

Enefit Volt app

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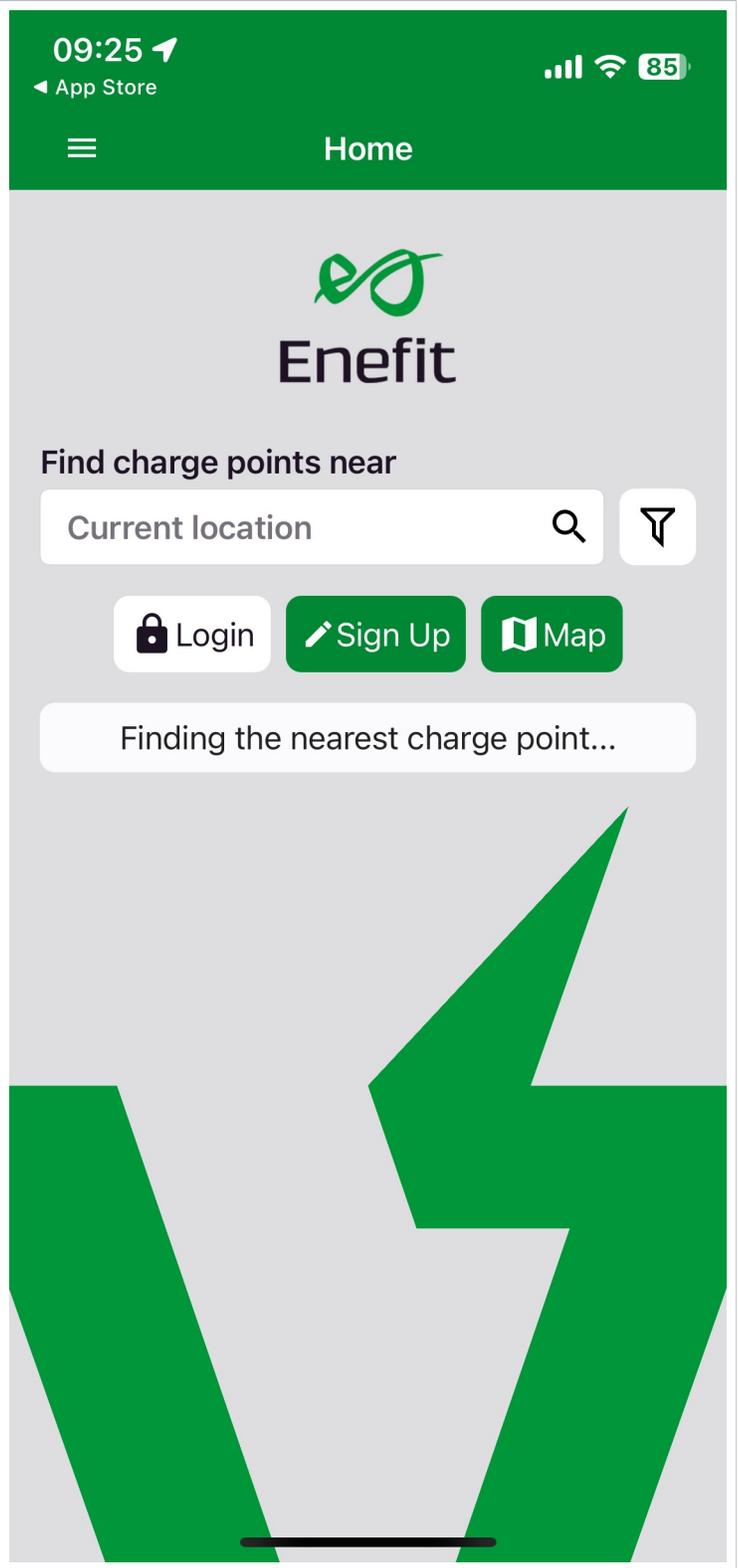
1. Downloading Enefit Volt app

1.1 To use the Enefit Volt charging service, customer needs to download the Enefit Volt mobile app on smartphone. The application can be loaded with Android or IOS operating systems and is available in Google Play or AppStore.

- Enefit volt chargers have a QR code on them that directs to download the app.

2. Creating a customer account

When app is download, you need to create account by pressing "Sign up"



Choose from which country you are

09:25
◀ App Store

◀ Back Select your country Next

Estonia (€)

Latvia (€)

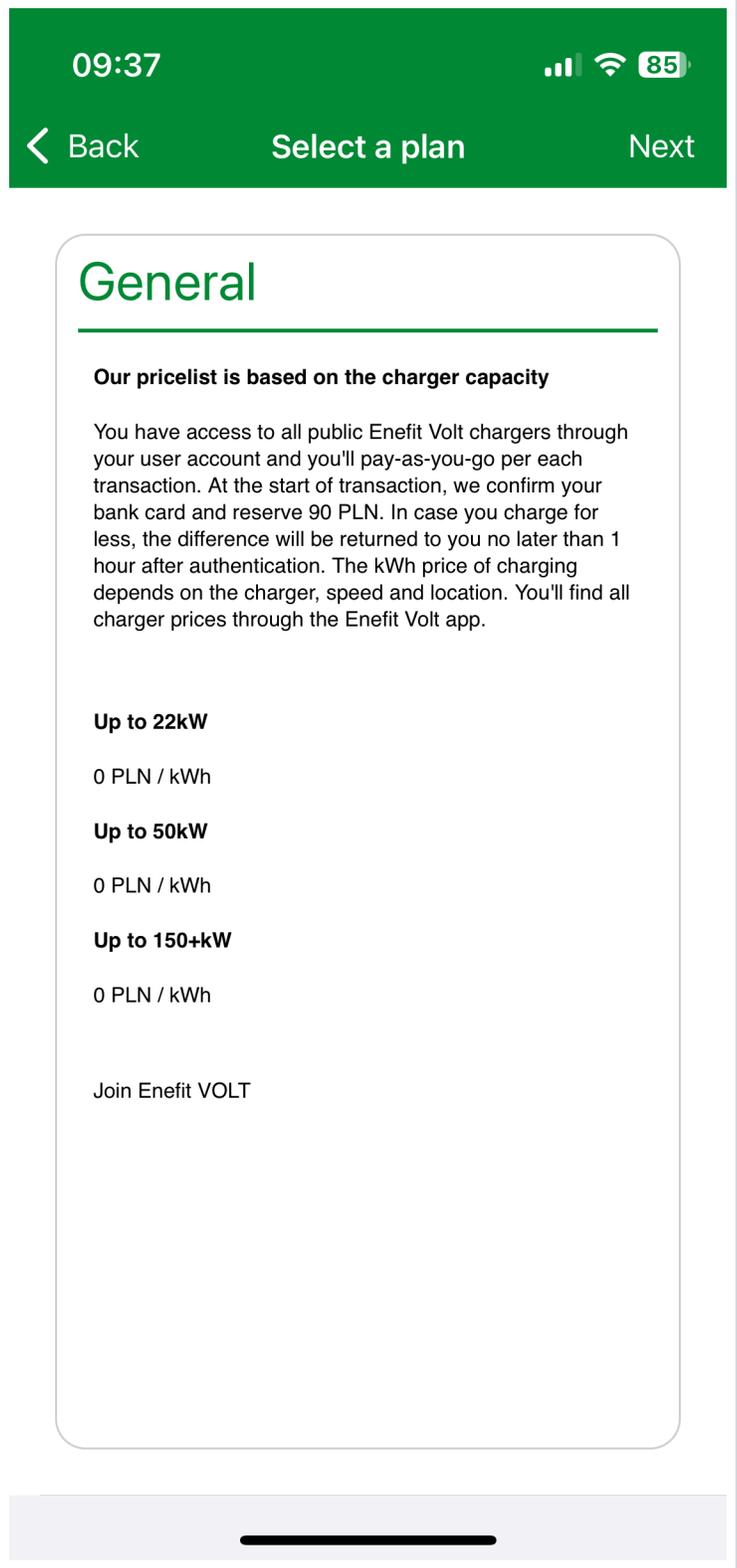
Lithuania (€)

Poland (zł)

Choose plan (pricing is different in countries)

1st view for Poland

2nd view for Lithuania



09:26

◀ App Store

📶 85

< Back

Select a plan

Next >

Enefit Volt

You have access to all public Enefit Volt chargers through your user account and you'll pay-as-you-go per each transaction. At the start of transaction, we confirm your bank card and reserve 20 EUR. In case you charge for less, the difference will be returned to you no later than 1 hour after authentication.

