



AmpUp Driver App User Guide



Welcome to the AmpUp Driver Family!

This guide will walk you through the basics of using the AmpUp app to find, reserve, pay for, and manage EV charging for your vehicle. We hope you'll find the app easy and enjoyable to use, but if you ever have questions, just call **1-833-692-6787** or send an email to **support@ampup.io**.

Getting Started

To get started, download the latest version of the AmpUp App from the **Apple App Store** (Screen 01) or the **Google Play** store.

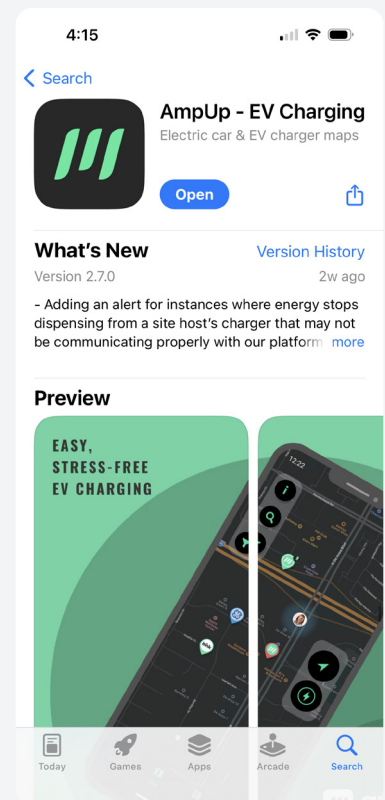
Important:

When you open the app for the first time, you should **enable push notifications** and **grant access to your camera and location** to take advantage of the app's full features.

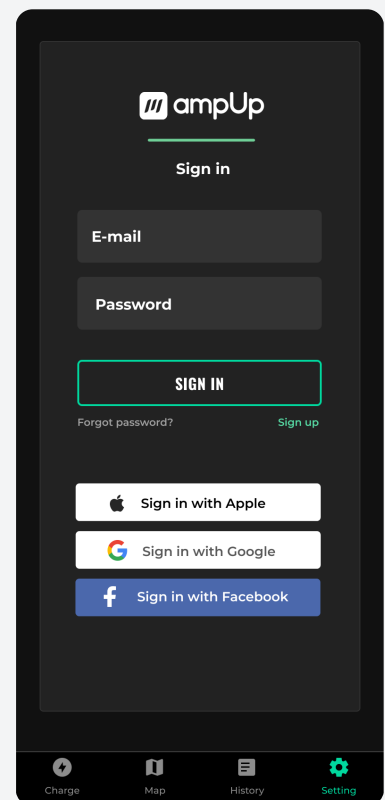
Sign Up & Sign In

When you first launch the AmpUp app, the QR code reader is active by default. To create an account or sign in to your existing account:

- + Select **SETTING** in the bottom menu. The sign in options are shown (Screen 02).
- + **Create Account:** Select **SIGN UP** (in green, to the right of "Forgot password?") or create an account with your Apple, Google, or Facebook ID.
- + **Existing Users:** Enter your email, password and tap the **SIGN IN** button or sign in with your Apple, Google, or Facebook ID.




SCREEN 01

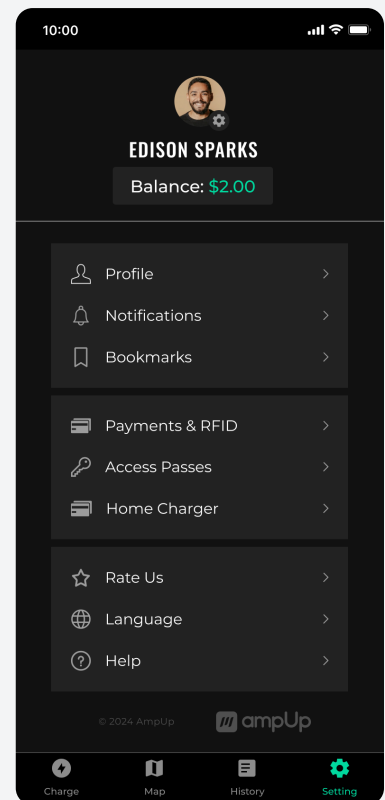


SCREEN 02

Setting Menu

Once you're logged in, access these app features (Screen 03) from the  **SETTING** menu.


