Quick Start Guide - Users

Charging your car with an EV charger powered by TurnOnGreen is easy. All you need is your smartphone and a credit card—you don't even need to download a dedicated app if you don't want to.
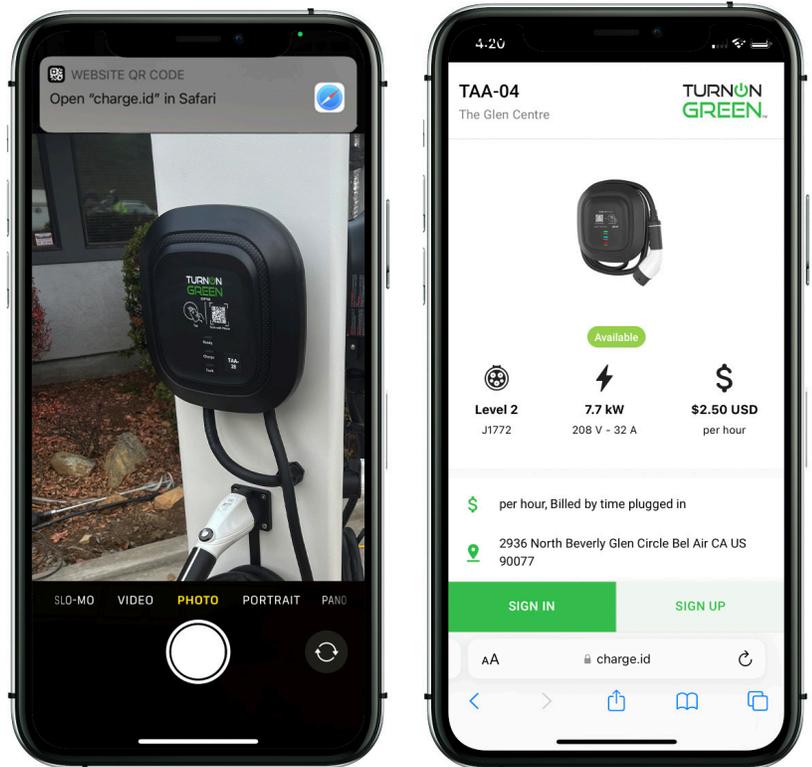
Please follow the steps in this Quick Start Guide to get started.

1. Identify the charger

Once you are standing in front of the charger you want to use, open your smartphone's camera app and point it at the QR code printed on the charger. Every modern smartphone has a built in QR code reader that should take you to the charger's web page in one tap.

If your smartphone does not scan the QR code for any reason, you can type the charger's URL directly into your smartphone browser using the format charge.id/[charger ID].

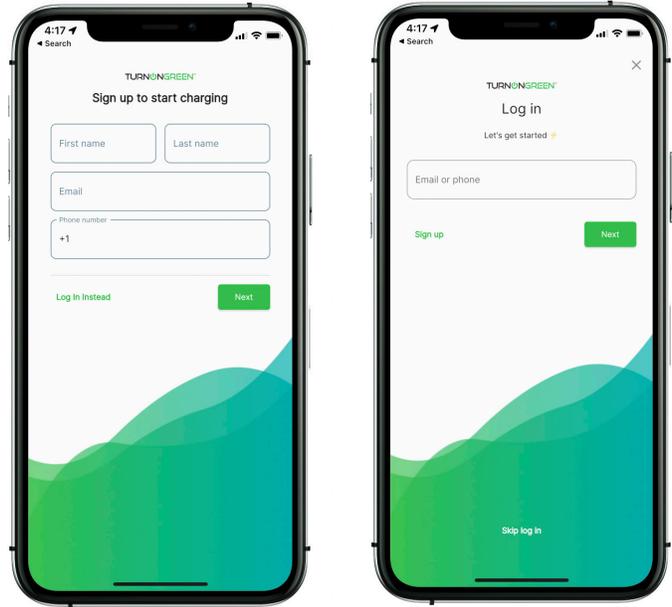For example, charger AA-00 can be found at charge.id/aa-00.

2. Sign in or create an account

Once you arrive at the charger page on your smartphone's browser, you will be presented with the option to SIGN IN or SIGN UP. If you see the START button instead, this means you are signed in from a previous session and can start charging immediately.

To sign up, provide your name, email, phone number, and credit card information. Your contact information will only be used for identifying you and sending you receipts. Your payment information is securely stored in our system that is certified to PCI DSS Level 1 (the most secure payment certification in the world).