The kWh price of charging depends on the charger, speed and location. You'll find all charger prices through the Enefit Volt app.

Fill the contact details

- The e-mail address is also the user name for logging into the app
- Cannot create two different accounts with the same e-mail address

09:26
◀ App Store

◀ Back Account Details Next

PERSONAL INFORMATION

First Name*

Last Name*

I am a business customer

Email*

Mobile Phone*

page_registration_mobilePhoneSuchAs_370

Language* English >

SECURITY

Password*

Confirm Password*

Use at least 8 chars which must include at least 1 number, 1 upper & 1 lower case character & 1 special character (!, @, #, \$...)

I agree to [the general terms and conditions of the charging service](#), [the privacy policy](#) and [the principles of customer data processing](#)*

I agree that Enefit UAB processes

The *Billing address* will be on the bill and where the RFID card will be sent.

If you want the RFID card to another address, which is different from the "*billing address*", then by changing "send mail to same address" can add different address.

09:30
◀ App Store

◀ Back Address Next

Billing address

Country* Lietuva >

Address*

Address 2

City*

Postcode

Send mail to same address

Have to add payment method

09:31
◀ App Store

Signal strength, Wi-Fi, 85% battery

< Back Payment method Finish

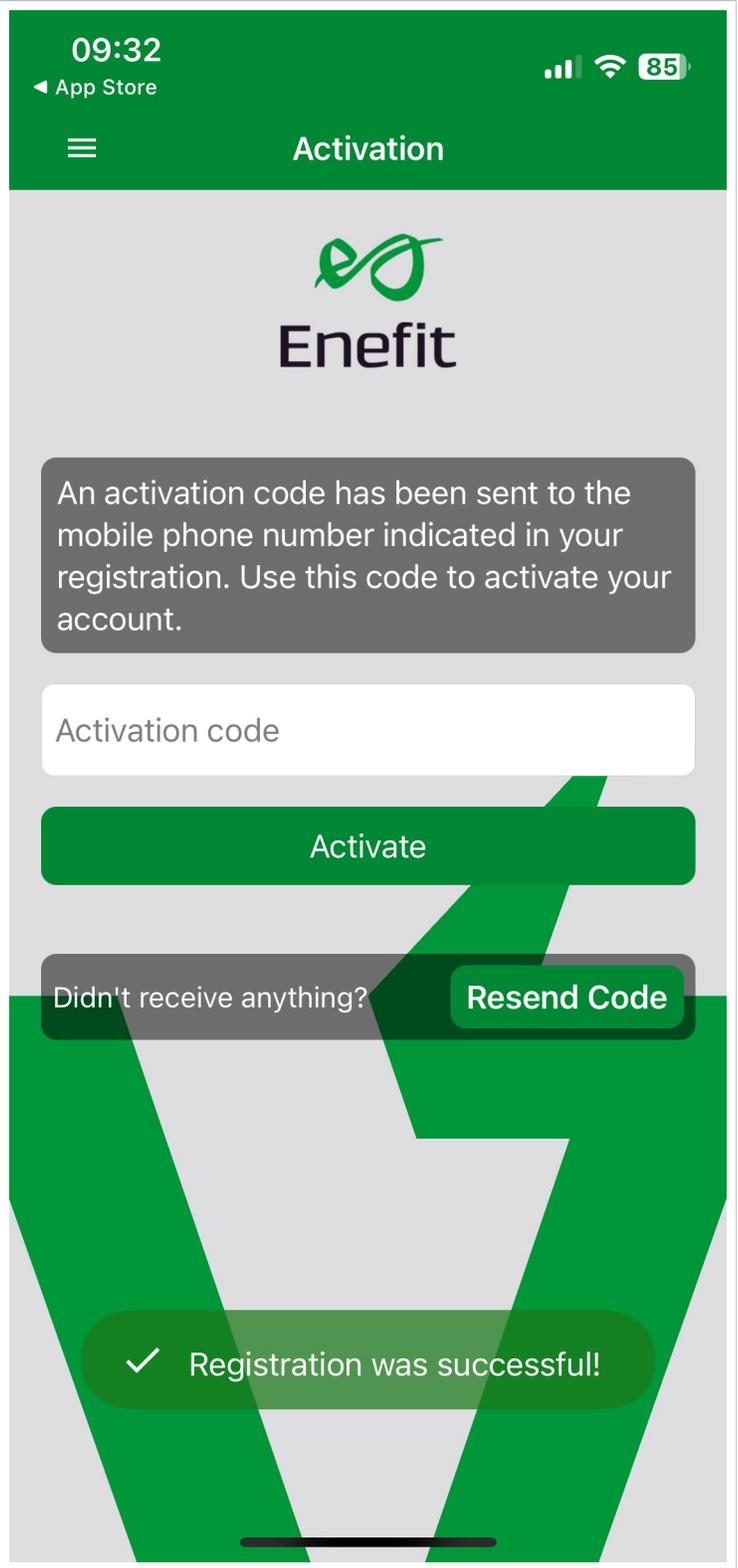
Name on card* Name of card holder

 1234 MM/YY CVV

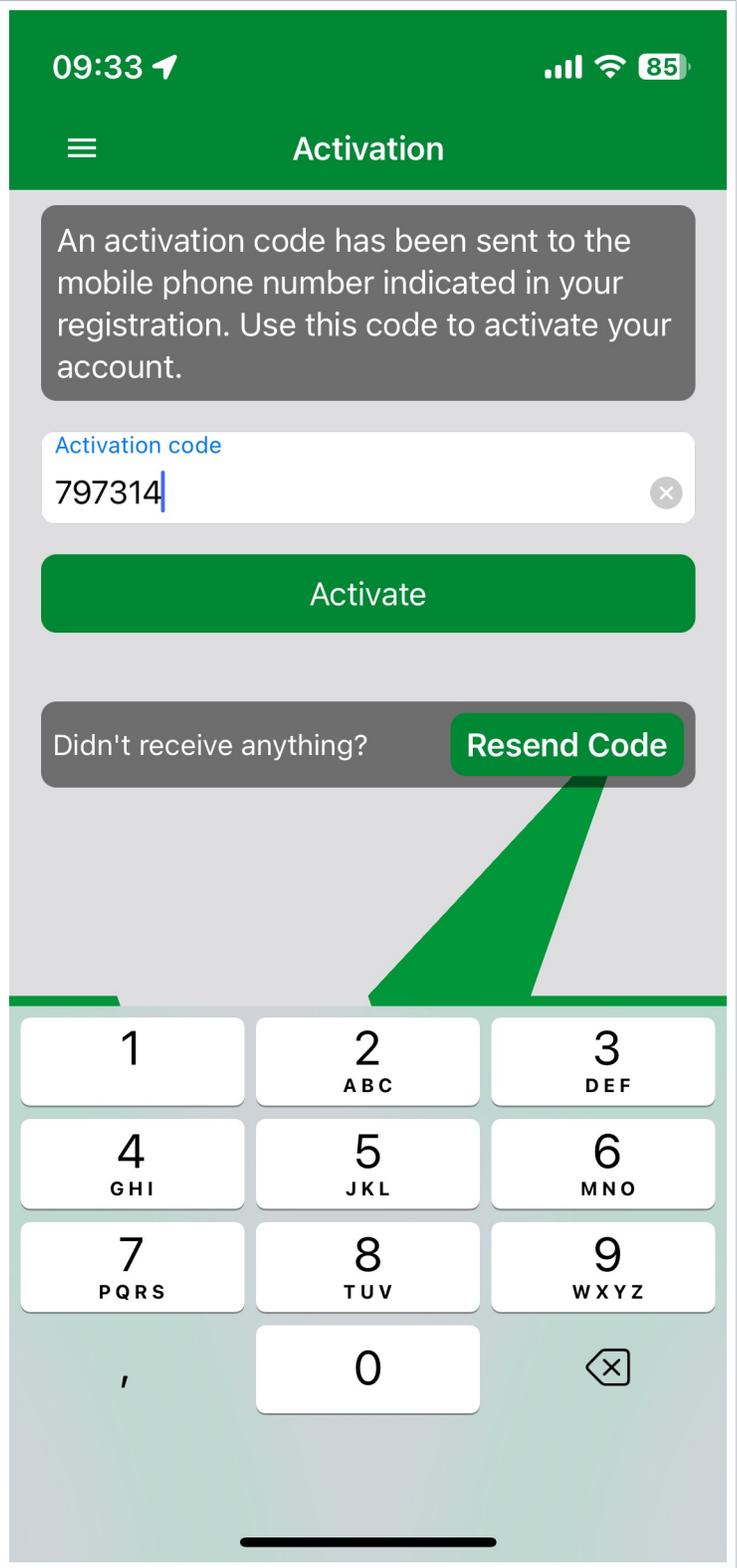
[Large grey input area for card details]