- + **Balance:** Your current AmpUp Wallet balance. Tap to add value.
- + **Profile:** Update your name, email, phone, and optional photo.
- + **Notifications:** View charging session and location notifications.
- + **Bookmarks:** View saved charging locations.
- + **Payments & RFID:** Add or modify payment methods and RFIDs.
- + **Access Passes:** View and edit special charger access.
- + **Home Charger:** For fleets, connect your home charger running AmpUp.
- + **Rate Us:** Your feedback is important! Rate your app experience here.
- + **Language:** Switch between English and French.
- + **Help:** Get support from the AmpUp team.
- + **Privacy Policy & Terms of Service**



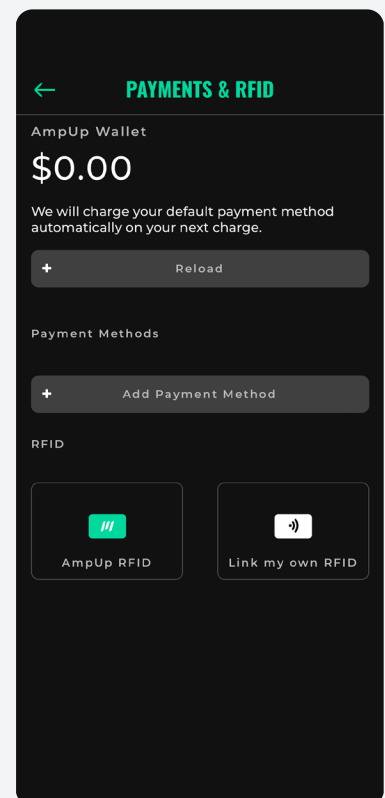
SCREEN 03

Setup Payment

The app offers two payment options (Screen 04). You can either add money for future use in the AmpUp Wallet or you can opt to pay-as-you-go.

- + Select  **SETTING** in the bottom menu, then select **PAYMENTS & RFID**.
- + **AmpUp Wallet:** To add value to your AmpUp balance, tap the reload button and enter your credit card, Apple Pay or Google Pay information.
- + **Pay-As-You-Go:** Tap add payment method and enter your credit card, Apple Pay or Google Pay information.

Note: To avoid transaction processing fees and authorization holds on your account, we recommend using the AmpUp Wallet to pay for your charging sessions.



SCREEN 04

Connect An RFID

For easier charging access or for locations with poor cellular service, you can sync an RFID tag you already have, or you can have an AmpUp RFID mailed to you for use.

- + Select **SETTING** in the bottom menu, then select **PAYMENTS & RFID**.
- + **AmpUp RFID**: Select the **AMPUP RFID** button. To order an AmpUp RFID card, click **GET STARTED**. To link a card you already have, click **LINK YOUR CARD**.
- + **Other RFID**: To link a non-AmpUp RFID tag, click **LINK MY OWN RFID** and follow the instructions provided.

Charging Your Vehicle

- + Select **CHARGE** in the bottom menu to open the QR code scanner (Screen 05).
- + Point your camera at the QR code sticker on the charger and fill the green square with the code.
- + Once the QR code has been successfully scanned, you will be prompted to plug in your vehicle and charging will begin.
- + If the QR code reader is not working or you have difficulties scanning the code, you can also enter the QR code ID number manually by tapping **ENTER STATION ID**.

Note: You must allow the AmpUp App access to your camera for the QR Code scanner to function.

