



**ELECTRIC  
NATION**  
VEHICLE TO GRID



**CrowdCharge**

# CROWDCHARGE APP USER INSTRUCTIONS & TIPS

VERSION 1.0 - REVISED MAY 2021

The document contains important information for customers regarding the Electric Nation Vehicle to Grid Project.

Please read this document carefully in full to ensure you understand the CrowdCharge platform app user instructions for setting up and connecting with the Project hardware.

Further project information can be found at [www.electricnation.org.uk](http://www.electricnation.org.uk)

# DOCUMENT OVERVIEW

- Now that we are moving to start the CrowdCharge fixed scheduling phase of the trial, you are now ready to **download the CrowdCharge platform app**, this will allow you to earn rewards during the live project trial through CrowdCharge, as detailed in your CrowdCharge project energy supplier Proposition Information Document that you previously received.  
***Instructions on how to complete this setting is below – this MUST be completed to participate in the trial.***
- This Document also outlines some basic instructions to get you started with using the CrowdCharge app platform on your smartphone and/or a desktop computer.

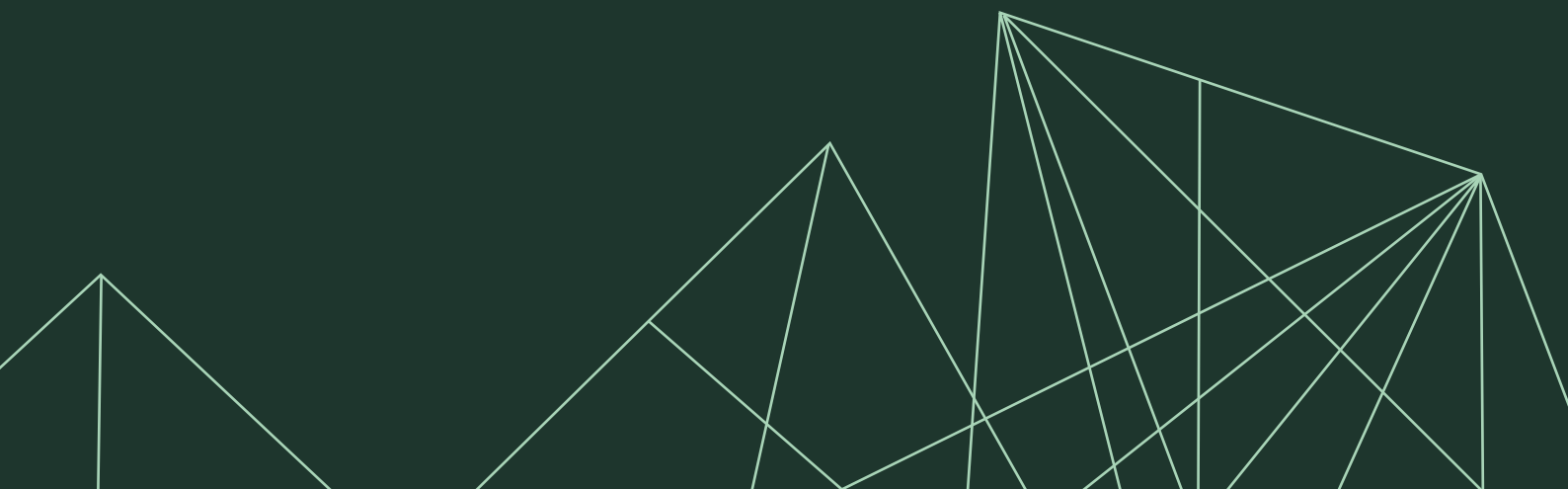
# PROJECT HARDWARE SUPPORT OVERVIEW

As this is an innovation trial with state of the art hardware, we are expecting a few bumps in the road, but we hope you will remain patient with us and know that we will sort out any issue in the most effective and efficient way we can

You can find further information regarding the Project Support Process in the document [here](#).