[Home indicator bar]

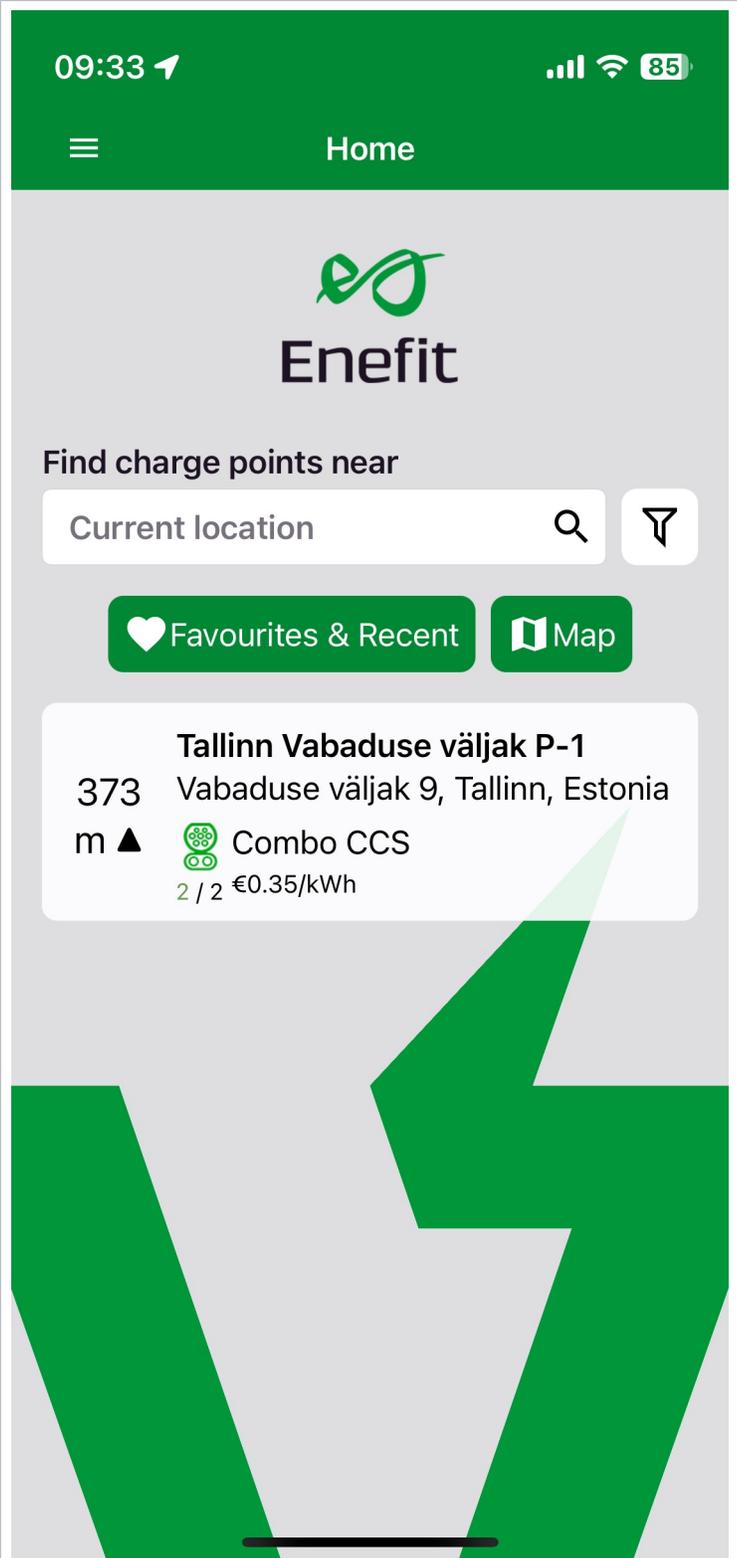
Activation code was sent to phone number