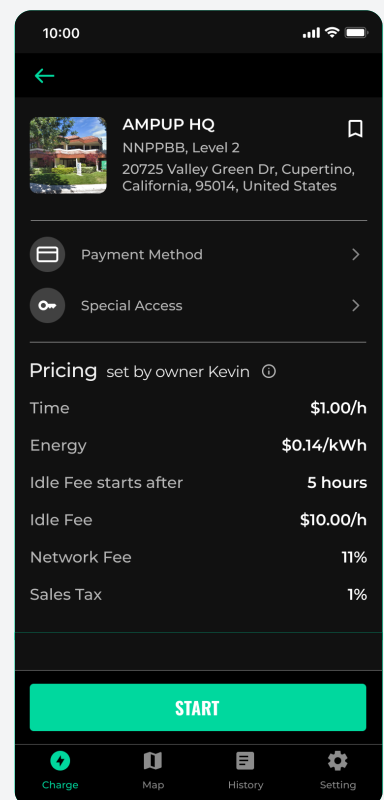
View Active Session Costs

Scan the QR code for a detailed view of the station's pricing (Screen 06), tap on the **YOUR CURRENT SESSION** card to access:

- + **Pricing by Time Use**
- + **Pricing by Energy Use**
- + **Idle Fee Start Time**
- + **Network Fee**
- + **Sales Tax**
- + **STOP CHARGING Button**




SCREEN 05



SCREEN 06

Monitor Your Session


While your charging session is in progress, select  **CHARGE** from the bottom menu to access the following:

- + Total Cost
- + Total Energy Use
- + Power Flow
- + Time Elapsed
- + Maximum Charging Time
- + Idle Fee Details
- + STOP CHARGING Button

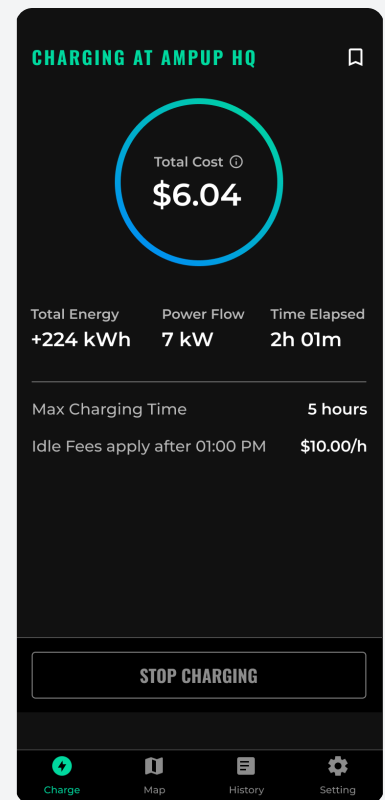
Note: To avoid idle fees, we recommend that you enable the app notifications, always monitor your active charging sessions, and physically unplug the charger when your session is complete.

After Your Session

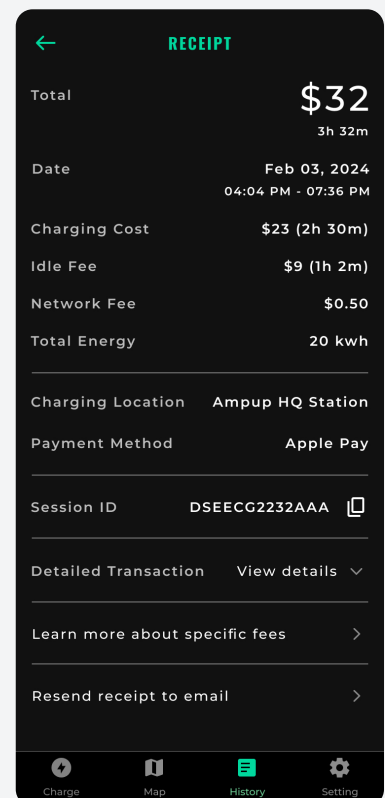
Once the charging session is complete, you'll be presented with a summary of the session (Screen 08). You will also receive a receipt via email.

