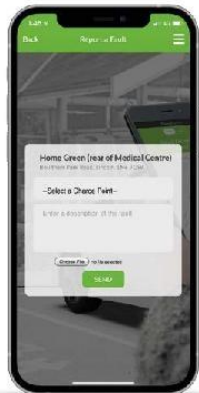# Ending Your Charging Session

8 You can end your charging by one of the following methods:

- Pressing 'Stop charge' in the app.

- Touching the RFID sensor with the RFID card/fob that was used to start the session.

- Unplugging the charging cable from the vehicle.

Reporting A Faulty Chargepoint

⚠️ **How to report a fault**

- In the unlikely event that a fault does occur, the chargepoint's LED status indicator will flash red.

- You can report the fault to our customer service team via the app. *There is also the option to attach a photo of the issue your are experiencing with the chargepoint.*

VendElectric
SMART SOLUTIONS

EV DRIVER APP USER GUIDE

Finding Your Charging Point

1 Use the map to find a charging location

- Choose from either map or list view.

- *Create an account to view, sort & save your favourite charging locations.*

2 Click the 'Navigate' button for directions to your chosen charging location

3 Upon arrival choose an available socket

- The current availability can be viewed directly on the chargepoint's LED status indicator or within the app.

No charging sessions or vehicles connected
AVAILABLE

A charging session is active or a vehicle is connected
IN USE

4 Connect your vehicle

- Plug in cable to the car.

- Plug in cable to the chargepoint.

Starting Your Charging Session
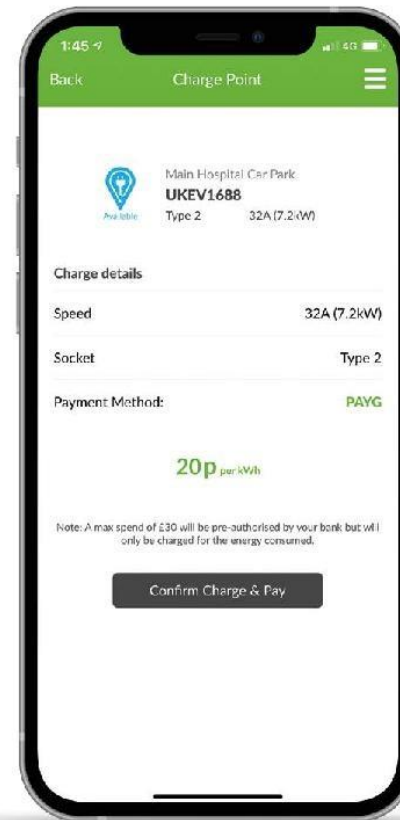
5 Scan the QR code using your smartphone's camera

- The QR code can be found next to the charging socket.

- *Alternatively you can enter the socket ID number via the app.*

6 Select your charge

- **FREE-TO-USE chargepoints** - Simply 'confirm charge' and the charging session will begin (step 7 will not apply).

- **PAY-TO-CHARGE chargepoints** - Depending on the chargepoint host, the session will either be charged per kWh or per hour. Select charge and press 'confirm charge and pay'.

7 Paying for your charge

- Login, register or charge as a guest.

- Secure payment can be made in the app via Opayo using either Visa, Mastercard or JCB.

- Once payment is confirmed the charging session will begin.

- *If you choose to set up an account this gives you the option to Top-Up a virtual wallet which will makes the process of activating a charge much quicker.*

NOTE - For security, your charging cable will be locked into the chargepoint when a charging session is active.