

Smart Wall Box App

User Guide

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Introduction

Congratulations on your newly purchased Smart Wall Box! This User Guide will help you to use the Smart Wall Box App, our dedicated EV management software for Smart Wall Boxes.

About the Smart Wall Box App

As the owner of a Smart Wall Box, it's entirely up to you whether you want to connect your station to a backend. Your installer can set your Smart Wall Box to *Autostart* mode using the EVBox Connect App upon installation if you wish. This way, you can use your Smart Wall Box as an offline, non-smart station instead. If you opt for this "offline" means of charging, you can still choose to connect your station to the Smart Wall Box App at any point in the future. This will require you or your installer to use the EVBox Connect App again to change the station's authentication mode to *backend authentication*.

Smart Wall Boxes are intended to be used as online stations. Connecting them to a backend comes with many advantages that offline charging doesn't offer. The Smart Wall Box App is the dedicated application for connected Smart Wall Boxes, giving you everything you need to manage your EV charging online.

Key features

Connecting your Smart Wall Box to the Smart Wall Box App comes with many benefits that you can't enjoy with an offline station. The application contains features that give you control over every aspect of your EV charging, from who uses your station, to calculating utility expenses, to limiting your station's power output during certain times of the day.



Access management

Define who can access your Smart Wall Box and use your Free2Move Charge Pass at your own Smart Wall Box for free.



Station management

Gain instant insights into your Smart Wall Box, view its charging history, use assistance functionalities, and more.



Smart charging

Schedule your Smart Wall Box's charging to meet your needs, whether it be to save costs or to limit access during certain hours.



User management

Invite additional users to your account, to give family members access to insights or to outsource management of your Smart Wall Box.



Calculate reimbursements

Set a reimbursement rate to calculate how much you should be reimbursed for charging your EV at home.



Transaction tracking

View and download transaction history for both your Smart Wall Box and card and use them to track activity.



Remote management

Perform remote troubleshooting on your Smart Wall Box, such as starting/stopping transactions or resetting it.



Diagnostics and troubleshooting

Facilitate your support lines to help you with your Smart Wall Box or card remotely, eliminating the need for an installer on site.



Public charging **BUSINESS**

Offer your Smart Wall Box to be used by the public or enable guest charging at your offices by making it public and hiding it from maps.



Sub-account management **BUSINESS**

Invite lease drivers or account owners to use a sub-account under yours, to manage your fleet or site efficiently.



Automatic reimbursement **BUSINESS**

Invite lease drivers under your account, activate their assets, and benefit from automatic reimbursement for their charging expenses.

Subscribing

Downloading, accessing, and using the Smart Wall Box App is free of charge. The application is intended to manage your online charging assets, and to do this, you're required to activate your Smart Wall Box(es) and card(s). During the activation process of these assets, you must select a subscription.

For cards, activation is free of charge. While you are required to select a subscription as part of the activation process, there is only one, free subscription available. This means you can activate as many cards, key fobs, or Free2Move Charge Passes as you'd like in your Smart Wall Box App account at no additional cost. You also won't receive any invoices for your card subscriptions.

For your Smart Wall Box, you'll be required to select a subscription to make full use of your smart charging station by having it connected to the Smart Wall Box App. There are different subscriptions available depending on whether you have a consumer or a business account. In most cases, Smart Wall Box subscriptions are invoiced once per year. If the subscription states "three-year" or "five-year" plan, you will be invoiced every three or five years. Note that these subscriptions are intended for business lease cases only.

All subscriptions are subject to Everon's Subscription Terms, which you are required to read and accept before completing activation.

Cancellations

It's possible to cancel your subscription within the applicable subscription terms. Cancellation is subject to Everon's Subscription Terms. To find out more about cancelling your Smart Wall Box or card subscription, read our additional guide: [Subscribing as a Smart Wall Box App customer](#)^{CT}.

Using this guide

This User Guide helps you to set up your Smart Wall Box App account and connect your Smart Wall Box online, so that you can manage your EV charging on the go.

Getting started

If you're using the Smart Wall Box App for the first time, then these instructions will help you to find or download the Smart Wall Box App, set up your account, and activate your Smart Wall Box and card of choice.

Your account

Making the correct account selection is important so that you can optimise your EV charging according to your needs. Learn about the different types, how to manage your account, and how to set up reimbursement in this chapter.

Managing your charge cards

You can use your charge card, key fob, or even a Free2Move Charge Pass at your own Smart Wall Box. In this chapter, you'll find out everything you need to know about managing your charge cards and access to your Smart Wall Box.

Managing your Smart Wall Box

Having your Smart Wall Box connected to the application comes with many benefits. In this chapter, you'll find out how to manage your Smart Wall Box online and use the remote charging and troubleshooting features.

Smart charging

The Smart Wall Box App comes with a smart charging feature known as charging profiles. Learn to set it up in this chapter.

Extended guide for business accounts

Business accounts have additional features available to them dedicated to running a business with EV charging facilities. Learn how to set up public charging, your fleet and automatic reimbursement, and your sites in this chapter.

Get support

This chapter contains a brief FAQ to help you with your questions, explains how you can reach your local support lines, and lists additional resources that you can refer to for more assistance.

Getting started

Accessing the Smart Wall Box App

The Smart Wall Box App web and mobile applications are free of charge. You can access the Smart Wall Box App on your desktop browser or on your smartphone or tablet, depending on your preference.

- **Desktop:** Open your browser of choice and navigate to <https://smartwallboxbackend.everon.io>.
- **iOS:** Search “Smart Wall Box App” in the App Store and tap download.
- **Android:** Search “Smart Wall Box App” in Google Play and tap download.

You need an account or user access to the Smart Wall Box App to log in to the application.



Unsupported devices and browsers

Smart Wall Box App is not supported on Windows smartphones or tablets. The desktop application works on all browsers except Internet Explorer.

The application for smartphones and tablets has exactly the same features available as the desktop version of the Smart Wall Box App.



Creating your Smart Wall Box App account

There are two simple steps involved in creating your account.

Step 1: Sign up

First, you must sign up for an account.

1. Navigate to the Smart Wall Box App in your browser or open the application on your device.
2. Click **Sign up** on the login screen.
3. Enter your name, surname, e-mail address, and password.
4. Click **Sign up**.

You should receive an email requesting you to verify your email address. Use this link to set up your account. Note that this link is only valid for 24 hours.

Step 2: Activate your account

After signing up, you can complete your registration by activating your account.

1. Click the verification link in the email sent to you after signing up.
2. Log in using your email address and password.
3. Select your preferred language and click **Next**.
4. Create an **Account name**. Note that this name is often requested by our support lines so they can quickly find your Smart Wall Box or card.
5. Select your account type: **Business** or **Consumer**, depending on your needs. It's important to refer to [Choosing your account type](#) to make sure you make the correct decision, as the selection cannot be reversed.
6. Provide your billing information.
7. Click **Complete setup**.

You should land on your account's dashboard, ready to activate your Smart Wall Box and card of choice.

Activating your Smart Wall Box

Activate your Smart Wall Box to connect it to the backend and start managing your charging online. During activation, you select a subscription that best suits your needs. If you own a business account and you intend to make your station public, or you wish to have the option to make your station public at a later date, you must select a subscription that offers public charging.

To activate your station:

1. In the **Dashboard**, click **Activate station**.
2. Fill in your **Station details** and click **Next**.
 - You can find your Smart Wall Box's **Station ID** and **security code** in the accessories folder that comes with your Smart Wall Box.
 - Entering a **Reference** is a useful way of distinguishing between stations if you have multiple Smart Wall Boxes installed. For example, *Back yard* or *Home charger*.
3. Provide your Smart Wall Box's location. You can either provide an address, geo-coordinates, or both. You can also pinpoint your Smart Wall Box's exact location using the map. Note that the location information you provide in this form must be valid. Click **Next** after entering the form.
 - Click **+ Add address** to expand the address fields and enter the requested details.
 - Click **+ Add geo-coordinates** and enter the latitude and longitude in that order.
 - Drag the map behind the pin to specify the station's location.
 - Add context about the station's location by providing directions if you wish.
4. Check or enter the billing information for your Smart Wall Box App station subscription and click **Next**.
5. Choose a subscription that best suits your Smart Wall Box App station subscription needs by selecting a product and a payment plan. Note that if you're a business customer and intend to offer your station to the public, you should select a public subscription. Click **Next**.
6. Review the information in the overview and read and accept the **Subscription terms** for your Smart Wall Box App station subscription by clicking the checkbox.
7. Click **Place order**.