You can view past receipts by selecting  **HISTORY** in the bottom menu. Receipts show:

- + EVSE ID
- + Location Name & Address
- + Original Session Time
- + Transaction Start/End Time
- + Transaction Duration
- + Unplug Time
- + Total Energy Use
- + Maximum Power
- + Energy Cost by kWh
- + Energy Cost by Time
- + Total Price



SCREEN 07



SCREEN 08

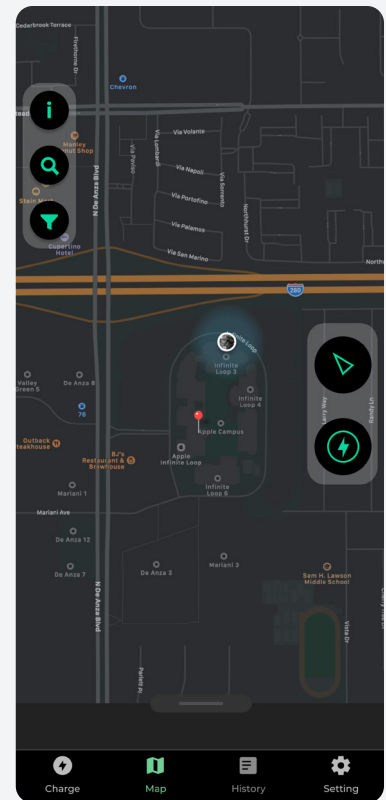
Finding Chargers

Under the 'Find Chargers' icon, users can find a map of charger locations and their real-time availability. For full map functionality, location sharing must be enabled.

- + Select **MAP** in the bottom menu. The EV charger map is shown (Screen 09).

Map Options

- + **Legend & Settings:** Select the **INFO** icon to access a legend of the map and to switch between light and dark modes.
- + **Search Locations:** Select the **SEARCH** icon to search for specific locations and addresses.
- + **Filter Chargers:** Select the **FILTER** icon to filter chargers by type or network.
- + **Locate Me:** Select the **COMPASS** icon to pinpoint your location on the map (location sharing must be enabled).
- + **Charge Now:** Select the **CHARGING** icon to open the QR code reader.



SCREEN 09

Selecting A Charger

- + Once you've found the desired charger on the **MAP**, tap the icon to select it.
- + Once selected, the charger details will appear at the bottom of the screen (Screen 10). From here you can:
 - **Charge Now** (if available).
 - **Reserve** a future charging session (if available).
 - **Bookmark** the station for easy access.
 - **Set Alerts** for charger availability.
 - **Get Directions** to the charger location.



SCREEN 10

Charger Details

Once you've selected the charger, tap the charger name or photo to see additional charger info (Screen 11):

- + **Charger Availability & Pricing**
- + **Request Special Access**
- + **Access Host Contact Details**
- + **See Nearby Amenities**

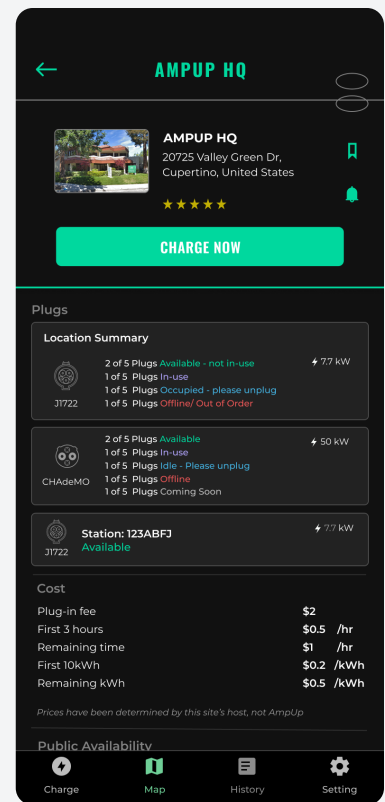
Special Charger Access

There are certain situations where drivers need special charger access, such as accessing a private charger, complimentary charging at your place of work, or reduced fee charging at retail locations.