To sign in, simply enter the phone number or email address you previously used to sign up and you will receive a one-time sign in code to access your account.
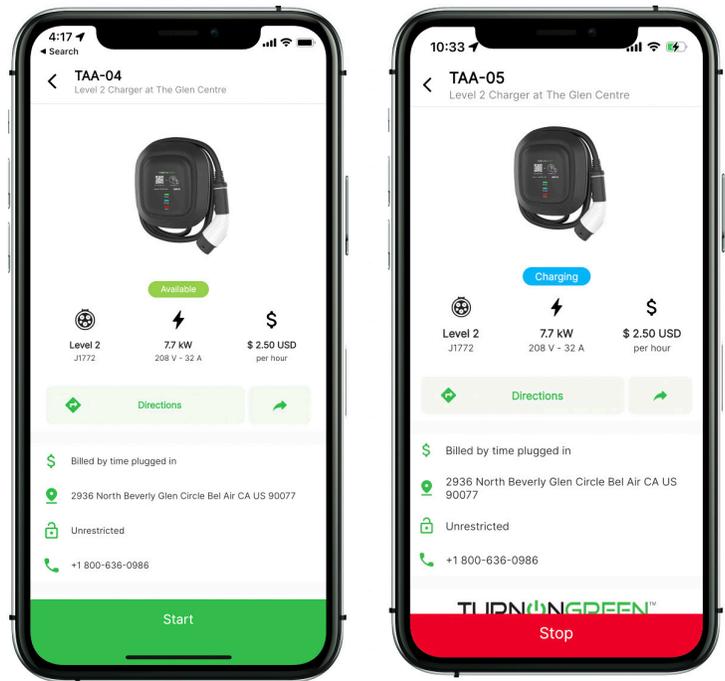
3. Start charging

Once signed in, you will see a START button at the bottom of the charger page. Simply tap this button to start charging.

If the charger you are using has more than one port, you will be prompted to select which port you want to charge with.

Please take note of the price and billing methodology listed on the charger page. Some chargers bill for the entire time you are plugged in to encourage users to move their car after finished charging. Other chargers only bill for the time spent actively charging or the kWh you consume.

Other ways to charge

For additional features, please download the dedicated ChargeLab app for iOS or Android. If you have already created an account using the web app detailed in this Quick Start Guide, you can sign into the TurnOnGreen app using the same phone number or email address. Scan the QR code to the right or visit www.chargelab.co/app to download our app.

TurnOnGreen currently offers free RFID cards which can be linked to your account. Each TurnOnGreen network card comes with one credit-card sized RFID and one key fob for extra convenience. To order an RFID card, please visit www.chargelab.co/rfid and submit your shipping information.

Once you've linked your RFID card to your account, simply tap the card on a TurnOnGreen-powered charger to start a session. Your credit card will still be billed the regular rate of the charger, so make sure you are aware of the cost of the charger before tapping your RFID. Please note that many chargers in multi-family buildings do not have an RFID reader. If you do not see an RFID tap symbol on the front of a charger, RFID is not supported and you must use the TurnOnGreen app or web app instead.
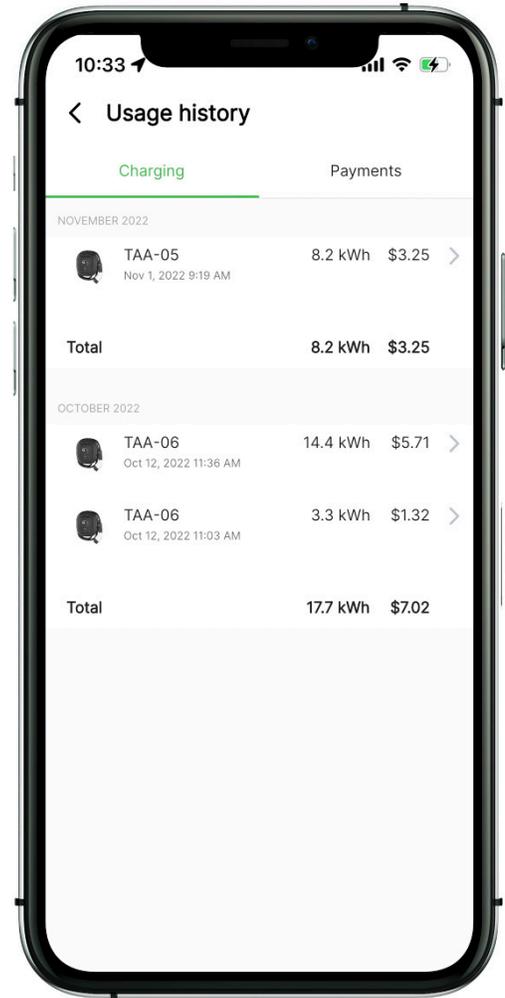
Billing and Payments

Some EV charging service providers require you to deposit funds to a "wallet" before charging your car. TurnOnGreen does not.

We bill you once per month for all your usage over the previous month. We always notify you before charging your credit card.

You can view usage and payment history any time in the TurnOnGreen app under the Charge and Payments tabs (see the images to the right). You can also update your payment method from the Payments tab.

Unless you disable email notifications, we will also send you an email receipt every time you finish a charging session. See a sample email receipt below .

Thank you for using ChargeLab

Here's your receipt for charging with us today:

Charger: AA-00
Mountain View, CA

Energy Added	12.54 kWh
Start Time	Jul 15, 2021, 11:37 AM
End Time	Jul 15, 2021, 1:28 PM
Plugged in Time	1h 51m
Charging Time	1h 45m
Charger Price	$ 0.25/kWh
Fee	**12.54 kWh × $0.25/kWh = $3.14**

Price set by Acme Site Host

⚡ CHARGELAB

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