Your Smart Wall Box is now connected to the Smart Wall Box App, meaning you can start using the available station features.



Editing your Smart Wall Box's location

It's currently not possible to edit the following location details after activation:

- Geo-coordinates
- Pin on map
- Directions

Activating your card, key fob, or Free2Move Charge Pass

To start charging at your Smart Wall Box, you need to activate a charge card. These are used by your Smart Wall Box to authorise access to the station, so that you have control over who is allowed to use your station.

Each card or key fob that you want to use at your Smart Wall Box needs to be activated separately, as each holds a different RFID and Contract ID. You can find out more about the cards and key fobs you can activate in [Smart Wall Box charge cards](#).

As part of the activation flow, you need to select a card subscription. However, in contrast to Smart Wall Box subscriptions, card subscriptions are free. This means you can activate as many cards and key fobs as you wish, free of charge.

To activate your card, key fob, or Free2Move Charge Pass:

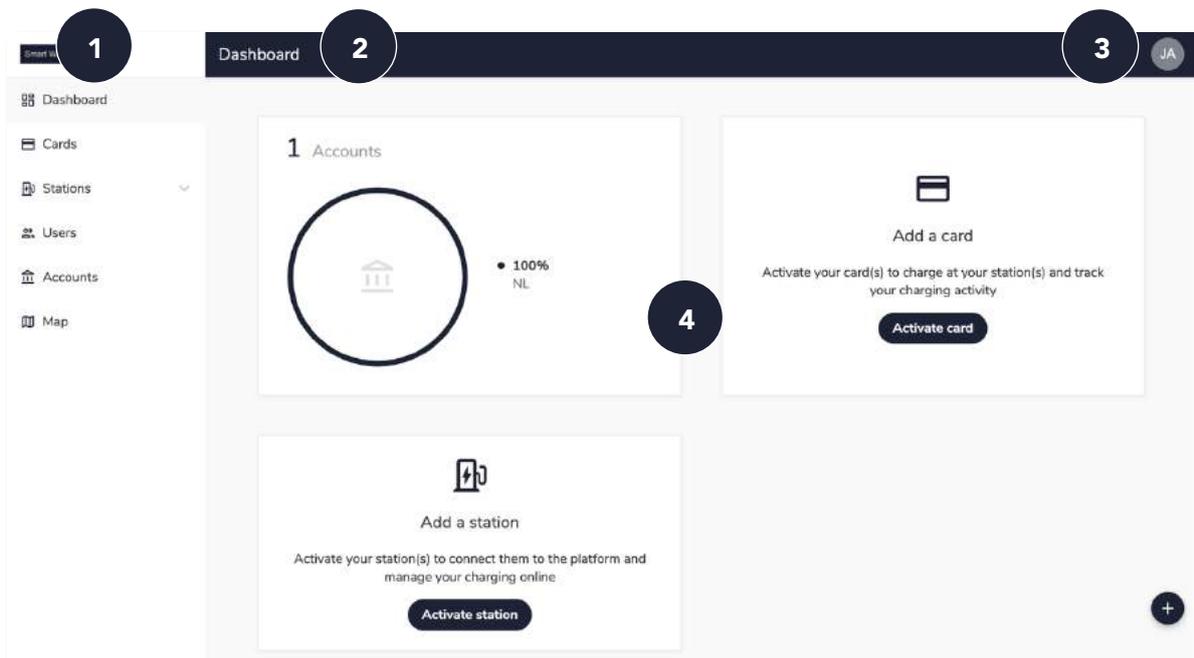
1. In the **Dashboard**, click **Activate card**.
2. Fill in the **Card details** form and click **Next**.
 - You can find the Contract ID on your charge card, key fob, or Free2Move Charge Pass. Generally speaking, it's composed of a two-letter country code and a three-letter service provider code, followed by a set of alphanumeric characters. For example: NL-EVB-C01010101-A.
 - Entering a **Reference** is a useful way of distinguishing between cards if you have multiple active cards and key fobs. For example, *John's key fob* or *F2M-CP*.
3. Check or enter the billing information form. This is simply part of the activation process; you won't receive any invoices for your card subscription. Click **Next**.
4. Select your free private charging subscription and click **Next**.
5. Review the information in the overview and read and accept the **Subscription terms**.
6. Click **Place order**.

You should now be able to use your activated charge card or key fob at your Smart Wall Box.

Navigating the Smart Wall Box App

Navigating the Smart Wall Box App is easy. There are four main tools for navigation:

1. **Sidebar:** Use this to navigate to any page in the application.
2. **Title:** Each screen has its own title, so that you always know where you are in the application.
3. **Avatar:** From here, you can access your profile information, your account, and support information.
4. **Content:** This area of the screen always contains all relevant information, features, and functionality that are available for the part of the application you're in.



Using the sidebar

Each item in the sidebar navigates to relevant areas of the platform, where you can find relevant information, features, or forms.



Dashboard

From the **Dashboard** you can activate your Smart Wall Box or card and view ongoing charging activity. You can also navigate to your accounts, cards, and stations overviews by clicking directly on the widgets.



Cards

The **Cards** overview lists all cards and key fobs active in your account (and sub-accounts if you own a business account). You can navigate to detailed information about each card by clicking it in the list.



Stations → Management

This overview lists all Smart Wall Boxes active in your account (and sub-accounts if you own a business account). You can navigate to detailed information about each Smart Wall Box and access remote charging features by clicking it in the list.

Stations → Charging profiles

Schedule your Smart Wall Box's charging by creating and assigning charging profiles. From here, you can view all of your profiles and create new ones if you wish.



Users

The **Users** page lists all users of your account, including yourself. You can click each user to access their profile details, such as name and preferred language.

If you own a business account, this list is located under **Users → System users**. Your sub-account users appear under **Users → Customers**.



Accounts

From **Accounts**, you can navigate to your account details to edit billing information, set up reimbursement, or download invoices.

If you own a business account, this page lists (and gives you access to) all of your sub-accounts, should you have added any under your account.



Map

The **Map** only displays Smart Wall Boxes that have been made public by other Smart Wall Box App users. It's useful if you're a Free2Move Charge Pass holder, as you can use this card at any of those Smart Wall Boxes.

Your account

With your Smart Wall Box App account, you're able to enjoy all the benefits of online charging management. This chapter helps you to select your account type, define who can access your account, and explains how you can edit your account information.

Choosing your account type

You're required to select an account type when setting up your Smart Wall Box App account. There are two options available depending on your needs: **Business** and **Consumer**.



Switching account types

It's not possible to change your account type at a later time. That's why it's incredibly important that you make the correct selection during your account setup. In case you have accidentally selected the wrong account type and have started using the account to manage your charging activity, make sure you download and safely store your card and Smart Wall Box transaction history before contacting support. Invoices are sent by email. If you are worried that you can't find your invoices in your email inbox, you can also download your billing history prior to contacting support.

Consumer accounts

Consumer accounts are intended for private, home-charging. Generally speaking, you should choose this type if:

- You own a Smart Wall Box for personal, private use.
- You own a Smart Wall Box for personal use and wish to share it with guests such as family members or neighbours, but don't want it to be used by other EV drivers.

Business accounts

Business accounts are intended for any type of business need. What's important to note is that business accounts require a VAT number. You can choose this type if:

- You operate a site of charging stations, such as a parking garage or public charging location.
- You manage a fleet of EVs, for example as an employer who offers lease EVs to employees.
- You have installed charging stations at the workplace or an office building.
- You wish to offer your Smart Wall Box to the public.
- You have any other business need that would require you to provide a VAT number.