Enter the activation code that came with the SMS

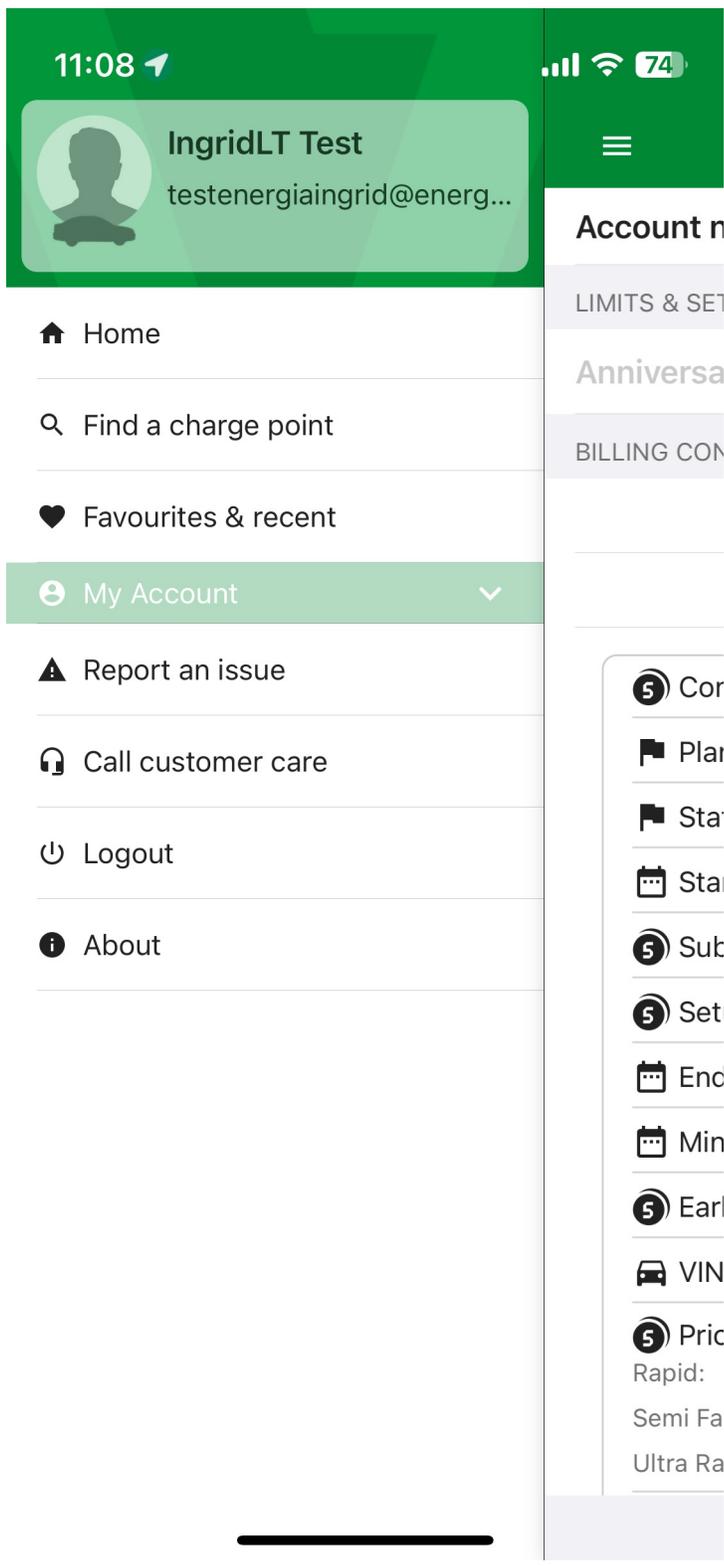


View after logging in the app



3. App menu

By clicking on the "three stripes" on the left, opens apps menu

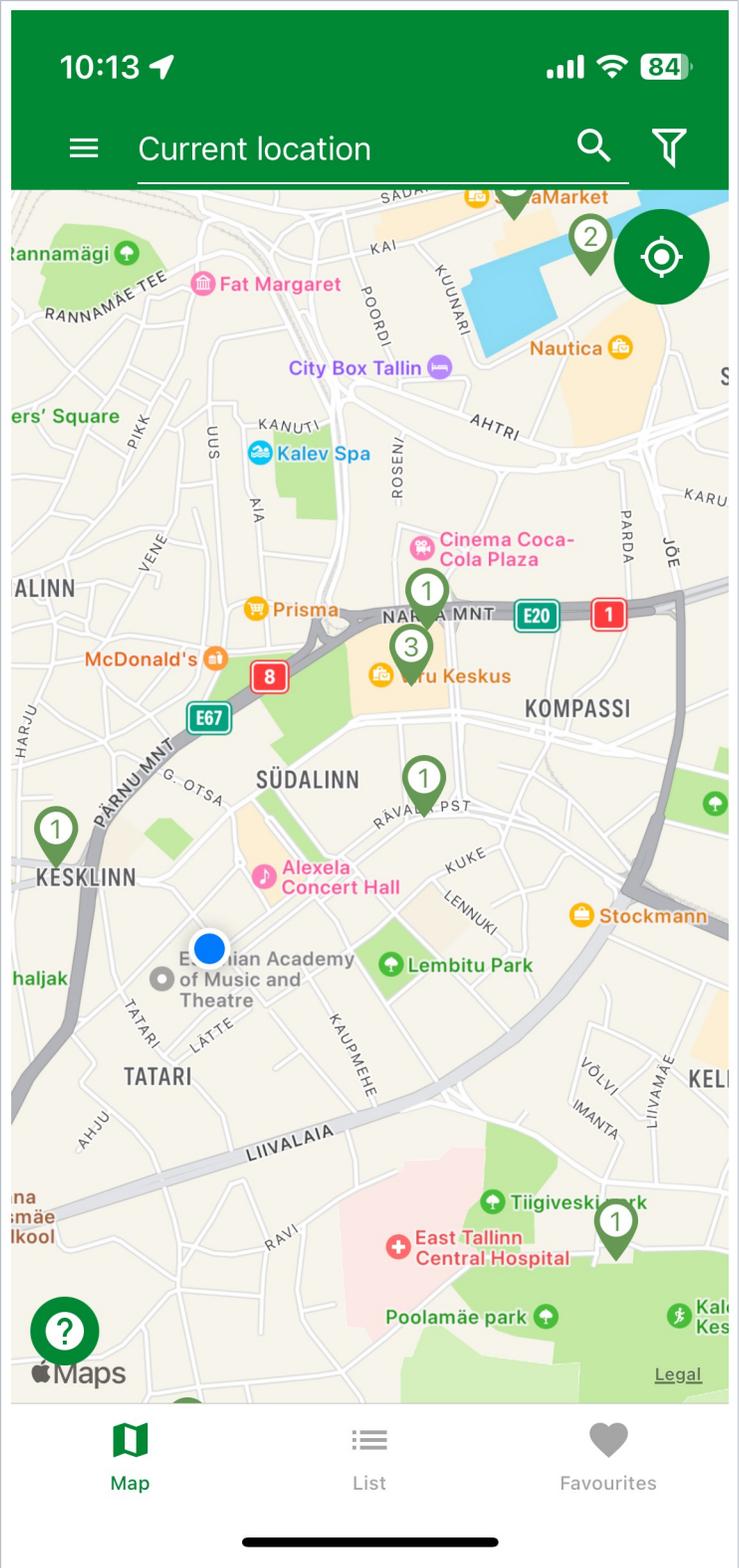


3.1 Find a charge point

A blue dot indicates the location of you and a green mark indicates the location of the charger.

If the indication of the location of the charger is:

- Green color - the charger is free
- Red color - out of order
- Blue color - in use
- Gray color - the status of the charger is unknown



By clicking on the charging point, you can see which chargers are located at the given charging point

10:13    

 Back Verslo centras "Stiklinis" Alytaus

CH10178
Naujoji g. 3, Alytus, Lietuva

561 km   Type 2  Type 2

 €0.32/kWh  €0.32/kWh

22 kW 22 kW

CH10177
Naujoji g. 3, Alytus, Lietuva

561 km   Combo CCS  Combo CCS

 €0.39/kWh  €0.39/kWh

47 kW 47 kW



3.2 How to start charging

Find a charger from the map and click on it.



Then it shows which type cable can use and can choose which one you need.

10:13

83

< Back Verslo centras "Stiklinis" Alytaus

CH10178

561 Naujoji g. 3, Alytus, Lietuva
km ◀  Type 2  Type 2
 €0.32/kWh  €0.32/kWh
22 kW 22 kW

CH10177

561 Naujoji g. 3, Alytus, Lietuva
km ◀  Combo CCS  Combo CCS
 €0.39/kWh  €0.39/kWh
47 kW 47 kW

Then have to choose which one you want to charge

10:14

Back CH10177

A Available to charge

47 kW €0.39/kWh

B Available to charge

47 kW €0.39/kWh

Kai kraunasi 2 automobiliai galia dalinasi pusiau.

Connectors Details Map Peak Time

Swipe on the right

10:14    

 Back B  

Verslo centras "Stiklinis" Alytaus (CH10177)



Available to charge

 47 kW

€0.39/kWh

**CANNOT CHARGE
YOU MUST BE LOGGED IN**

CONNECT & SWIPE  TO START

[Contact support](#)

3.3 Favourites & recent

By pressing Favorites & recent in the table of contents, you can add favorite charging points and see which favorite charging points are saved

To add a favorite, you have to click on the location, choose the charger and press the heart

Under "Recent", you can see recent locations that have been used in the search engine



10:15

Signal strength, Wi-Fi, 83%

☰ Favourites & Recent

Tallinn Kalevi Staadion (CH10243)
Staadioni 1, Tallinn, Estonia

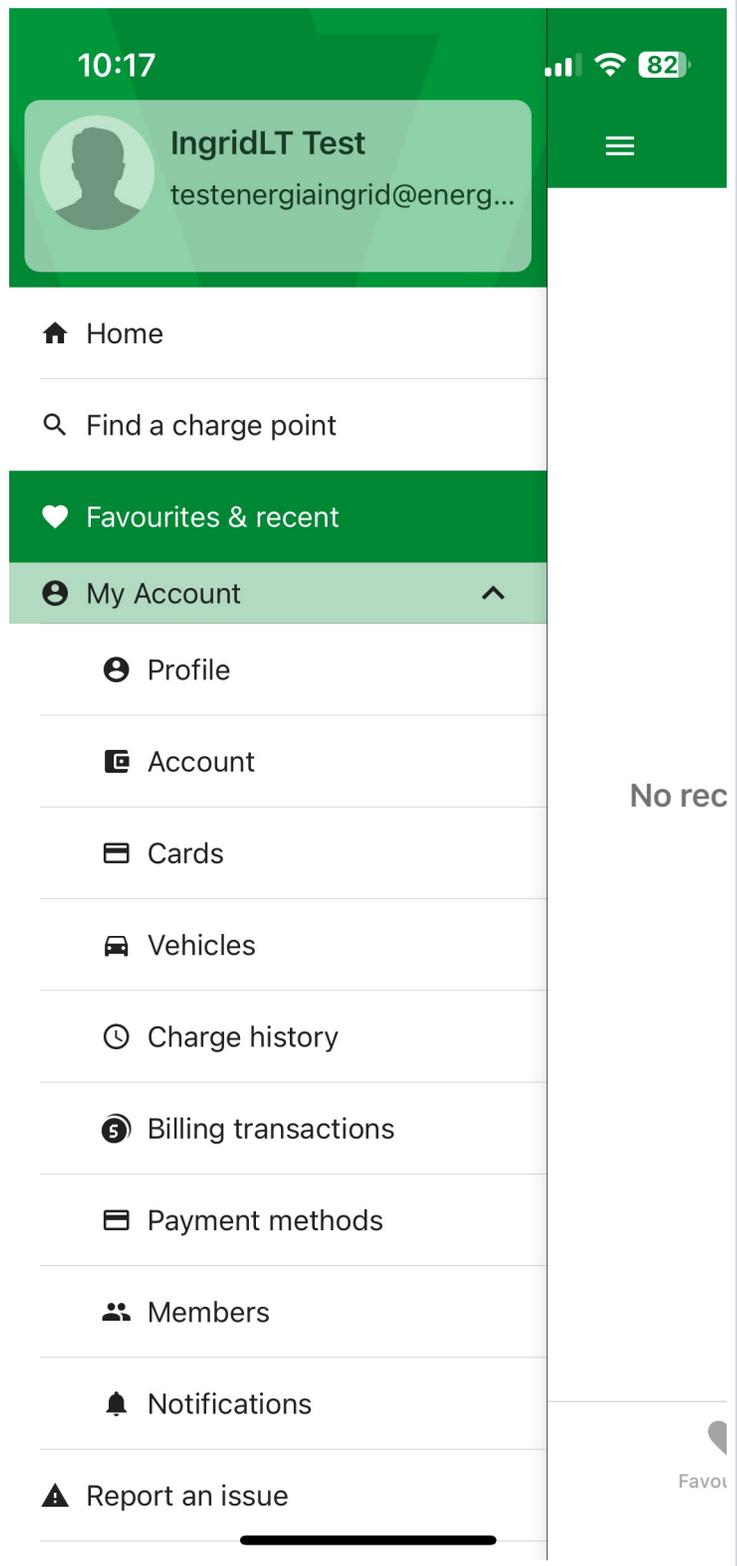
860 m ▶

 CHAdeMO €0.35/kWh 45 kW	 Type 2 €0.29/kWh 22 kW
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Favourites Recent