**As a project participant we appreciate your patience, understanding and effort in helping us fix any faults you may encounter with the project hardware**

**Note:** CrowdCharge can monitor the Project Hardware via our platform and determine if your charger has faulted and not charged your vehicle



# PRE-TRIAL GUIDANCE AND NISSAN BATTERY WARRANTY

- CrowdCharge recommend *not* to initiate exporting from your EV battery.
- CrowdCharge will *not* be operating your project hardware until the initial baselining phase has been completed. This phase immediately occurs at the start of the one-year trial to measure your baseline charging activity prior to smart scheduling. As we approach the trial start CrowdCharge will be back in touch with you to explain the trial phases in detail and next steps.
- Therefore any exporting from your EV battery that you decide to initiate via the Wallbox app is at your own risk. Risks may include incurred energy costs and may adversely affect your Nissan battery warranty.
- CrowdCharge will *not* be held responsible for any breach to your Nissan EV battery warranty if you decide to initiate export via the Wallbox app.
- CrowdCharge only takes responsibility *during* the operational trial for assuring the CrowdCharge charging schedules will not adversely affect your Nissan EV battery warranty.

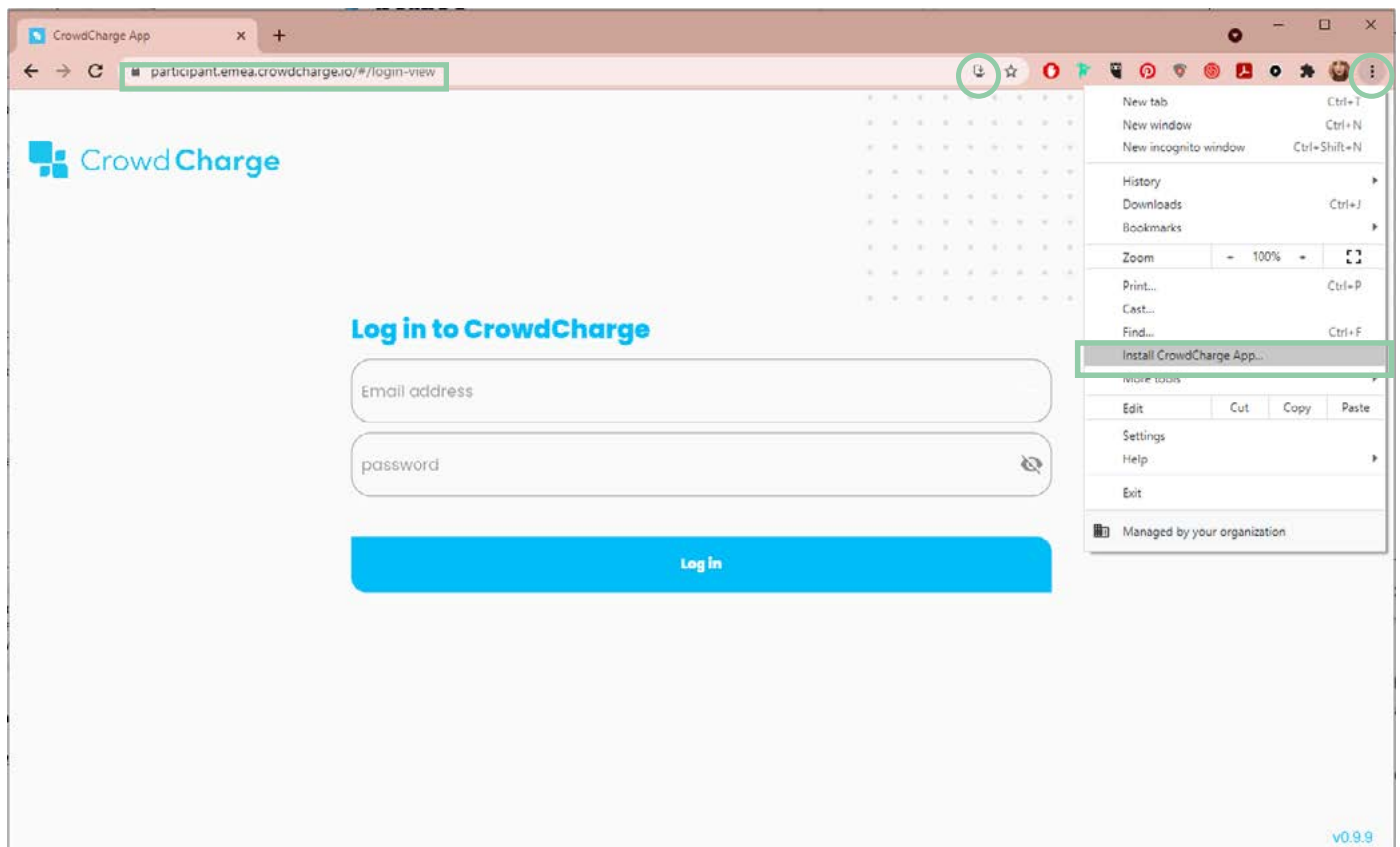
## TIPS AND TRICKS...