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To facilitate the use cases above, business accounts have a number of additional features available to them:

- Public charging for stations (if available in the account's country of residence)
- Automatic reimbursement for EV fleets
- Sub-account management for fleets or multi-site managers

Controlling account access

When signing up for your account, you automatically become the owner of that account. This means you have sole, unrestricted access to everything in your account, from your billing details to your Smart Wall Box and cards.

You can choose to give others access to your account as well. For example, if you're a consumer, you may want to allow family members access to the application so that they can view their charging history or start and stop transactions remotely. If you own a business account, you might want to outsource the management of your Smart Wall Boxes to someone else in your company. In any case, you can give others user access to your account by inviting them as account admins.

Account admins have a similar permission set to you, meaning they have access to all the same features you do. The only exception to this is that they aren't allowed to activate stations or cards. This is to prevent other users of your account from entering a subscription without your permission.

Inviting account admins

To invite an account admin:

1. In the sidebar, select **Users** if you're a consumer, or **Users** → **System users** if you're a business.
2. Click **+** in the bottom right corner.
3. Enter the user's email address and select the checkbox next to **Account admin**.
4. Click **Send invitation**.

The new user should receive an email containing a verification link. They can use this link within 24 hours to set up their user profile and gain access to the account.

If your users haven't used the link within 24 hours, simply search for them in the **Users** overview (or **System users** in case of business accounts). When you select them in the overview list, you can send them a new verification link by clicking **Resend invitation**.

Profile details

Your user profile contains basic information and preferences about you as a user. The quickest way to find your user profile or account details is through the avatar to the top right of the screen. Your user profile contains the following details :

- Name
- Last name
- Preferred language
- Email address

Changing your email address

To change your email address:

1. Open the avatar menu.
2. Select **Profile**.
3. Enter a new email address in the **Change email address** field.
4. Click **Save**.

Changing your password

To set a new password:

1. Open the avatar menu.
2. Select **Profile**.
3. Enter your new password in the **New password** field.
4. Enter the same password in the **Confirm new password** field.
5. Click **Save**.

Changing your language settings

The Smart Wall Box App is available in 21 different languages including English. You can select your preferred language when setting up your account. To change your preferred language:

1. Open the avatar menu.
2. Select **Profile**.
3. Select your preferred language from those available in the **Preferred language** drop-down.
4. Click **Save**.

Subscriptions and invoices

During the activation of your Smart Wall Box and card of choice, you're required to select a subscription. This is part of the process in connecting your charging assets to the Smart Wall Box App.

There is only one subscription available for cards – it's a free, private plan. This means you can activate as many cards or key fobs as you wish at no additional cost and use them at Smart Wall Boxes activated in your own account. You won't receive any invoices for your card subscriptions because they are free.

You can choose from multiple subscriptions for your Smart Wall Box, depending on your account type. Invoices for your Smart Wall Box subscription are automatically sent from the platform to your email address, and stored under your account's **Billing history** tab. You can provide a different email address for invoices if you wish by changing the **Billing contact** under **Account** → **Billing information**.

If you own a business account and wish to offer public charging on your Smart Wall Box, you must select a station subscription that allows public charging. When your Smart Wall Box is used by the public, you'll receive transaction invoices in addition to your subscription invoices. These contain the amount you will be credited for the charging transactions that took place on your Smart Wall Box if you have set a tariff. For more information about public charging, see [Making your Smart Wall Box public](#).

Accessing Subscription terms

You are required to read and accept the terms and conditions attached to your subscription when completing activation of your Smart Wall Box or card. If you need to refer to these at a later date, you can access them as follows:

1. Go to **Stations** → **Management** or **Cards**, depending on the subscription you want to access.
2. Select the relevant Smart Wall Box or card from the list.
3. Open the **Billing plan** tab.
4. Click **Subscription terms**.

The terms and conditions should open in a new browser tab and are available in the same 21 languages that are available in the platform.

Changing your billing information

To access your billing information:

1. Open the avatar menu.
2. Select **Account**.

You should automatically land on the **Billing information** tab, which contains the following details about your account that are used for invoicing purposes:

- Account number
- Account type
- Account name
- Billing address
- Billing contact
- Invoice language
- Company details (business accounts)

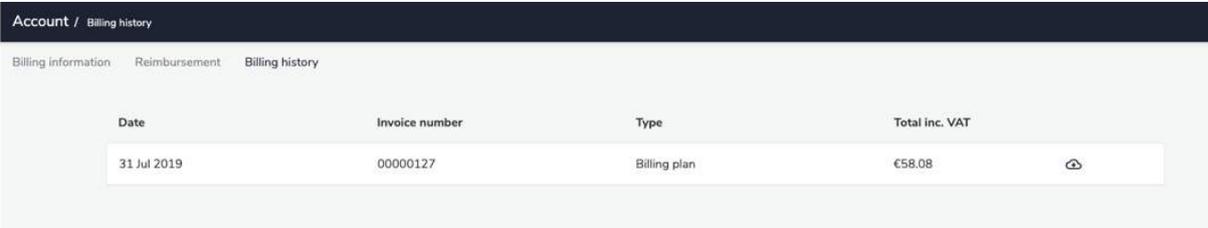
All fields with the exception of **Account number** and **Account type** are editable. To apply any changes you make, click **Save**.

Downloading invoices

Invoices are sent from the platform to your email address automatically. All invoices are also stored in your account's billing history.

To find and download your invoices:

1. Open the avatar menu.
2. Select **Account**.
3. Open the **Billing history** tab.
4. Click  on the invoice you want to download.



Date	Invoice number	Type	Total inc. VAT	
31 Jul 2019	00000127	Billing plan	€58.08	

Setting up reimbursement

You can set up reimbursement in your Smart Wall Box App account. There are two types of reimbursement possible through the Smart Wall Box App, depending on your account type: manual or automatic.

Manual reimbursement

All accounts can set up what's known as "manual reimbursement". With this type of reimbursement, the amount of kWh consumed during your private charging sessions is automatically calculated in your card or Smart Wall Box transaction reports. You can use these reports for reimbursement purposes, for example, by attaching them to expense forms.

Manual reimbursement is useful if:

- You own a consumer account and want to track your utility costs to be reimbursed by your employer when charging a company car.
- You own a business or consumer account and want to track your utility costs in general.

Setting a reimbursement rate

To set up manual reimbursement, all you need to do is set a reimbursement rate per kWh. To set a reimbursement rate:

1. Open the avatar menu.
2. Select **Account**.
3. Open the **Reimbursement** tab.
4. Provide your bank details.
5. Enter the applicable reimbursement rate per kWh.
6. Click **Save**.

A reimbursable amount should now appear on your card and Smart Wall Box transactions when they are used for private charging.

Downloading transaction reports for reimbursement

You can download your card or Smart Wall Box transactions after setting a reimbursement rate. The reimbursable amount that applies to your private transactions is automatically calculated.

Transactions can be downloaded per card or Smart Wall Box, depending on which suits your situation better. For example, you and your family members use your Smart Wall Box, but only you have an agreement with your employer to be reimbursed. In this case, you could download your card transactions only. If you want to see the reimbursable amount for all transactions on your Smart Wall Box, you can download the station's transaction report.

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To download transactions per card:

1. Go to **Cards**.
2. Select the card from the list.
3. Open the **Transactions** tab.
4. Select the time frame for which you want to download transactions.
5. Click **Download** and select **PDF** or **CSV**.

To download transactions for your Smart Wall Box:

1. Go to **Stations**.
2. Click the Smart Wall Box in the list.
3. Open the **Transactions** tab.
4. Select the time frame for which you want to download transactions.
5. Click **Download** and select **PDF** or **CSV**.

Automatic reimbursement

This type of reimbursement is only available to business accounts who have sub-accounts for their employees or lease drivers. With this setup, employees are automatically reimbursed every month for charging the company EV at home, ensuring their utility expenses are covered by their employer.