3.5 My account

Under My Account, the you can add and change data and view activities, invoices, payments, packages, recharge card



3.6 Report an issue

Customer can send us an issue thru app. Customer service gonna see this in Driivz Dashboard

*I have a problem with** - by clicking on it, a list of the reason for the appeal opens:

Charging car - with car charging

A charger - with a charger

Card - with a charging card

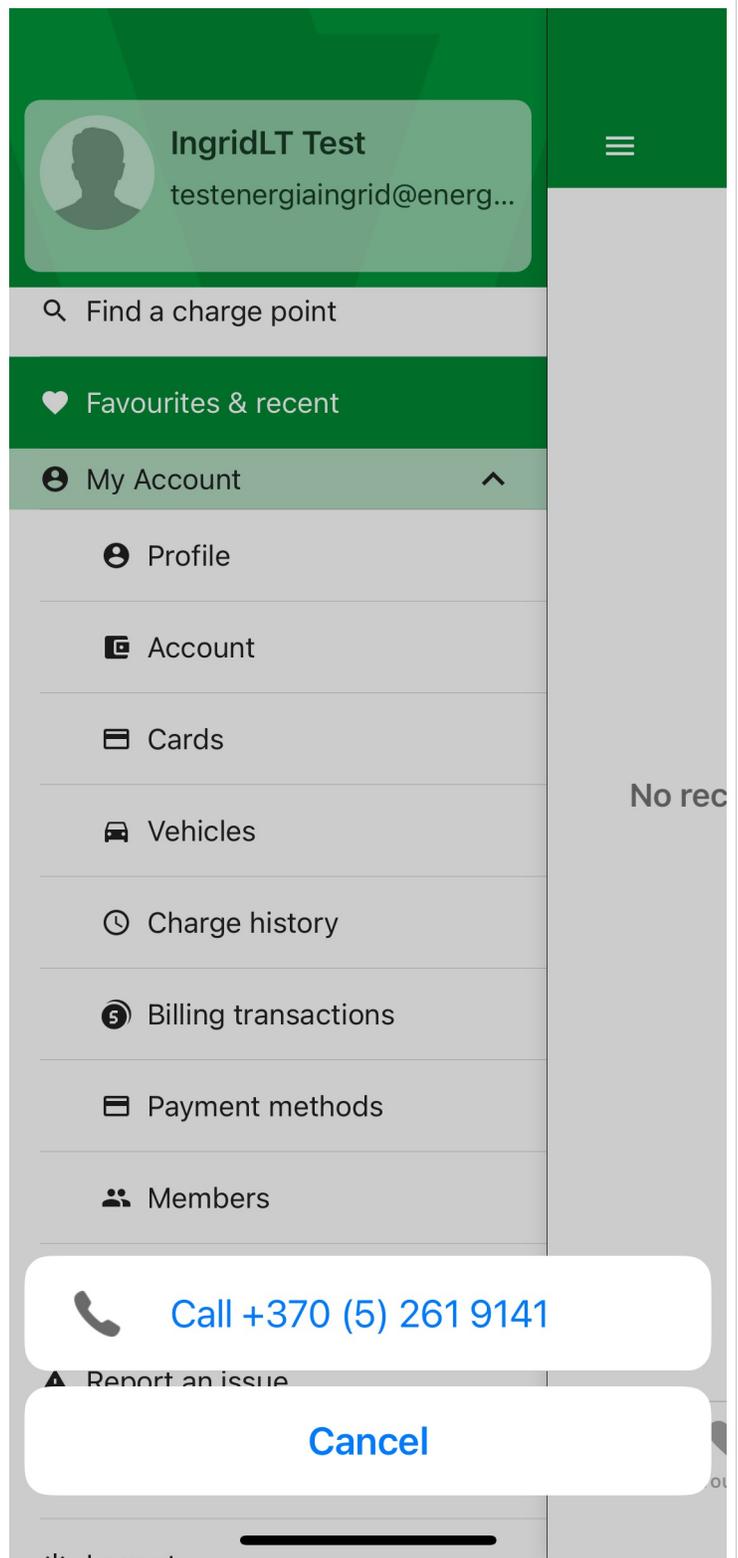
General - general reasons

*Describe your problem** - the customer describes the reason for the appeal. When the data is filled in, press Report

The screenshot shows a mobile application interface. At the top, a green header bar contains the time '10:18', signal strength, Wi-Fi, and battery (82%) icons. Below the header, there are three navigation options: a back arrow, 'Report an issue', and 'Report'. The main content area has a title 'I have a problem with*' followed by 'Please choose >'. Below this is a section titled 'Comments*' with the prompt 'Describe your problem'. At the bottom, a light gray box contains the text: 'You may also call our customer care team at +370 526 19141'. A black horizontal bar is visible at the very bottom of the screen, likely representing the home indicator on an iPhone.

