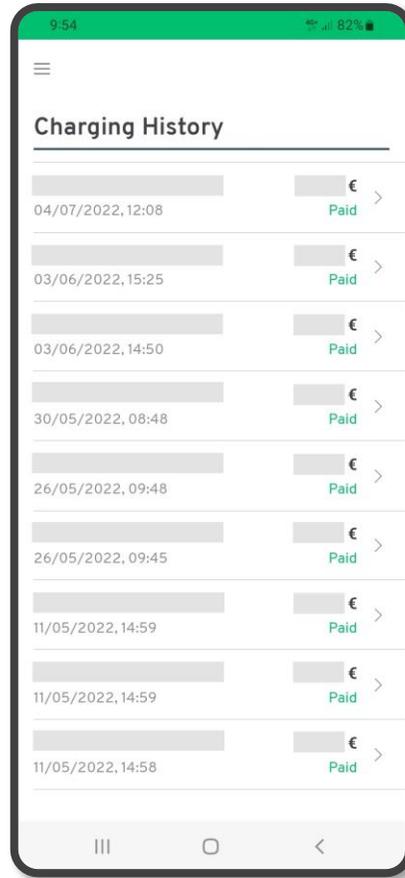


Confirm by pressing the **Stop Charging** button again

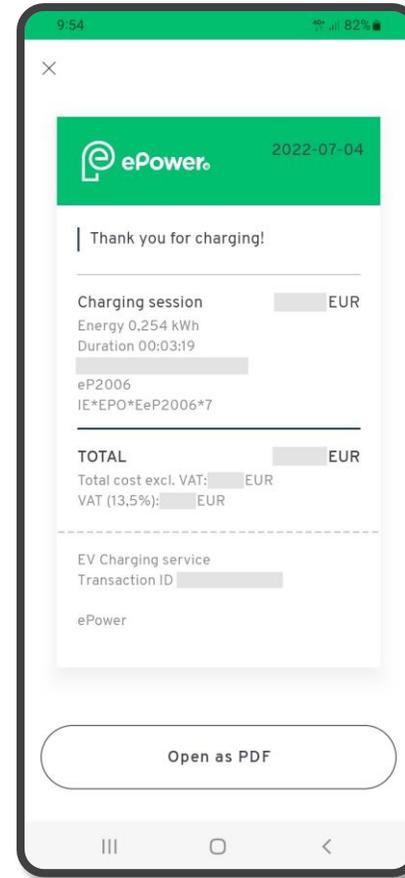
# Using the Mobile App



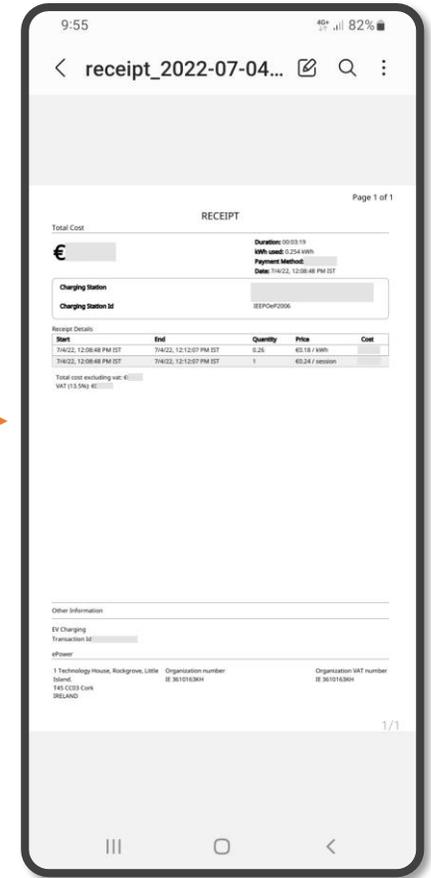
After stopping the session, the app will give you access to a summary of your transaction.



Select the charging session to view details.