For more information on setting up this type of reimbursement, see [Automatically reimbursing employees](#) in the [Extended guide for business accounts](#).

Managing your charge cards

Smart Wall Box charge cards

Charge cards are the authentication tool for starting a transaction on your Smart Wall Box. They have a Contract ID that is directly linked to a Radio Frequency Identification (RFID). When held in front of your Smart Wall Box, the station reads the RFID and accepts the charging session as long as it recognises it as a valid access method. To stop a charging session, you must use the same card that you started it with.

To ensure your Smart Wall Box recognises your card as a valid access method, you need to activate it in your Smart Wall Box App account. You receive two different access methods with your Smart Wall Box, a charge card and a key fob. Both of these can only be used at Smart Wall Boxes active in your account. Each has its own Contract ID and RFID, meaning you need to activate them separately if you want to use them interchangeably.

You can order additional charge cards through your dealer and activate them in your account if you wish. This way, you can share your station with family members, neighbours, or employees, depending on your situation.

The Free2Move Charge Pass

If you're a Free2Move Charge Pass holder, it's possible to activate it in your Smart Wall Box App account to use it at your Smart Wall Box. You can then use it as your authentication tool, as the card is active in the same account as your Smart Wall Box, any charging sessions on your Smart Wall Box are considered private.

If you opt for this possibility, you can use your Free2Move Charge Pass (powered by Plugsurfing) as a regular roaming card on the PlugSurfing network, as well as privately at your own station. As a result, you only need one card to charge at your Smart Wall Box at home and at public stations on the go.

To activate your Free2Move Charge Pass, follow the same instructions for activating cards and key fobs.

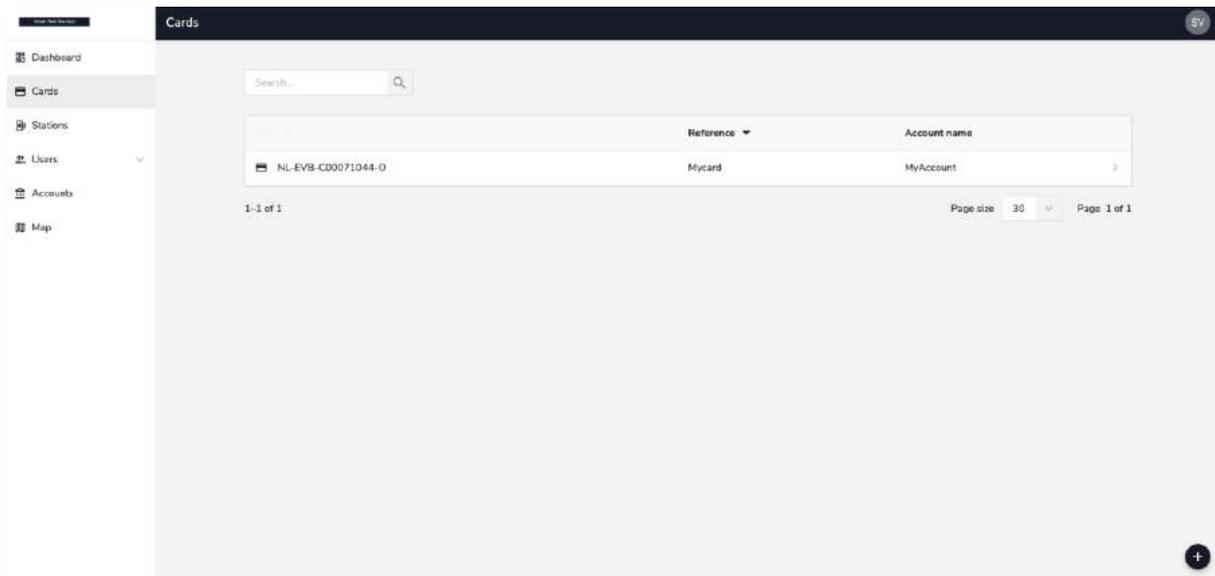


Free2Move transaction reports

The Smart Wall Box App only tracks private charging sessions for cards. This means that public charging sessions that took place using your Free2Move Charge Pass will not appear on transaction reports. You can download your Free2Move Charge Pass private charging history at any time. See [Downloading transaction reports](#) for more information.

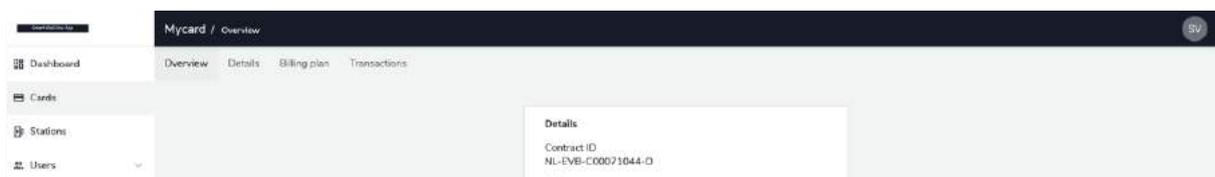
Finding and managing cards

With the Smart Wall Box App, you can access all your card details and track your transaction history whenever you need to directly from the **Cards** overview. You can reach the overview by clicking **Cards** in the sidebar or using the **Cards** widget in the Dashboard (if you have already activated cards).



To navigate to a specific card's details, click it in the overview. The available tabs provide the following information:

- **Overview:** Find your card's Contract ID and its status at a quick glance. Note that you can also find your Contract ID on the back of your card.
- **Details:** Change your card's reference and view or change its status here.
- **Billing plan:** View your subscription and open the **Subscription terms** attached. Note that there's only one subscription available for your any card, key fob, or Free2Move Charge Pass that you activate. This means that you don't need to use the **Update billing plan** option in this page.
- **Transactions:** View and download card transactions.



Activating cards

To activate your card, key fob, or Free2Move Charge Pass:

1. Go to **Cards** and click **+** in the bottom right corner. Alternatively, click **+** in the **Dashboard**.
2. Click **Activate card**.
3. Fill in the **Card details** form and click **Next**.
 - You can find the Contract ID on your charge card, key fob, or Free2Move Charge Pass. Generally speaking, it's composed of a two-letter country code and a three-letter service provider code, followed by a set of alphanumeric characters. For example: NL-EVB-C01010101-A.
 - Entering a **Reference** is a useful way of distinguishing between cards if you have multiple active cards and key fobs. For example, *John's key fob* or *F2M-CP*.
4. Check or enter the billing information form. This is simply part of the activation process; you won't receive any invoices for your card subscription. Click **Next**.
5. Select your free private charging subscription and click **Next**.
6. Review the information in the overview and read and accept the **Subscription terms**.
7. Click **Place order**.

Editing a card's reference

The card reference is a useful tool if you have multiple cards or key fobs active in your account. Instead of remembering combinations of letters and numbers, you can quickly identify different cards by giving them a name. For example, you could name your cards after your family members or employees. It's also useful when you need support, as it's easier for you to remember the reference, and support can use it to look up your card.

To add or edit a card reference:

1. Go to **Cards** in the sidebar or click the **Cards** widget in the **Dashboard**.
2. Select the relevant card from the list.
3. Open the **Details** tab.
4. Enter or edit the **Reference** field.
5. Click **Save**.

You can now quickly distinguish this card from the others in your account.

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Blocking cards

In case you have accidentally misplaced your card, you can block it to make sure it can't be used if it falls into the wrong person's hands.

1. Go to **Cards** in the sidebar or click the **Cards** widget in the **Dashboard**.
2. Select the relevant card from the list.
3. Open the **Details** tab.
4. Select **Blocked** in the Status drop-down.
5. In the pop-up, click **Block** to confirm the action
6. Click **Save**.



The screenshot shows a 'Details' form for a card. At the top, it displays 'Contract ID NL-EVB-C00071044-O'. Below that is a 'Reference' field with the value 'Mycard'. The 'Status' dropdown menu is currently set to 'Active'. A note at the bottom states: 'An active card can be blocked or deactivated. Block your card to temporarily disable its use. Deactivate your card if you don't want to use it anymore. Once in place, this status is irreversible.'