- You **MUST** switch off charging schedule and/or charging times or departure schedules in your chargers' Manufacturer app and in your electric vehicle (EV). *If you do not do this, the charging schedules set by CrowdCharge will not work.*
- Please do **NOT** use the chargers' Manufacturer app anymore, please use the CrowdCharge App to control your charging.

# CROWDCHARGE LOGIN AND APP INSTRUCTIONS: FOR DESKTOP

## Desktop login and user instructions for Mac/Windows:

- The login instructions will vary depending on what type of device you are using; from Android to iPhone, to desktop computer and Macbook.
1. Mac/Windows - desktop devices:
    - Open the web browser '**Google Chrome**' on your desktop device
    - Go to the following website: <https://participant.emea.crowdcharge.io/>
    - Select the '**install CrowdCharge app**' shortcut in the address bar
    - Or, navigate to the three-dots or '**Settings**' located in the top right corner of your Chrome window and select '**Install CrowdCharge App...**'

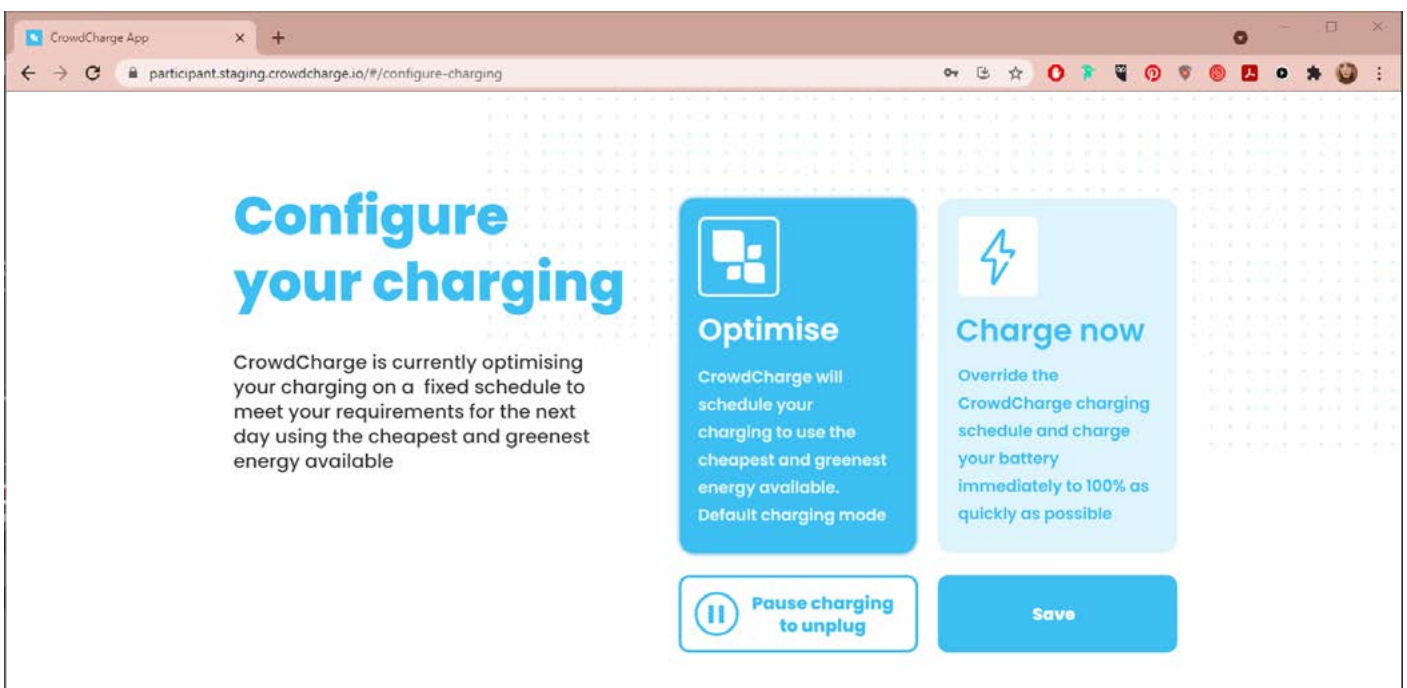


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# CROWDCHARGE LOGIN AND APP INSTRUCTIONS: FOR DESKTOP

## Desktop login and user instructions for Mac/Windows continued...

- Where prompted enter your **username** and **password** provided to you in the email from CrowdCharge and click **'Log in'**