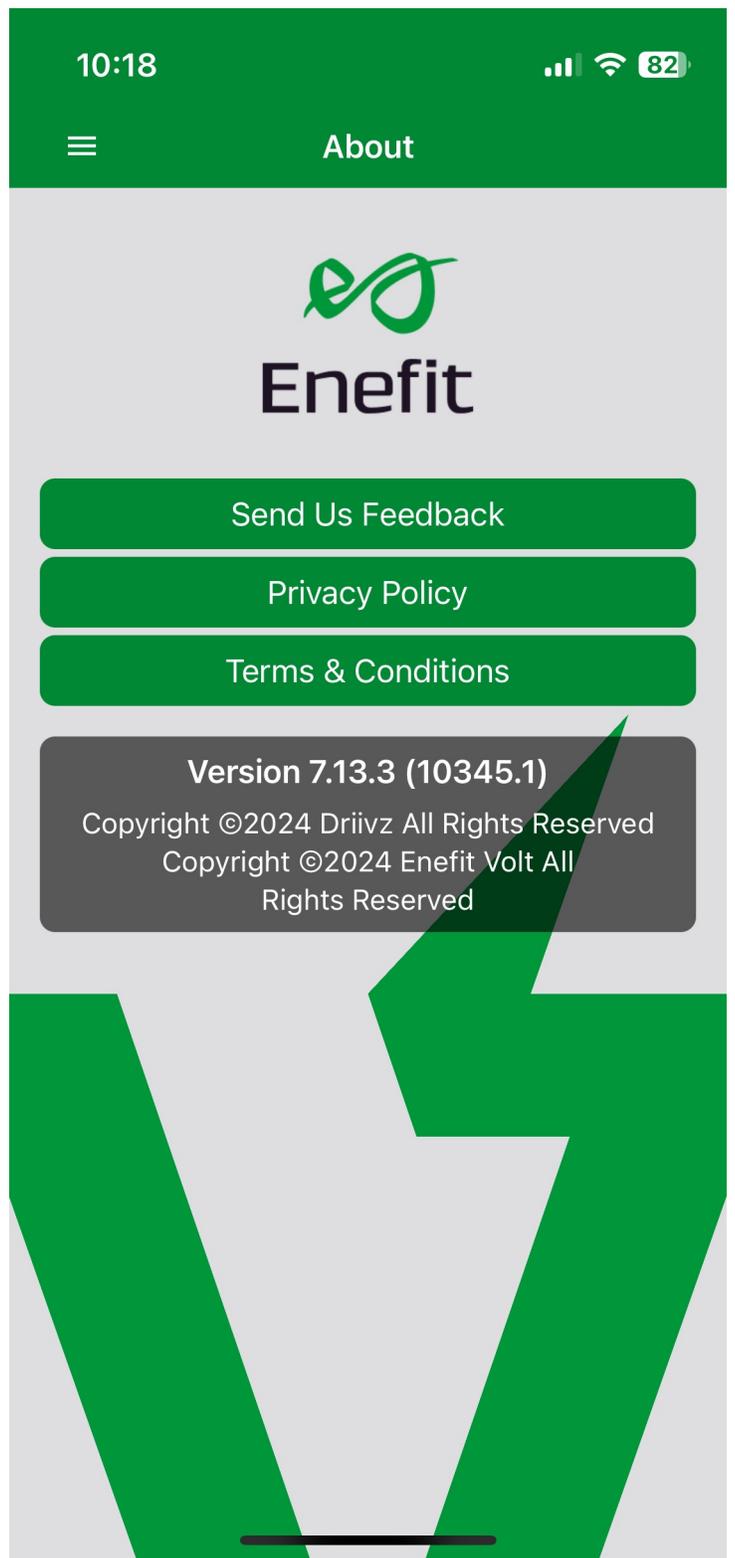
3.7 Call customer care

By pressing "Call customer care", the customer will be presented with a phone number, and by clicking on the number, they can call us, if they change their mind, they press Cancel.



3.8 About

Shown what the latest version of their app is



4. My account

4.1 Profile

You can change the contact address ,password and can add a picture

NB! The customer cannot change the e-mail himself/herself. If its needed, then customer service can change the e-mail address.

10:18 📶 📶 82

☰ Profile Save

PERSONAL INFORMATION

Profile Picture 

First Name* IngridLT

Last Name* Test

Email testenergiaingrid@energia.ee

Mobile Phone* +37255525917

Language* English >

I would like to receive marketing updates via email or SMS or push notifications

I agree to the [Terms & Conditions](#) and [Privacy Policy](#)*

[Manage Cards](#)

BILLING ADDRESS

Country* Lietuva >

Address* Lietuvatest

Address 2

4.2 Account

Under account customer can see current balance and plan

The screenshot shows a mobile application interface for an account. At the top, there is a green header with the time '10:18', signal strength, Wi-Fi, and battery (82%) icons. Below the header is a hamburger menu icon and the title 'Account'. The main content area displays the 'Account number' as '153890'. A section titled 'LIMITS & SETTINGS' contains an 'Anniversary Day' set to '1'. Below this is a 'BILLING CONTRACTS' section with two buttons: 'Add Plan' and 'End Contract'. A detailed contract card follows, listing various terms and fees. The card includes a 'Contract #' (8000076544), 'Plan' (Enefit Volt), 'Status' (Active), 'Start Date' (20.02.2024), 'Subscription fee' (€0), 'Setup fee' (€0), 'End Date' (N/A), 'Minimum Term' (N/A), 'Early Termination Fee' (N/A), and 'VIN #' (N/A). A 'Pricing' section lists three options: 'Rapid' (€0.39kWh + €0.50), 'Semi Fast' (€0.32kWh + €0.50), and 'Ultra Rapid' (€0.49kWh + €0.50). The bottom of the screen shows a home indicator bar.