You aren't able to use the card at your Smart Wall Box until it's unblocked.

To unblock the card:

1. Go to **Cards** in the sidebar or click the **Cards** widget in the **Dashboard**.
2. Select the relevant card from the list.
3. Open the **Details** tab.
4. Select **Active** in the Status drop-down.
5. In the pop-up, click **Unblock** to confirm the action
6. Click **Save**.

Card reports

All charging sessions that take place using a card active in your account are tracked in the card's transactions overview. If you have set a reimbursement rate for your account, a reimbursable amount is also calculated and displayed in this overview.

To view your card's session history:

1. Go to **Cards**.
2. Select the relevant card from the list.
3. Open the **Transactions** tab.

The overview displays all transactions that took place using the card. You can filter the overview by date, and sort it by duration, kWh, and cost.

Click a transaction in the overview to expand more information about the charging session, such as the start and end times of the transaction and the address of the station used.

Downloading transaction reports

You can download your card's transaction history for a certain time period.

1. Go to **Cards**.
2. Select the relevant card from the list.
3. Open the **Transactions** tab.
4. Use the **From** and **To** calendar pickers to select a time frame.
5. Click **Download**.
6. Select **PDF** or **CSV**, depending on your preference.

Your card's transaction report is downloaded to your device. The report contains a summary of all transactions that took place during the selected time period, including the total charging duration, kWh consumed, and total reimbursable amount (if a reimbursement rate was set). The report also contains this information for each charging transaction during the selected time period, and the date on which each transaction took place.



Maximum time period of 12 months

A card's entire transaction history is stored in the transactions tab. The maximum time period for which you can download transactions is twelve months. This doesn't mean you can only download transactions from the past year – you can select a period of up to twelve months from any date. The twelve-month range only applies to downloading transactions. You can view transactions in the application for an unlimited time period.

The screenshot shows the 'Mycard / Transactions' interface. At the top, there are filters for 'From' (1 Jul 2019) and 'To' (2 Aug 2019), and a 'Download' button. Below this is a table of transactions with columns for 'Duration', 'kWh', 'Cost (excl VAT)', and 'Reimbursable'. A map view is overlaid on the table, showing the location of the transactions in Rome, Italy. The table shows three transactions:

Start	End	Duration	kWh	Cost (excl VAT)	Reimbursable
Wed 31 Jul 2019, 14:57	Wed 31 Jul 2019, 14:59	- 3 minutes	0.45 kWh	€0.00	€0.11
31 Jul 2019, 14:53		- a minute	0.14 kWh	€0.00	€0.04
31 Jul 2019, 14:49		- a few seconds	0.08 kWh	€0.00	€0.01

Using the map

The Smart Wall Box App map displays public Smart Wall Boxes at which you can use your Free2Move Charge Pass. When you open the map, it zooms to your own location by default, meaning you can see public Smart Wall Boxes nearest to you.

Each public Smart Wall Box is indicated with a pin on the map. The pin's colour indicates the Smart Wall Box's connector status:

- Grey: Offline
- Green: Available
- Blue: Charging
- Yellow: Occupied
- Red: Out of order

If there are multiple public Smart Wall Boxes in a particular area, they're clustered in a circle. Click the circle to zoom in and select a Smart Wall Box when the pin appears.

You can search for public Smart Wall Boxes on the map by address, neighbourhood, post code, area, or point of interest. You can also filter the map to only show stations applicable to you.

When you click a Smart Wall Box's pin on the map, more details are shown, including its address and any applicable tariffs and fees.

Navigate to a station using the map

When you have found a public Smart Wall Box station that you wish to use but aren't sure how to get there, you can navigate to it directly using the map.

- Click the station's pin on the map.
- Next to the **Address** information, click the directions icon.
- If necessary, allow the platform to know your location by following the instructions provided by your device.
- You should automatically be navigated to Google Maps, showing you the best route to the station.

Managing your Smart Wall Box

Your Smart Wall Box

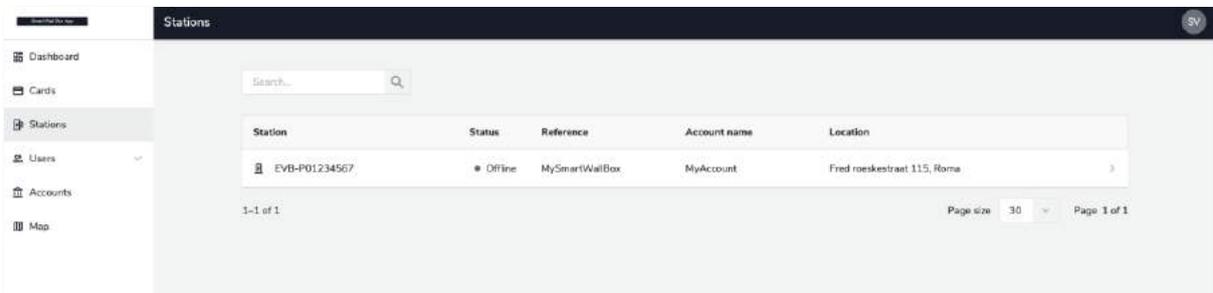
Smart Wall Boxes are intended to be used as online stations. Connecting your Smart Wall Box to a charging management application such as the Smart Wall Box App gives you many advantages over offline stations, such as transaction tracking, remote charging, and troubleshooting without the need of an installer.

Using your Smart Wall Box as an offline station

You aren't required to connect your Smart Wall Box to the Smart Wall Box App for it to work. If you would prefer to use your Smart Wall Box as an offline station, you or your installer can change its settings using the EVBox Connect App. You can also use the EVBox Connect App to change the settings again, should you choose to connect your station at any point in the future.

Finding and managing Smart Wall Boxes

All Smart Wall Boxes activated in your account appear in the **Stations management** overview. You can reach the overview by clicking **Stations** → **Management** in the sidebar or using the **Stations** widget in the **Dashboard** (if you have already activated Smart Wall Boxes).



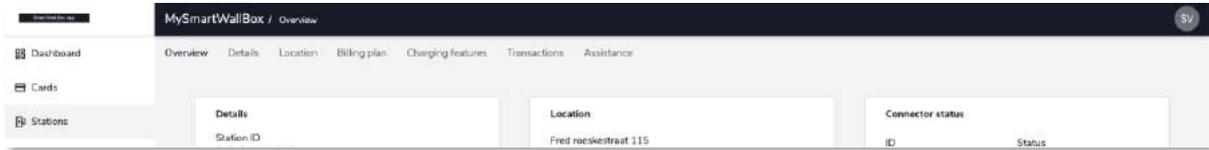
Station	Status	Reference	Account name	Location
EVB-P01234567	Offline	MySmartWallBox	MyAccount	Fred roestraat 115, Roma

Click a Smart Wall Box in the overview to navigate to station management features. There are seven tabs available to you:

- **Overview:** Provides you the Station ID, its reference, location and connector status in a single glance.
- **Details:** View the Station ID and add/edit its reference name.
- **Location:** View and/or edit the station's location information.
- **Billing plan:** Provides you with a quick overview of your billing plan, its features and a link to view the billing plan **Subscription terms**.
- **Charging features:** Refers to private and public charging. Private charging is enabled by default. Business accounts who have selected a public station subscription can set their station to public by clicking the **Public charging** checkbox in this tab.

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- **Transactions:** View and download all transactions that took place on the station. If you require manual reimbursement, you can enter a reimbursement rate and download this report to attach to an expense form.
- **Assistance:** Reset the station or remotely start/stop a transaction.



