

Driver Guide

Welcome to EVSTART! Let's get you set up to start charging.

Getting started

Web app

You can also use EVSTART by simply scanning any charger's unique QR code.



Mobile app

EVSTART is partnered with ChargeLab to deliver our EV Charging services. Click a button below to download the ChargeLab app for iOS or Android.



Signing Up

Should you experience limited or no cellular coverage in the parkade of your building and the building does not already provide Wi-Fi access to your parking areas, you can utilize EVSTART's Guest Wi-Fi system to connect to the Internet and initiate/control your charging session.

Scan the EVSTART Guest Wi-Fi QR Code shown on local signage or search for EVSTART-GUEST under your phones Wi-Fi settings.



Once connected to EVSTART-GUEST, you will be prompted for a password.

Use password: EVSTART#2021!

Signing Up

- Create an account using your phone number and email
- Note: Tap "Sign up" (and not "Sign in") to create an account from the mobile app
- Add your credit card under the "Payments" tab

How to Charge



There are several ways to find chargers

1. Scan QR codes printed on chargers
2. Enter a charger ID into the mobile app
3. Explore and choose from nearby chargers using the in-app map

To start a charge:

- Plug in your car
- Tap “Start” on the charger page
- RFIDs can be used at chargers that have card readers (see below for details).

View your charging session in-app to track status, energy usage and cost.

Payments

Cost to Charge

Pricing is set by site hosts and is shown in-app for each charger and varies by type:

- \$ per kWh used
- \$ per hour your car is plugged into the charging station
- \$ per hour your car is actively drawing power

Billing

After each transaction, you'll receive an email receipt with a detailed breakdown of your charging session.

You can track your full charging history, monthly subtotals and payment history in the mobile app.

Your payment profile will be billed at the start of each month for the prior month's charging.

Additional

RFIDs

Request a free ChargeLab RFID card for a fast charging experience at: www.chargelab.co/rfid

Customer support

- Email: support@chargelab.co
- Phone: 1 (800) 636-0986
- Chat available in-app