10:18 📶 📶 82

☰ Account

Account number 153890

LIMITS & SETTINGS

Anniversary Day 1

BILLING CONTRACTS

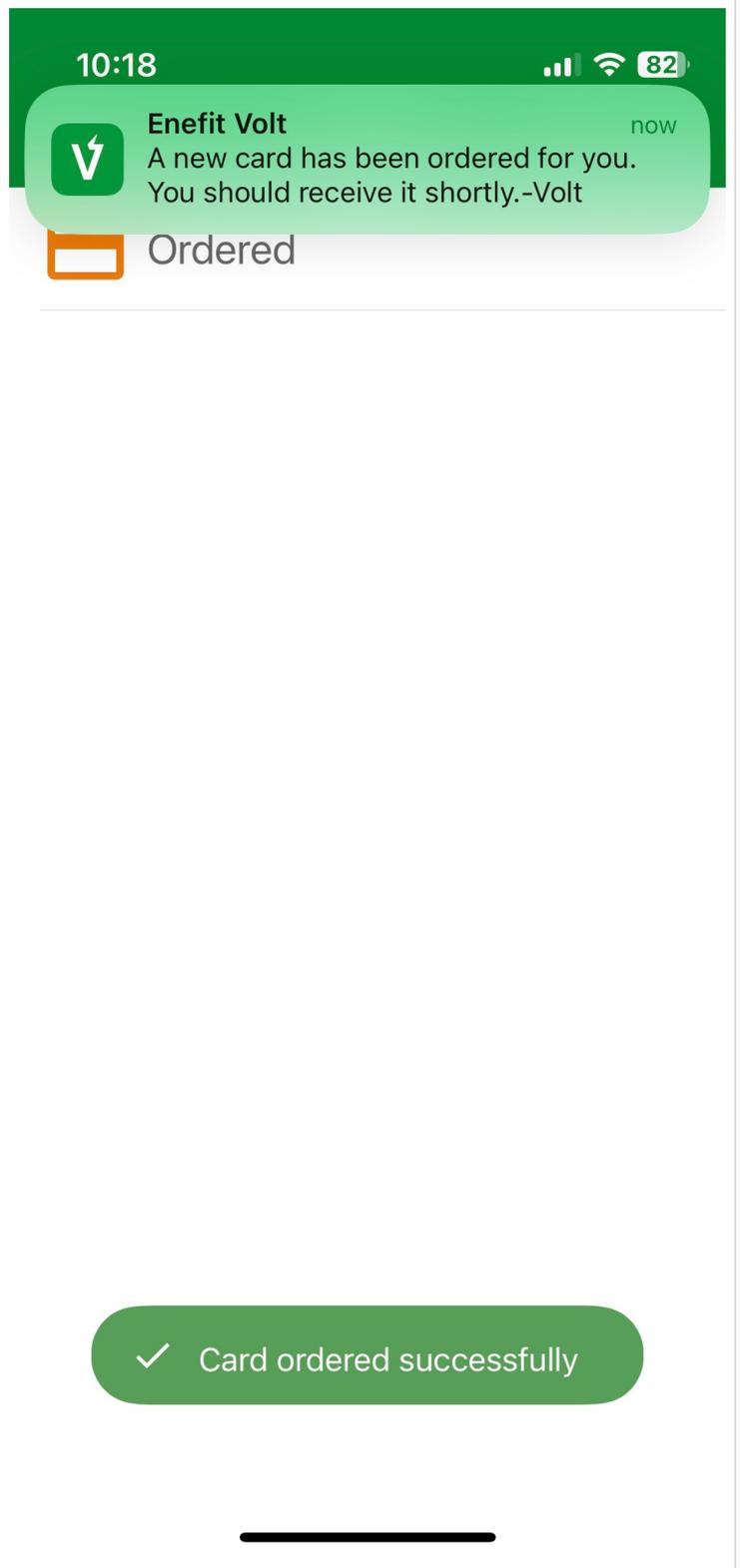
Add Plan

End Contract

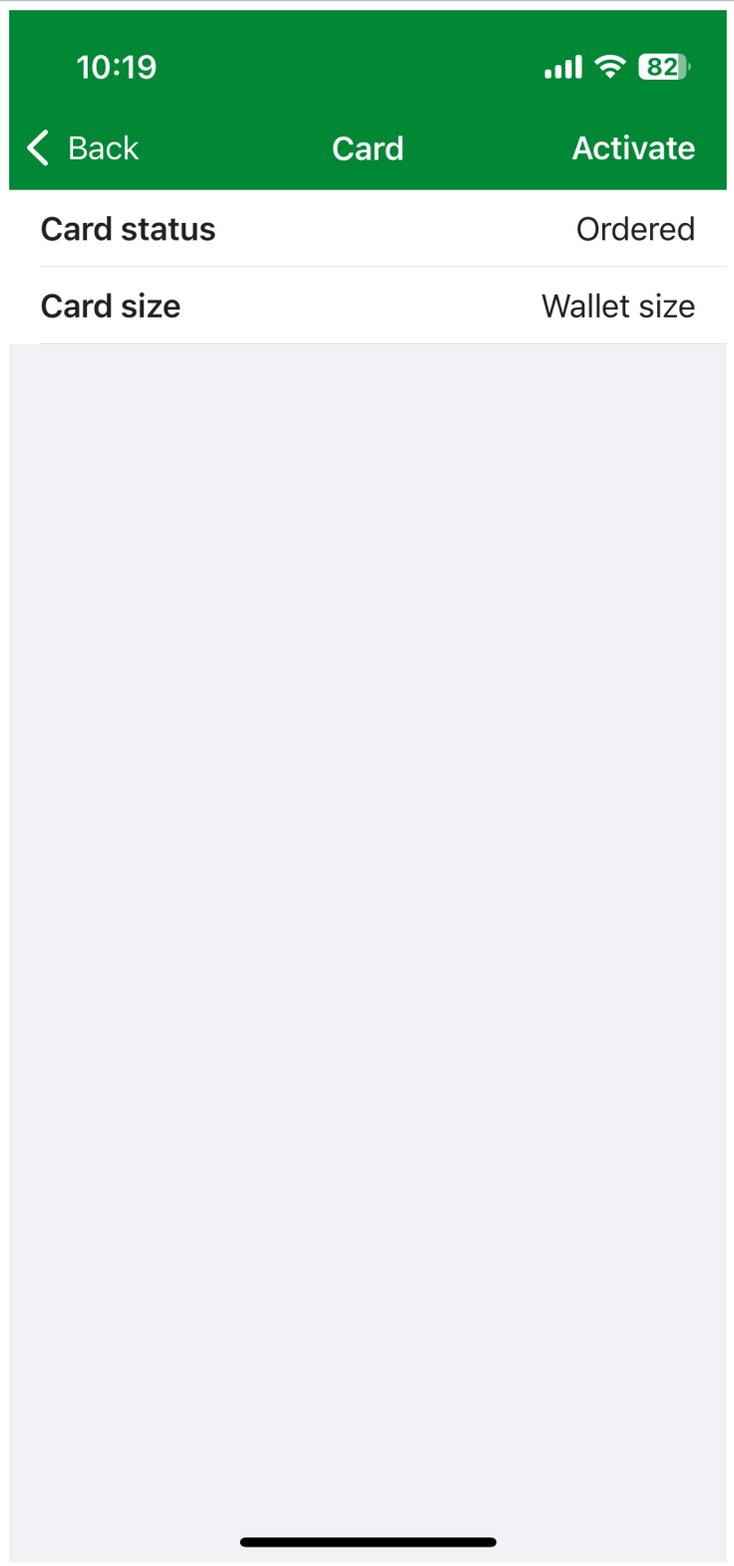
🔖 Contract #	8000076544
🚩 Plan	Enefit Volt
🚩 Status	Active
📅 Start Date	20.02.2024
🔖 Subscription fee	€0
🔖 Setup fee	€0
📅 End Date	N/A
📅 Minimum Term	N/A
🔖 Early Termination Fee	N/A
🚗 VIN #	N/A
🔖 Pricing	
Rapid:	€0.39kWh + €0.50
Semi Fast:	€0.32kWh + €0.50
Ultra Rapid:	€0.49kWh + €0.50

4.3 Card

Can order RFID card by clicking +



and can activate card by clicking "Activate" and enter the RFID card number



4.4 Vehicles

By clicking +, can add a vehicles



Manufacturer

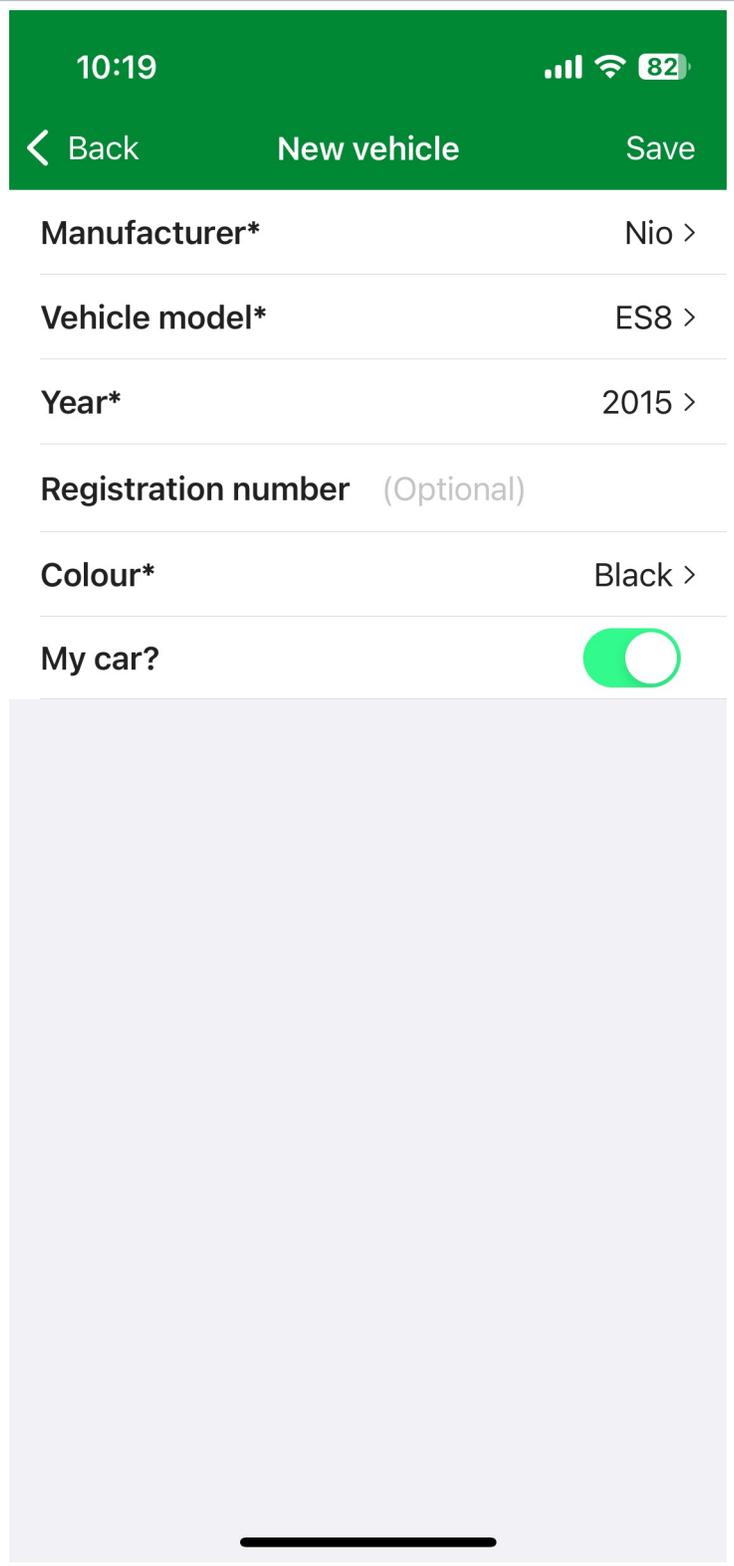
Year - year of car release

License plate

Color

My car? - You can indicate whether you own car or not

When the data is filled in, the information must be saved using the Save button at the top right



The image shows a mobile application interface for adding a new vehicle. At the top, a green header bar contains the time '10:19', signal strength, Wi-Fi, and battery (82%) icons. Below the header, a navigation bar with a white background contains a back arrow, the text 'New vehicle', and a 'Save' button. The main content area is a list of form fields:

- Manufacturer***: Nio >
- Vehicle model***: ES8 >
- Year***: 2015 >
- Registration number** (Optional):
- Colour***: Black >
- My car?**: A green toggle switch is turned on.

A large, light gray rectangular area is visible below the 'My car?' toggle, likely representing a placeholder for a photo or a description field. At the bottom of the screen, a black horizontal bar indicates the home indicator for an iPhone.