Activating stations

To activate your station:

1. Go to **Stations** → **Management** and click **+** in the bottom right corner. Alternatively, click **+** in the **Dashboard**.
2. Click **Activate station**.
3. Fill in your **Station details** and click **Next**.
 - You can find your Smart Wall Box's **Station ID** and **security code** in the accessories folder that comes with your Smart Wall Box.
 - Entering a **Reference** is a useful way of distinguishing between stations if you have multiple Smart Wall Boxes installed. For example, *Back yard* or *Home charger*.
4. Provide your Smart Wall Box's location. You can either provide an address, geo-coordinates, or both. You can also pinpoint your Smart Wall Box's exact location using the map. Note that the location information you provide in this form must be valid. Click **Next** after entering the form.
 - Click **+ Add address** to expand the address fields and enter the requested details.
 - Click **+ Add geo-coordinates** and enter the latitude and longitude in that order.
 - Drag the map behind the pin to specify the station's location.
 - Add context about the station's location by providing directions if you wish.
5. Check or enter the billing information for your Smart Wall Box App station subscription and click **Next**.
6. Choose a subscription that best suits your Smart Wall Box App station subscription needs by selecting a product and a payment plan. Note that if you're a business customer and intend to offer your station to the public, you should select a public subscription. Click **Next**.
7. Review the information in the overview and read and accept the **Subscription terms** for your Smart Wall Box App station subscription by clicking the checkbox.
8. Click **Place order**.

Editing your Smart Wall Box's location

You're required to provide your Smart Wall Box's address during activation. You can edit the address at a later time if necessary.

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Location** tab.
4. Change the applicable address fields.
5. Click **Save**.



Editing your Smart Wall Box's location

It's currently not possible to edit the following location details after activation:

- Geo-coordinates
- Pin on map
- Directions

Creating a site of Smart Wall Boxes

In the Smart Wall Box App, you can create a single address for your Smart Wall Boxes and group them as a site. This is useful if you own multiple locations of charging stations. For example, you own a number of parking garages at three different locations. If you create sites and assign your Smart Wall Boxes to each site, it's easy for you to see which is located where because they're grouped in the **Stations management** overview.

To create a site:

1. Go to **Stations** → **Management** and click  in the bottom right corner.
2. Select **Create site**.
3. Enter a name for the site and provide its address.
4. Click **Save**.

After creating your site, you can assign stations to it to group them as such. For each Smart Wall Box belonging to a particular site:

5. Go to **Stations** → **Management**.
6. Select a Smart Wall Box that belongs to the site.
7. Open the **Location** tab.
8. Search and select the site using its name.
9. Click **Assign**.

The Smart Wall Boxes are grouped as sites in the **Stations management** overview. You can unassign a station from a site at any time by navigating to its location tab and clicking **Unassign**.

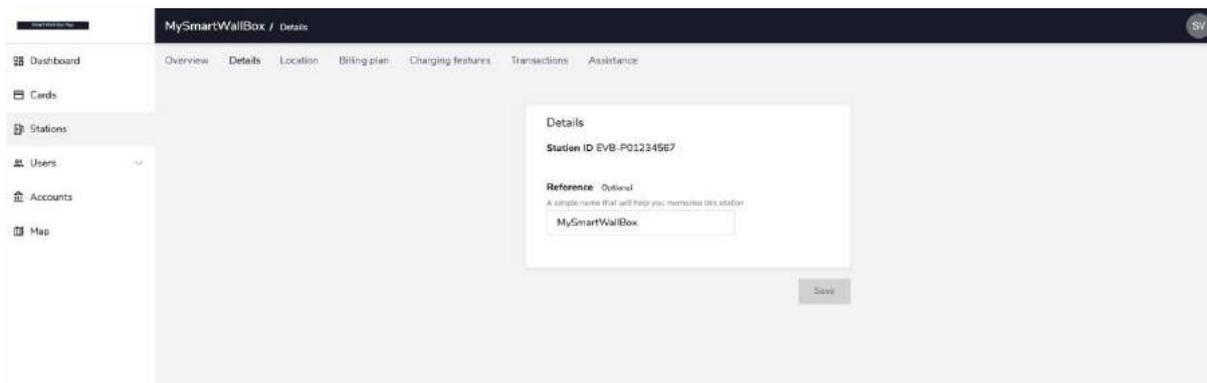
Editing a Smart Wall Box's reference

The station reference is a useful tool if you have multiple Smart Wall Boxes active in your account. For example, if you own a residential building and have installed five Smart Wall Boxes for residents with EVs to use. You could number each Smart Wall Box and easily identify them in the application by using the station reference to apply the same numbering system. This way, instead of remembering the station ID, you can quickly identify different Smart Wall Boxes by their reference name. It's also useful when you need support, as it's easier for you to remember the reference, and support can use it to look up your Smart Wall Box.

To add or edit a station reference:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Details** tab.
4. Enter or edit the **Reference** field.
5. Click **Save**.

You can now quickly distinguish this Smart Wall Box from the others in your account.



Smart Wall Box reports

All charging sessions that took place on Smart Wall Boxes active in your account are tracked in the station's transactions overview. If you have set a reimbursement rate for your account, a reimbursable amount is also calculated and displayed in this overview.

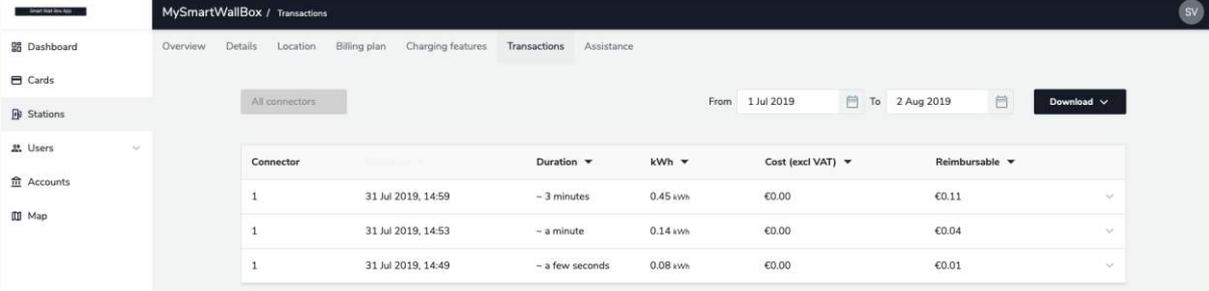
To view your Smart Wall Box's session history:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Transactions** tab.

The overview displays all transactions that took place on your Smart Wall Box. You can filter the overview by date, and sort it by duration, kWh, and cost.

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Click a transaction in the overview to expand more information about the charging session, such as the start and end times of the transaction and the contract ID of the charge card used.



Connector	Date/Time	Duration	kWh	Cost (excl VAT)	Reimbursable
1	31 Jul 2019, 14:59	~ 3 minutes	0.45 kWh	€0.00	€0.11
1	31 Jul 2019, 14:53	~ a minute	0.14 kWh	€0.00	€0.04
1	31 Jul 2019, 14:49	~ a few seconds	0.08 kWh	€0.00	€0.01

Downloading transaction reports

You can download your Smart Wall Box's transaction history for a certain time period.

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**
2. Select the relevant Smart Wall Box from the list.
3. Open the **Transactions** tab.
4. Use the **From** and **To** calendar pickers to select a time frame.
5. Click **Download**.
6. Select **PDF** or **CSV**, depending on your preference.

Your Smart Wall Box's transaction report is downloaded to your device. The report contains a summary of all transactions that took place on your Smart Wall Box during the selected time period, including the total charging duration, kWh consumed, and total reimbursable amount (if a reimbursement rate was set). The report also contains this information for each charging transaction during the selected time period, and the date on which each transaction took place.



Maximum time period of 12 months

Your Smart Wall Box's entire transaction history is stored in the transactions tab. The maximum time period for which you can download transactions is twelve months. This doesn't mean you can only download transactions from the past year – you can select a period of up to twelve months from any date. The twelve-month range only applies to downloading transactions. You can view transactions in the application for an unlimited time period.

Remote charging

With the Smart Wall Box App, you don't need to swipe your card or key fob at your Smart Wall Box – you can connect your EV and use the app to start or stop charging as needed. This is especially useful if you've forgotten your charge card, all you need to do is select the card you want to use and start your charging session.