  - Note: If you forget your log in details or need a password reset – please contact us directly via email to [support@crowd-charge.com](mailto:support@crowd-charge.com)*
- Once logged in, you will see two main buttons; **'Optimise'** and **'Charge Now'**:
  - Optimise** With the **'Optimise'** setting selected and saved; when plugged in CrowdCharge will schedule your charging to achieve or exceed your target State of Charge (SoC) which you have already confirmed to CrowdCharge.
  - Charge Now** With the **'Charge Now'** setting selected and saved; once you have plugged in, the car will charge immediately to 100% state of charge (SoC). *Note: After 24 hours your charging schedule will reset to the default 'Optimise' charging mode. Please only use this if necessary, as this is likely to increase your charging cost as charging during "peak" hours may be more expensive (depending on your tariff type).*
- You will automatically be set on **'Optimise'**. If you want to change settings, select **'Charge Now'** and then click **'Save'**. *If you do not click save your settings will not be changed. The text on the screen will confirm what charging setting you have currently selected.*



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# CROWDCHARGE LOGIN AND APP INSTRUCTIONS: FOR DESKTOP

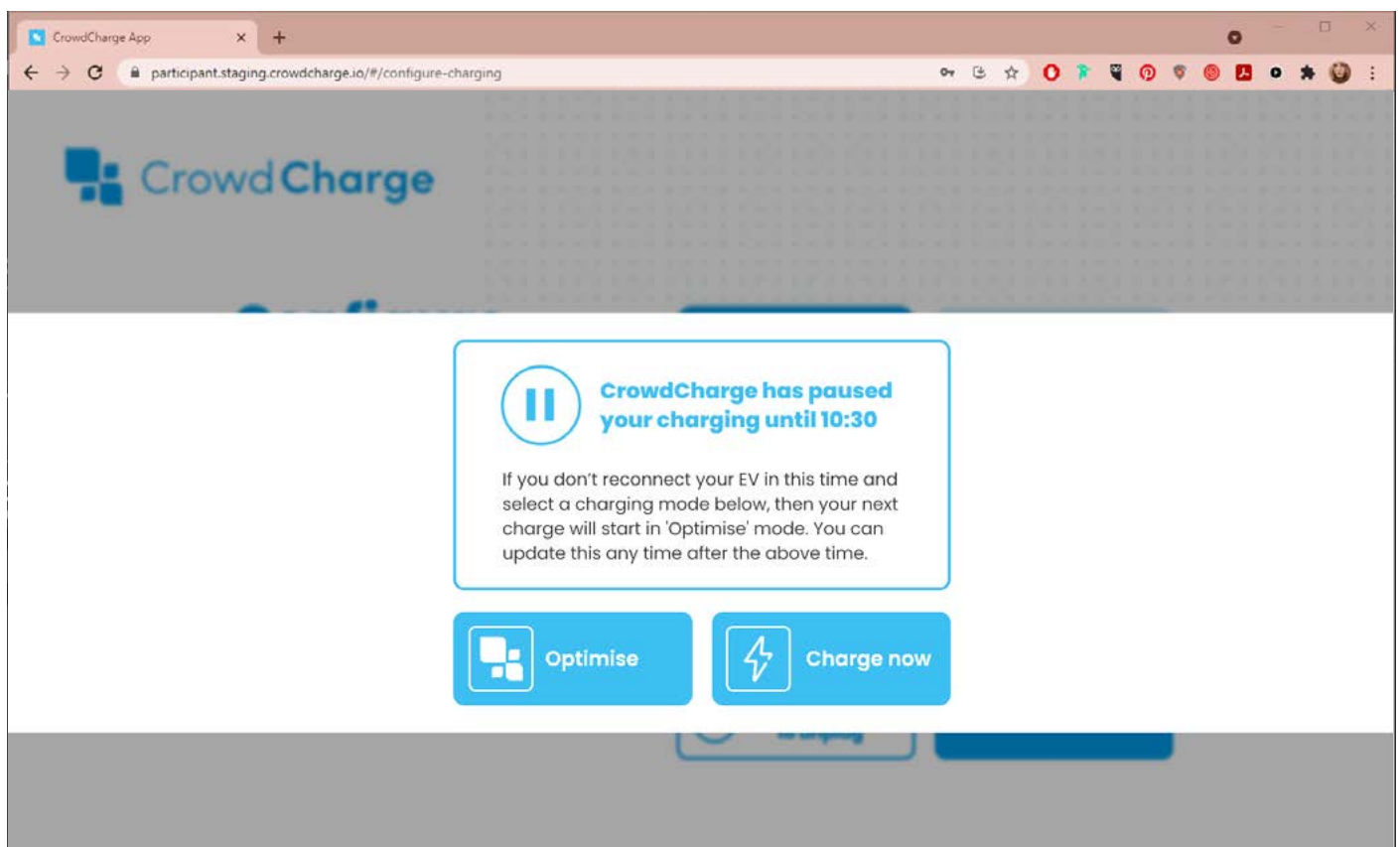
## Desktop login and user instructions for Mac/Windows continued...