If you have an access code or were instructed by the host to request access one, here's how:

- + Select **MAP** in the bottom menu and locate the desired charger.
- + Tap the charger name or photo to open the additional details screen.
- + Scroll to the **PUBLIC AVAILABILITY** section and tap on **SPECIAL ACCESS**:
 - **If you already have a code**, tap **ENTER ACCESS CODE** and input the provided code.
 - **If you need to request access**, tap **REQUEST ACCESS**.
Once granted, charging will become available simply by scanning the QR code. Some locations will also show a **REQUEST ACCESS** button when you select the charger from the map (Screen 12).

Note: Not all charging stations are publicly available and certain chargers may have limited hours of availability. We suggest you always confirm charger availability before travel.






SCREEN 11

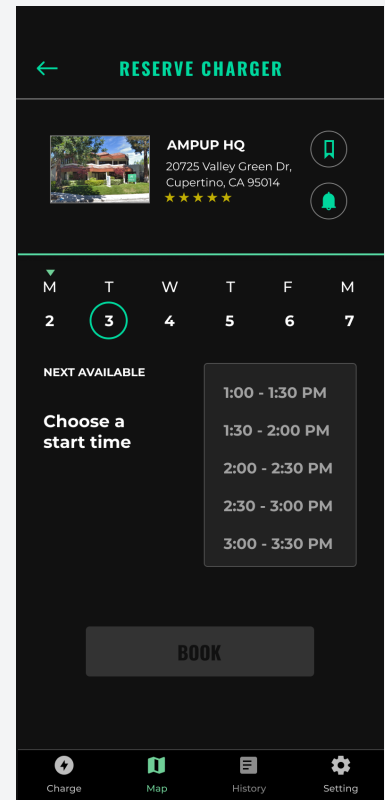


SCREEN 12

Make A Reservation


- + Once you've found the desired charger on the  **MAP**, tap the icon to select it. If you've bookmarked the charger, find it under **BOOKMARKS** in the  **SETTING** menu.
- + Once selected, tap the **RESERVE** button.
- + Tap to select the desired date and time slot(s) (Screen 13).
- + Click **BOOK** and your reservation will be made.
- + When your reservation time arrives, tap on  **HISTORY** in the bottom menu.
- + Tap the desired reservation and then tap **CHECK-IN**. You can check-in up to 15 minutes before the reservation starts.

Note: The amount of time you can check-in *after* your session begins is determined by the site host. Not all charging locations support advanced reservations.

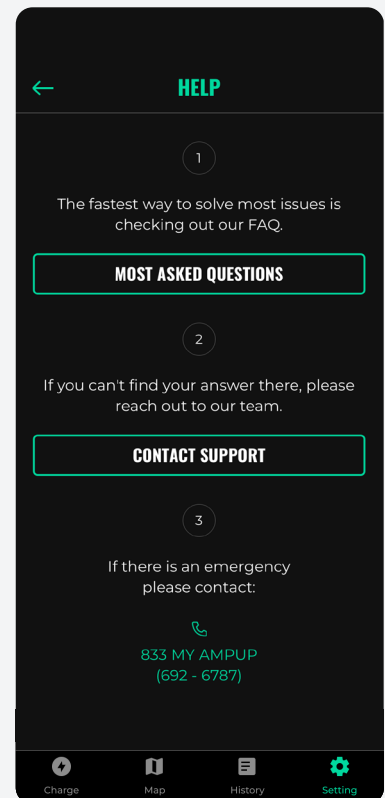


SCREEN 13

Get Help

AmpUp is here to help when you need it. Contact us via phone, email, or website. You'll also find support links by tapping **HELP** in the  **SETTING** menu (Screen 14).

- + Submit a ticket through the app
- + Call **1-833-692-6787**
- + Email **support@ampup.io**
- + Read our FAQs at **support.ampup.io**



SCREEN 14