Starting a charging session using the app

To remotely start a charging session:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.
4. In the **Start transaction** widget, select the card you want to use. Smart Wall Boxes only have one connector, which is preselected in the EVSE or Connector drop-down.
5. Click **Start transaction** and click **Start** in the pop-up.

Your Smart Wall Box should start charging your vehicle.



Transactions must be started and stopped using the same card

If you've started a charging session using the app but wish to stop it using your charge card or key fob, you must use the card or key fob with the same Contract ID that you used to remotely start the session.

Stopping a charging session using the app

To remotely stop a charging session:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.
4. In the **Stop transaction** widget, click  on the ongoing transaction and click **Stop** in the pop-up.

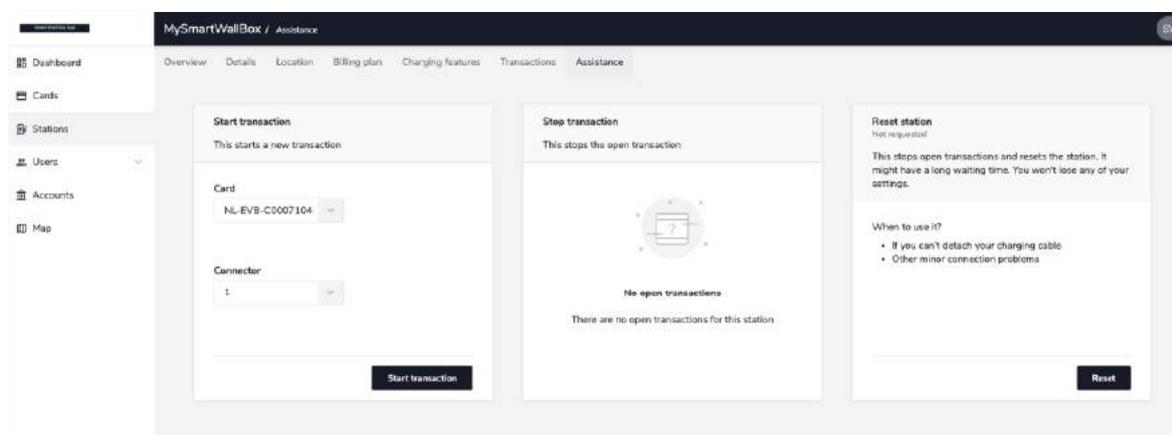
Your Smart Wall Box should stop charging your vehicle.

Remote troubleshooting

The Smart Wall Box App is incredibly intelligent and fixes 99% of all problems by itself. However, one of the many benefits of having your Smart Wall Box connected to the app is gaining access to both remote charging and remote troubleshooting features. You can use the app to reset your Smart Wall Box, reset your connector, and set a maximum current

These features are available on the Smart Wall Box's **Assistance** tab:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.



Your charging session continues even when your Smart Wall Box loses connectivity

In case your Smart Wall Box loses its connection to the Smart Wall Box App during a charging session, your Smart Wall Box continues to charge your EV as normal. You can use your charge card or key fob to stop the charging session (make sure it's the same card or key fob you used to start charging). When your Smart Wall Box reconnects to the Smart Wall Box App, it sends all information about the charging session to the app, so that you don't lose it in your transaction history.

Diagnosing issues through the connector status

Your Smart Wall Box is a single connector station. The status of this connector can tell you a lot about how your Smart Wall Box is functioning.

Status	Description
Offline	Your Smart Wall Box has lost its connection to the Smart Wall Box App. This usually happens when your Smart Wall Box temporarily loses its WiFi or GSM connectivity, which is easily fixed by resetting the station .

<p>Available</p>	<p>Your Smart Wall Box is available and ready to start charging!</p>
<p>Charging</p>	<p>Your Smart Wall Box is currently connected to and charging an EV.</p>
<p>Occupied</p>	<p>Your Smart Wall Box is currently connected to an EV. It's no longer charging, potentially because the EV is already fully charged and no longer requesting power.</p> <p>Should the connector remain in this status, for example, because you can't detach the cable, you can usually fix it by resetting the station or resetting the connector.</p>
<p>Out of order</p>	<p>Your Smart Wall Box's connector might be broken. You can try to fix this by resetting the station. If this doesn't work, contact your local support line.</p>

Resetting your Smart Wall Box

A station reset usually helps to solve any problems you experience during charging or even with the station's connectivity. The action is not a factory reset – it doesn't change any of the settings on your station. In contrast, it simply switches your Smart Wall Box off and on again, which usually helps it to reconnect to the app or start working properly again. Therefore, it's not harmful to your Smart Wall Box in any way. However, it will stop any ongoing session on your Smart Wall Box.

You can reset your station any time you're experiencing problems. For example:

- Your Smart Wall Box is having difficulty connecting to the WiFi or GSM network
- Your connector is offline or won't detach from the station
- The connector lock won't open after charging

To reset your Smart Wall Box:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.
4. In the **Reset station** widget, click **Reset**.
5. Confirm the reset by clicking **Reset** in the pop-up.

Resetting your Smart Wall Box connector

Just as resetting your Smart Wall Box, you can choose to reset its connector using the **Connectors** widget on the **Assistance** tab.

Instead of turning off the entire Smart Wall Box, the app only sends a command requesting the connector to reboot. You can choose to use it instead of resetting the station if you're only having trouble with the connector. For example, it won't detach, or it remains in an "Occupied" status.

To reset your Smart Wall Box's connector:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.
4. In the **Connectors** widget, click  next to the connector.
5. Confirm the reset by clicking **Reset** in the pop-up.



Smart Wall Boxes are single connector stations

Resetting connectors using the **Connectors** widget is aimed more towards stations with multiple connectors, so that a connector can be reset without switching off the station, allowing the rest to continue charging.

Changing the maximum current

During installation, your installer can limit the maximum current your Smart Wall Box is able to output at any given time using the EVBox Connect App. The limitation could be based on the power available on your grid or whether you have 1-phase or 3-phase power available. It's possible to adjust the maximum current at any time using the **Assistance** tab.



Important notice about changing the maximum current

- It is strongly recommended that you consult your local installer or electrician before adjusting the maximum current on your Smart Wall Box.
- Your Smart Wall Box can never output more power than is stated in its technical specifications.

To change the maximum current:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Assistance** tab.
4. In the **Maximum current** widget, enter the new maximum current in Amps, and click **Update**.
5. Click **Update** in the pop-up to apply the new maximum current.

Smart charging

Charging profiles

Your Smart Wall Box is more than likely not the only electrical device you have at your home or site. For that reason, the Smart Wall Box App offers a static load balancing feature known as charging profiles. This feature enables you to schedule the amount of power that your Smart Wall Box outputs on an hourly, daily, and weekly basis.

You can create charging profiles depending on your needs, for example:

- You own a parking garage with multiple public charging stations, but do not want drivers consuming power at night. You can create a charging profile that ensures that your stations do not output any power between 22:00 and 06:00.
- You manage an office building with multiple charging stations. Utility prices are most expensive between 12:00 and 15:00. You can create a charging profile that ensures that your stations limit the output of power between these times, saving you energy costs.
- During the day, you use a lot of appliances at your home and want to limit the power to your charging station so that you can charge your car at night to avoid power overloads during the day.



Maximum current and charging profiles

Charging profiles limit your Smart Wall Box's power output according to the schedule you apply. The maximum current applicable to your Smart Wall Box might be limited by your electrician or installer based on your local grid and power type. It's recommended that you do not enter an amperage higher than your Smart Wall Box's maximum current (default) setting:

- You can check whether your installer or electrician set a maximum current on your station by opening its **Assistance** tab and checking the **Maximum current** widget.
- If the Maximum current field is empty, the default Smart Wall Box settings apply. Consult your Smart Wall Box manual for more information about the applicable maximum current based on whether your power is 1-phase or 3-phase.
- The lowest maximum current always prevails.
- Your Smart Wall Box can never output more power than is stated in its technical specifications.