### 5. To unplug your vehicle when charging:

- If you need to **unplug** your vehicle at any time from the Quasar charger – this could be either in an emergency or to go out again during the scheduled charging – then you will likely need to **'Pause'** any charging.
- To do this simply select the **'Pause charging to unplug' button**. The charging is immediately paused for 30 minutes so you can unplug your EV from the charger.
- **Note: Without doing this your charger will be locked to your vehicle and you will not be able to disconnect the charger.**

### 6. Paused charging mode:

- Once you have paused your charging to disconnect your EV, you can reconnect within half an hour and restart your charging schedule by selecting **'Optimise'** or **'Charge now'**
- After 30 minutes, CrowdCharge will default your charging schedule to **'Optimise'** mode.

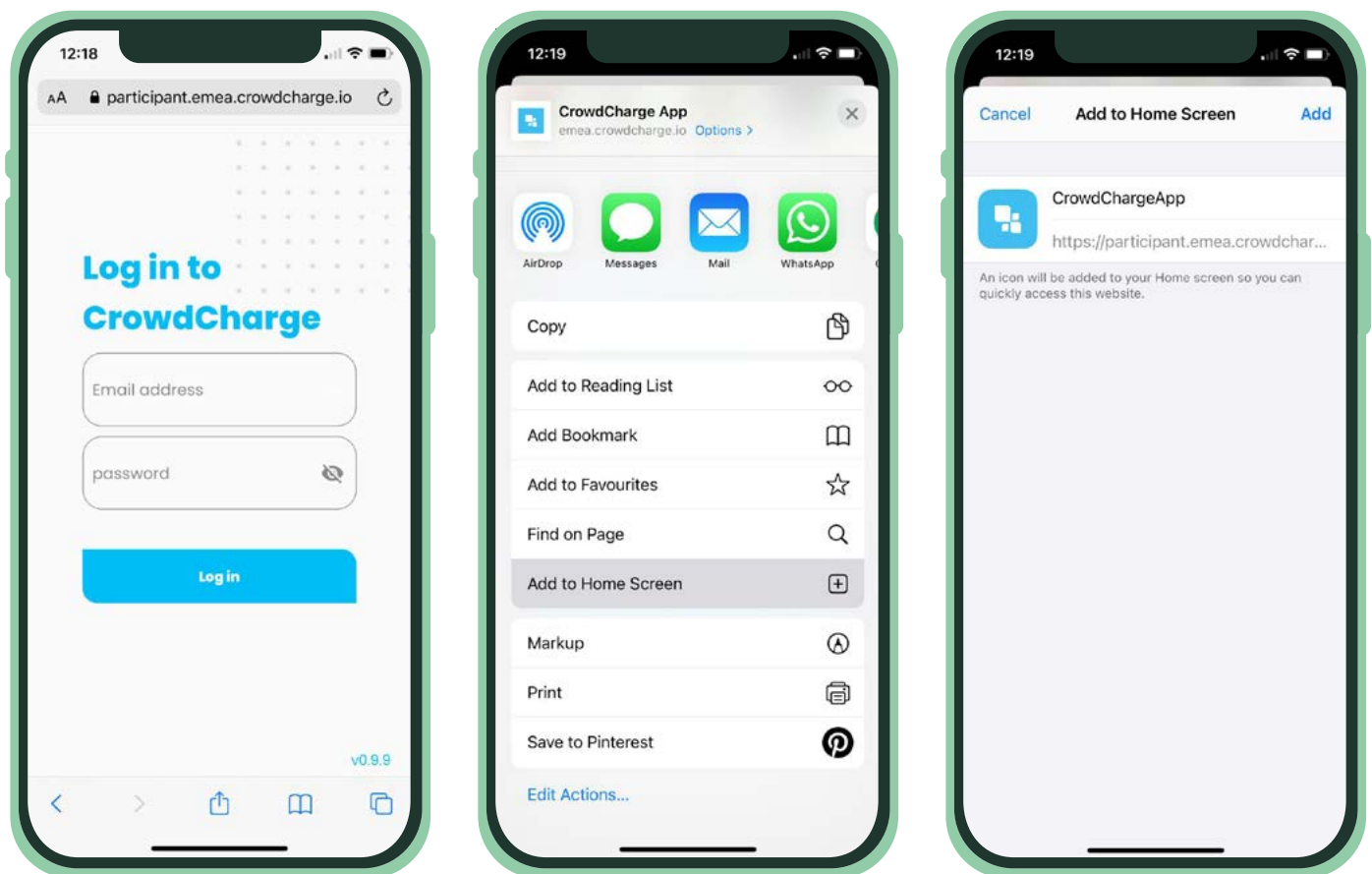


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# CROWDCHARGE LOGIN INSTRUCTIONS: FOR APPLE IOS

## iOS login and app instructions:

1. iOS/Apple - if you have an iPhone or iPad devices;
  - Open the Apple '**Safari**' web browser on your Apple device
  - Go to the following website: **<https://participant.emea.crowdcharge.io/>**
  - Tap the '**Share**' button in the safari app
  - Scroll down to '**Add to Home Screen**' and then select '**Add**' in the top right
  - The '**CrowdChargeApp**' shortcut will then appear on your app home screen

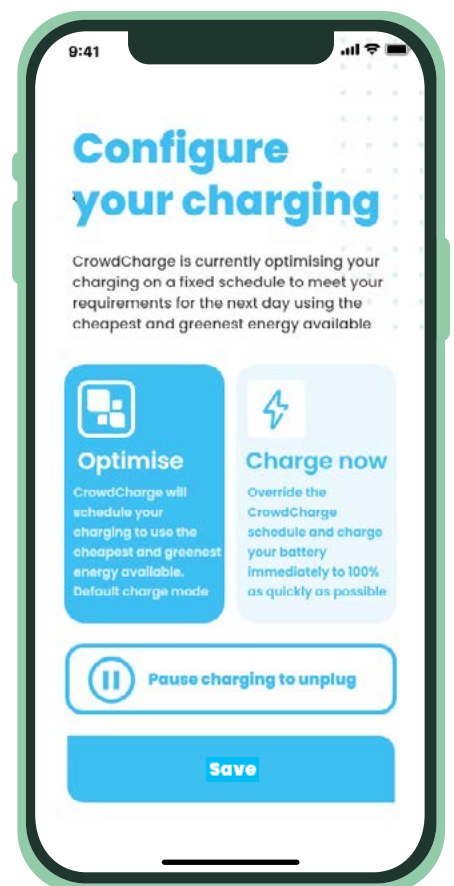
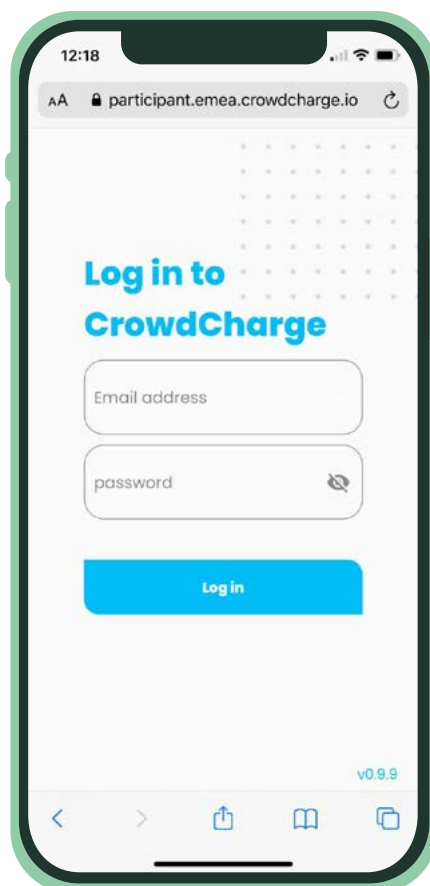