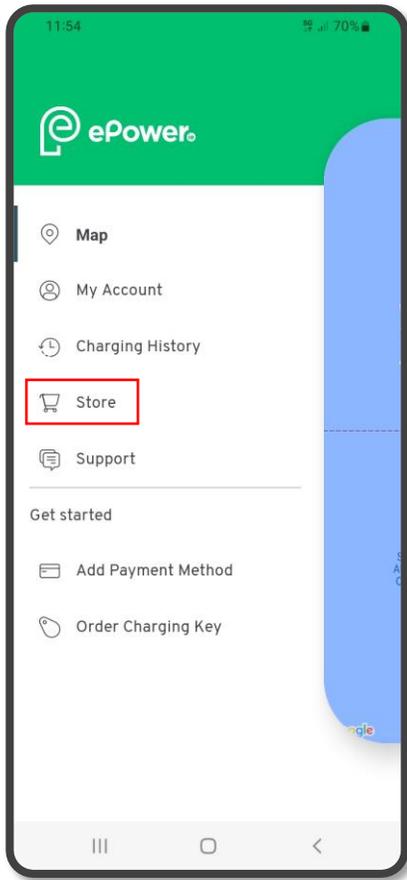


You can press **Open as PDF** to view the receipt

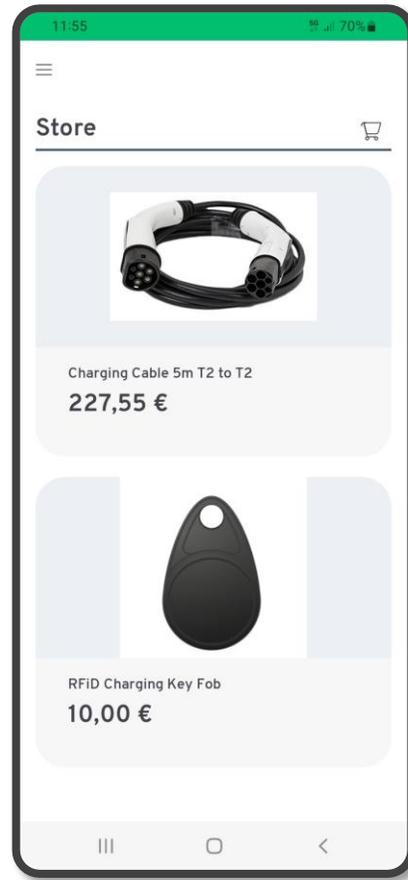


You can save or print the receipt

# Mobile App Store

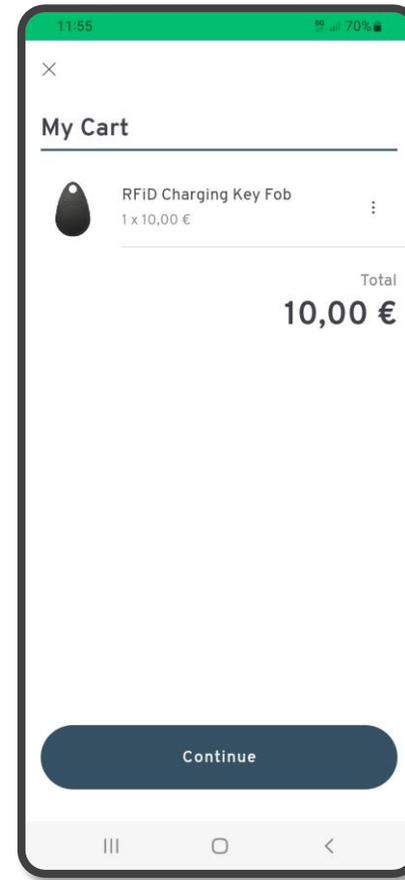


Click on **Store**

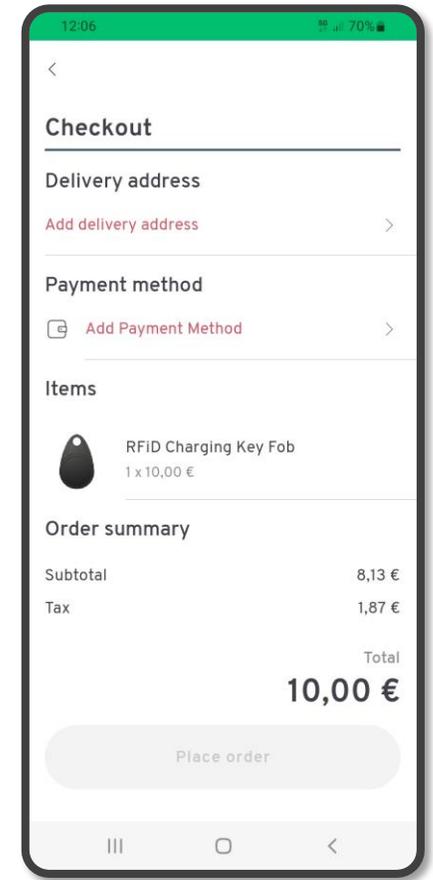


Select the key fob in the Store, and add to cart.

**Please note:**  
Prices are subject to change.



View My Cart and press **Continue**



Complete Checkout and press **Place Order**

# Starting the charge

Charging may be started using either the **ePower app** or an **ePower RFiD keyfob**.



#1. Plug the cable into your car



#2. Plug the cable into the charger

**IMPORTANT:** Please make sure that the cable is fully inserted into the socket.



OR



#3. Press the **Start Charging** button in the app or touch your RFiD keyfob to the reader



#4. Wait for LED ring to change from green to yellow to blue, indicating that the charging session has begun.

**Note:** If error occurs it could mean that the cable is not fully plugged in to the charger or to the car charging port. Unplug the cable from the charger and plug it in again.

# Stopping the charge



OR



#5. Press the **Stop Charging** button in the app or touch your RFID keyfob to the reader (*make sure to use the same fob that was used to start the session*)

#6. Wait a few seconds for the charger to unlock the cable (you will hear a clicking sound) and the LED ring to turn green.



#7. Remove the lead from the charger



#8. Remove the cable from your car

**Note: If you have trouble with this step – press the unlock button on your car keys to unlock the cable from the car.**

**support@epower.ie**

**Ireland**

**01 245 4117**

**UK**

**0121 368 0746**

**ePower<sup>ie</sup>**

**lead the charge**

**Dublin, Cork, Limerick, Galway**