4.5 Charge history

By clicking on charge history, you can get a summary of the charges by week, month or year

10:19

Charge history

This Week This Month This Year Custom

By: IngridLT Test

From: 01.02.2024

To: 20.02.2024

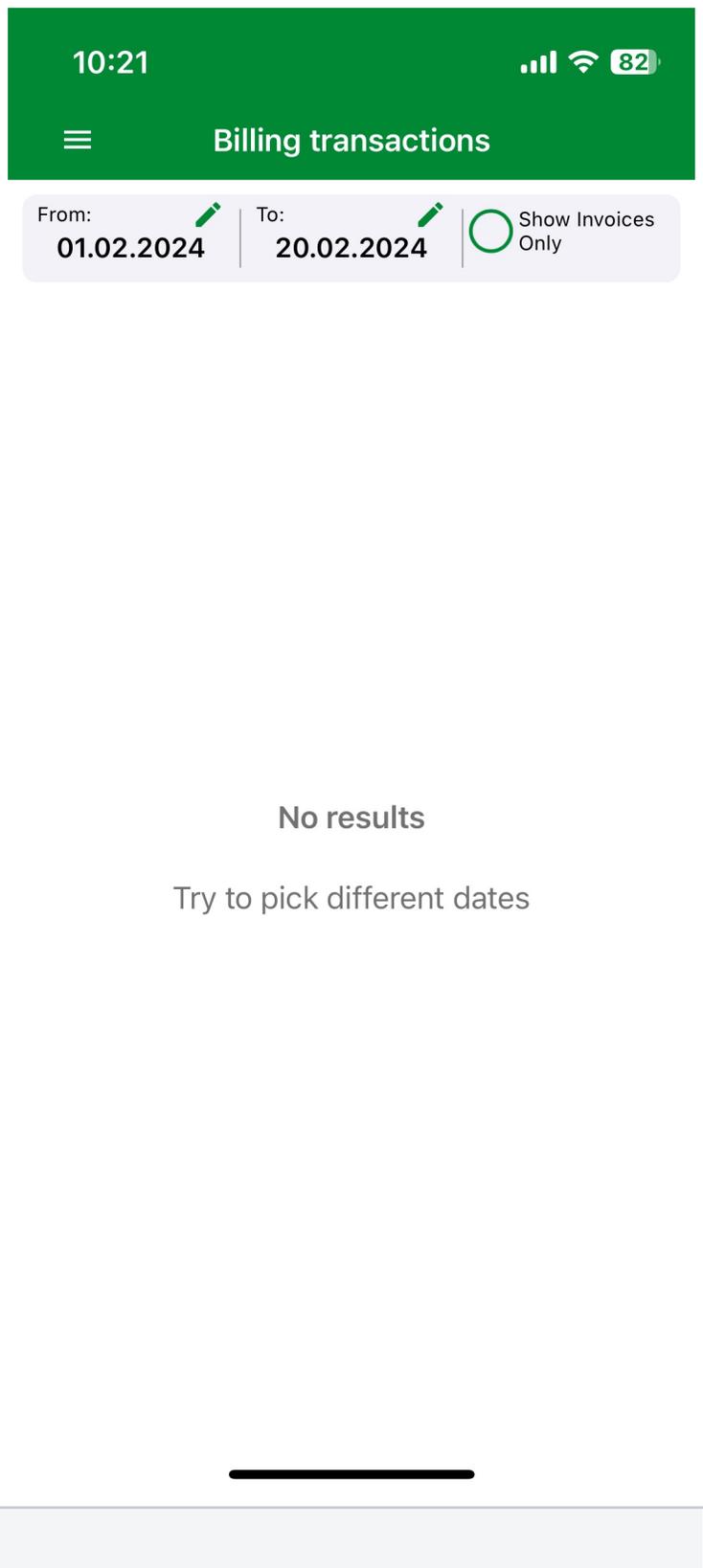
No results

Try to pick different dates

4.7 Billing transactions

Under "*Billing transactions*", you can see invoices and completed payments

It is possible to take a transactions by date



4.8 Payment method

You can add several payment cards and choose which one you want to use, and if necessary, you can also delete a payment card.



Adding users/members is more intended for business customers whose company has several electric car users.

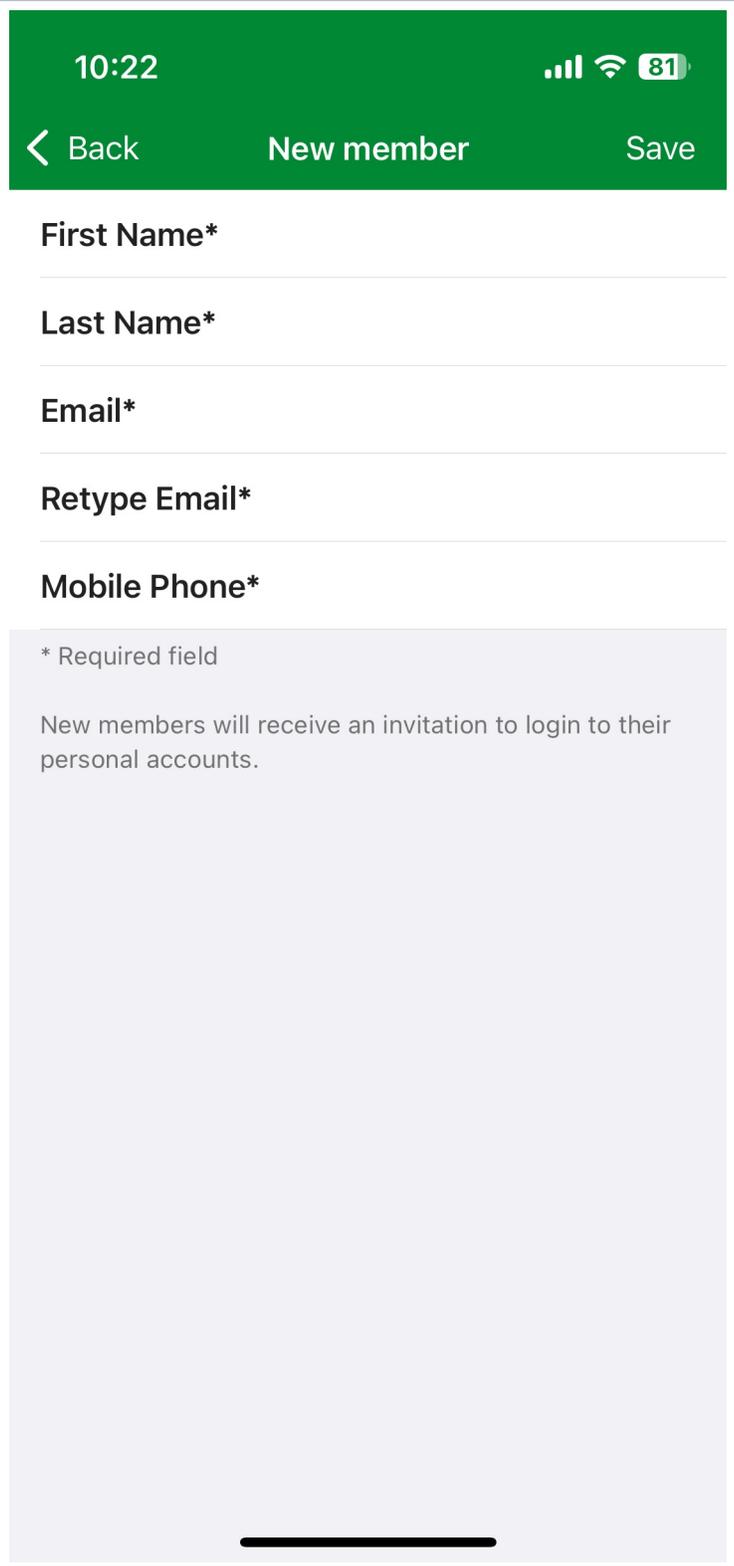
By clicking +



fill in to add a member:

- First name
- Last name
- Email
- Retype email
- Mobile phone

The member will receive an invitation by email where they are expected to join Enefit Volt



The image shows a mobile application interface for adding a new member. At the top, there is a green header bar with the time 10:22, signal strength, Wi-Fi, and battery (81%) indicators. Below the header, there are three buttons: a back arrow, 'New member', and 'Save'. The main content area contains five input fields, each with a label and an asterisk indicating it is required: 'First Name*', 'Last Name*', 'Email*', 'Retype Email*', and 'Mobile Phone*'. Below these fields is a light gray box containing the text '* Required field' and 'New members will receive an invitation to login to their personal accounts.' At the bottom of the screen, there is a black horizontal bar representing the home indicator.

4.10 Notification

To order a notification you can select desired notification and indicate whether you want SMS, e-mail or an app, and then save by pressing the Save button

10:22 📶 📶 81

☰ Notifications Save

Charging complete ✉️ 💬 📱

Start charge ✉️ 💬 📱

Stop transaction ✉️ 💬 📱

Charge failed to start ✉️ 💬 📱

Billing and Payments ✉️ 💬 📱

Member activity ✉️ 💬 📱

Reservations ✉️ 💬 📱