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# CROWDCHARGE LOGIN AND APP INSTRUCTION: FOR APPLE IOS

## iOS login and app instructions continued...

2. Where prompted enter your **username** and **password** provided to you in the email from CrowdCharge and click **'Log in'**
  - *Note: If you forget your log in details or need a password reset – please contact us directly via email to [support@crowd-charge.com](mailto:support@crowd-charge.com)*
3. Once logged in, you will see two main buttons; **'Optimise'** and **'Charge Now'**:
  - **Optimise** With the **'Optimise'** setting selected and saved; when plugged in CrowdCharge will schedule your charging to achieve or exceed your target State of Charge (SoC) which you have already confirmed to CrowdCharge.
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4. Your charging will automatically be set to **'Optimise'** mode. If you want to change settings, select **'Charge Now'** and then click **'Save'**. *If you do not click save your settings will not be changed. The text on the screen will confirm what charging setting you have currently selected.*





# CROWDCHARGE LOGIN AND APP INSTRUCTIONS: FOR APPLE IOS

## iOS login and app instructions continued...

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- If you need to **unplug** your vehicle at any time from the Quasar charger - this could be either in an emergency or to go out again during the scheduled charging - then you will likely need to '**Pause**' any charging.
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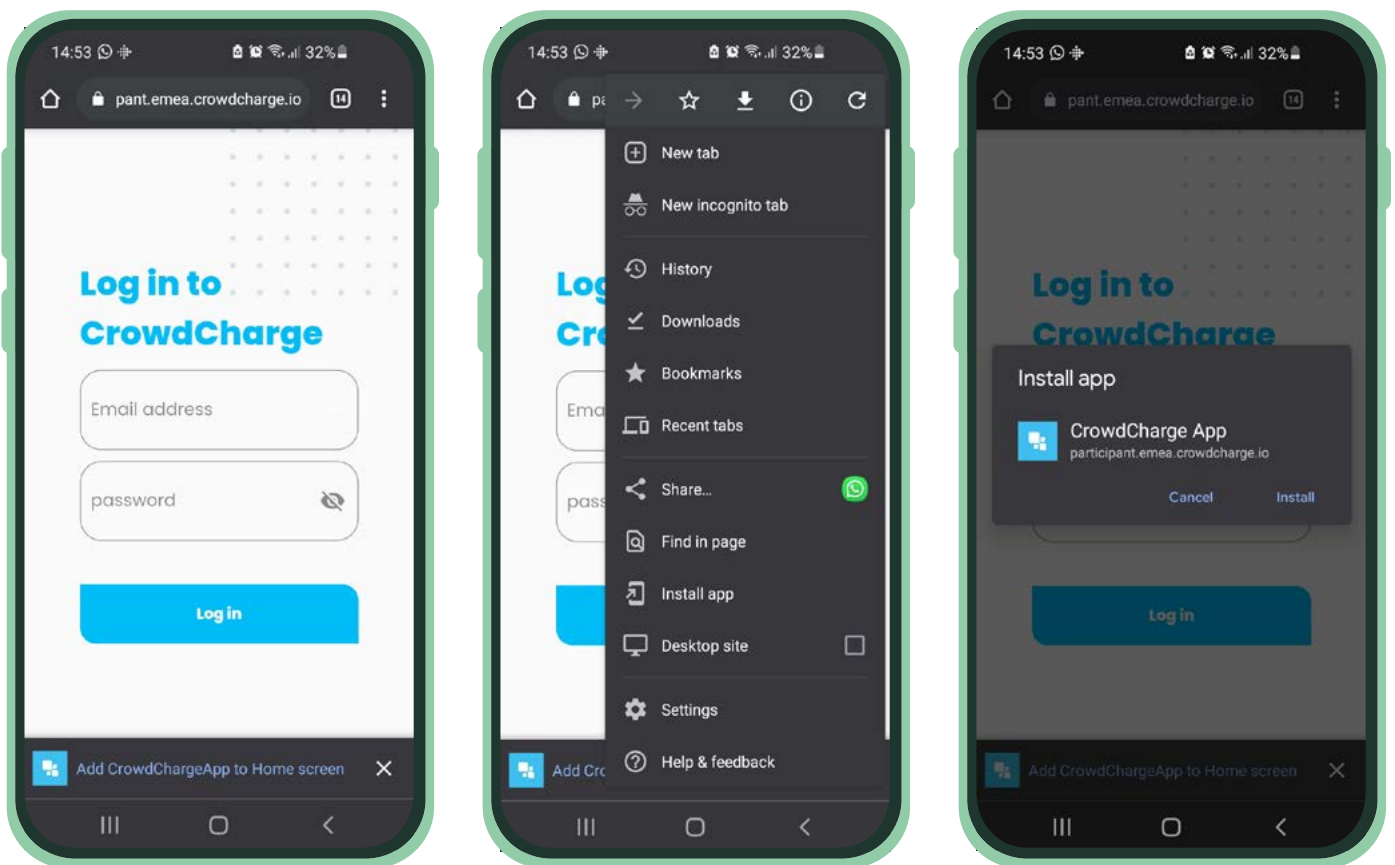


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# CROWDCHARGE LOGIN AND APP INSTRUCTIONS: FOR ANDROID

## Android login and app instructions:

1. Android - if you have an Android smartphone or tablet device;
  - Open the web browser '**Google Chrome**' on your Android device
  - Go to the following website: <https://participant.emea.crowdcharge.io/>
  - Select the '**Add CrowdChargeApp to Home Screen**' shortcut which pops up at the bottom of the screen
  - Or navigate to the three-dots or '**Settings**' located in the top right corner of your Google Chrome browser and select '**Install app**' then '**Install**'.

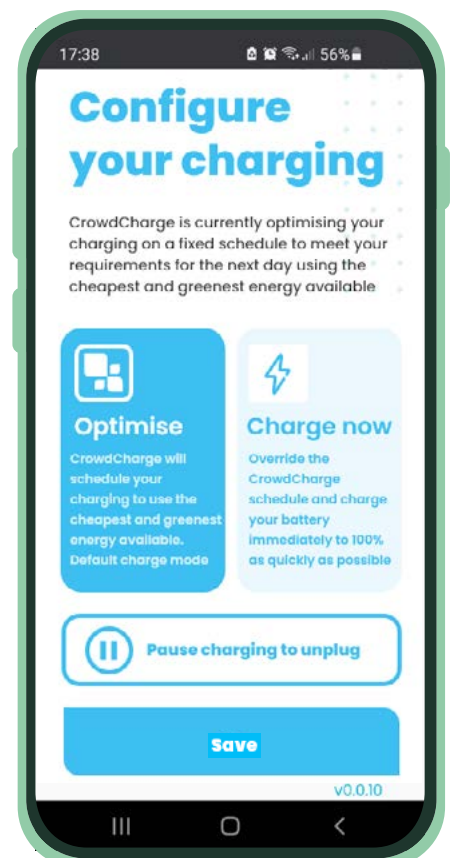
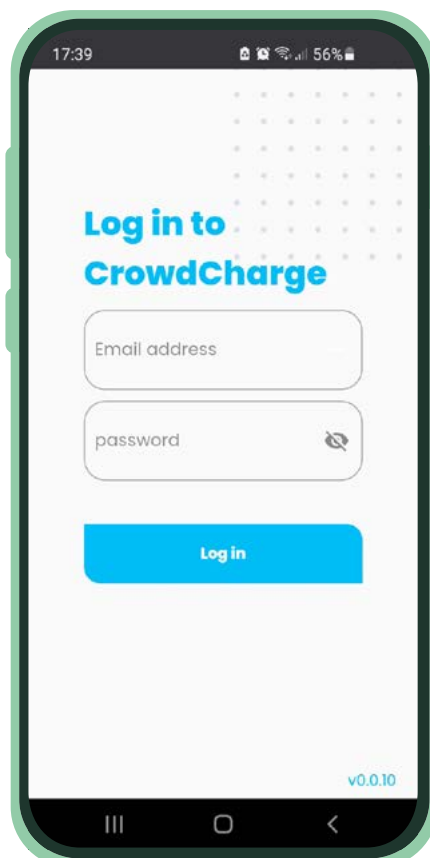


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## Android login and app instructions continued...

2. Where prompted enter your **username** and **password** provided to you in the email from CrowdCharge and click **'Log in'**
  - *Note: If you forget your log in details or need a password reset – please contact us directly via email to [support@crowd-charge.com](mailto:support@crowd-charge.com)*
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## Android login and app instructions continued...

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