Creating a charging profile

To create a charging profile:

1. Go to **Stations** → **Charging profiles**.
2. Click **+** to the bottom right of the screen.
3. Give the charging profile a name (for example, "Winter profile" or "Weekend").
4. Enter a maximum current (amperage) that you wish to apply to the entire profile. The maximum currents you set throughout the profile cannot exceed this amperage.
5. Starting from **Monday**, expand the days for which you want to schedule your charging. On each day, the maximum amperage is taken from what you have set for the entire profile in step 4, starting from midnight (12:00 AM).
6. Adjust the maximum amperage from midnight according to your needs.
7. Click **+ Add** to create a new row.
8. Select a time from which you wish to apply a different maximum amperage using the **From** dropdown and enter a maximum amperage that applies from that time in the **Maximum current (A)** field.
9. Repeat steps 5 to 8 for each day.
10. Click **Save** to create the profile.

Assign a charging profile to a station

After creating a charging profile, you can apply it to a station:

1. Go to **Stations** → **Management** or click the **Stations** widget in the **Dashboard**.
2. Select the relevant Smart Wall Box from the list.
3. Open the **Charging profile** tab.
4. Search and select the charging profile by its name.
5. Click **Assign**.

Smart Wall Box App

Business accounts

EXTENDED GUIDE

Business accounts

EXTENDED GUIDE

As the owner of a business account, you have additional features available to you:

- Opening your Smart Wall Box for public charging
- Adding sub-accounts to set up your fleet or site business
- Setting up automatic reimbursement for your employees

This extended guide assists you in using the additional features available to you.

Making your Smart Wall Box public

You can offer your Smart Wall Box to other EV drivers by setting it to public. For this, you're required to have a business account and you must have selected a subscription that allows public charging when activating your Smart Wall Box.



Public charging regulations and country availability

Public charging might not be available in your country. If you're unable to select a station subscription that allows public charging, it's likely that public charging has not been made available in the Smart Wall Box App for your country.

In addition, it is advised that you check local legislation before making your station public. Many European countries allow their residents to offer their station to the public, however, there are exceptions to this. National or regional regulations may prevent you from legally offering public charging, for example, due to hardware compliance laws.

Station tariffs

You can opt to charge users of your Smart Wall Box a tariff when they charge their EV at your station. This way, you can either cover the utility costs of offering public charging or even earn a small revenue for providing the service. There are different tariffs available to choose from. The amount you're allowed to charge is also limited to a maximum per tariff. If there are multiple tariffs available to you, you can stack them if you wish. For example, you could charge both a connection and an energy tariff. Available tariffs, currency, and maximum amounts may vary depending on your country.

Tariff	Description	Maximum
Connection	A flat rate EV drivers are charged when they use your station.	€ 10.00
Energy	A rate per kWh consumed during the charging session.	€ 0.35
Time	A rate per minute for the duration of the charging session.	€ 0.40

Free2Move

In making your Smart Wall Box a public station, you offer it on the PlugSurfing network by default. PlugSurfing is the service provider of the Free2Move Charge Pass. This means that Free2Move Charge Pass holders can use your public station. If you have activated a Free2Move Charge Pass in your account, you can use it at your public Smart Wall Box for free – the Smart Wall Box App considers charging sessions that take place using a card and Smart Wall Box active in the same account as private transactions.

Setting your Smart Wall Box to public

There are two steps involved in making your Smart Wall Box public. You must fill in the reimbursement form first, so that you can be paid out tariffs if you have set these on your station.

Step 1: Provide bank details

1. Open the avatar menu.
2. Select **Account**.
3. Open the **Reimbursement** tab.
4. Enter your bank details, or the bank details of the Smart Wall Box owner who should receive tariff payouts.
 - Optionally, you can set a reimbursement rate. This applies to private transactions only – see [Setting up reimbursement](#) for more information.
5. Click **Save**.

Step 2: Make your station public

1. Go to **Stations** → **Management** and select the Smart Wall Box you wish to make public.
2. Open the **Charging features** tab.
3. Enable the **Public charging** checkbox.
4. The available tariff(s) automatically expand.
 - If you keep tariffs at 0.00, you offer your station for free.
 - If you enter a rate (below the maximum amount), you charge EV drivers for using your station. Tariffs are paid out to the bank account provided in the **Reimbursement** form.
5. In case you do not want your station to appear on public maps, enable the **Hide station from the public** checkbox.
6. Click **Save** to make your station public.

Hiding public Smart Wall Boxes

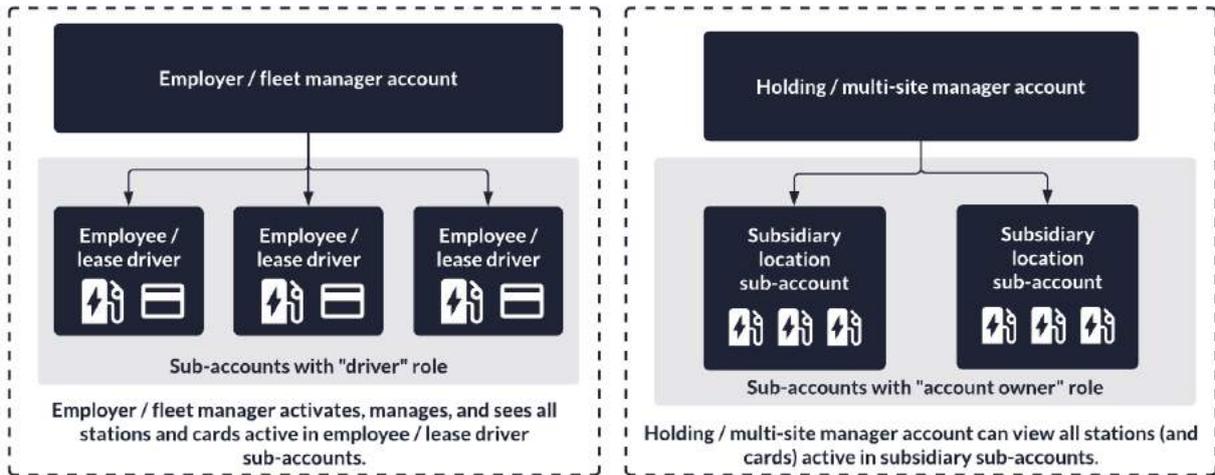
Public Smart Wall Boxes appear on maps powered by PlugSurfing by default, such as the map provided in the Free2Move app for EV drivers. You can opt to hide your public Smart Wall Box from public maps. For example, you own an office building with a gated parking lot and have made your Smart Wall Boxes public for employees and visitors to use, and don't want it to appear accessible to other EV drivers. To hide your public Smart Wall Box:

1. Go to **Stations** → **Management** and select the Smart Wall Box from the list.
2. Open the **Charging features** tab.
3. Under **Visibility**, enable the **Hide station from the public** checkbox.

Your Smart Wall Box is no longer displayed on the Smart Wall Box App map or other EV driver applications.

Adding sub-accounts

As the owner of a business account, you're able to add sub-accounts under yours, so that you can use the Smart Wall Box App to meet more complex business needs.



Sub-account roles

When adding a sub-account, you invite the intended owner or user of the account to have access to certain features by assigning them a role. There are two roles you can choose from, each of which is intended for different use cases. You can view all stations and cards active in your sub-accounts, regardless of the selected role.

Driver role for employees

If you are an employer or fleet manager who has installed Smart Wall Boxes at your employees' homes, you can invite them to have sub-accounts with this role so that they can be automatically reimbursed. You are responsible for activating stations and cards on behalf of sub-accounts with the driver role and are therefore invoiced applicable Smart Wall Box subscriptions for stations activated in these sub-accounts.

Drivers have limited access to platform features. They can view stations and cards activated in their account, download transaction reports, and have access to station assistance.

You can select an account type when adding sub-accounts. It's good to note that if you select "business" for the Driver role, your employee or lease driver is expected to provide a VAT number and company name when they activate their sub-account. Otherwise, there's no impact on the account type chosen during invitation.

Account owner role for subsidiaries

If you own a holding, for example, a large supermarket chain, you can invite your subsidiary locations to manage their Smart Wall Boxes themselves in a sub-account with the account owner role. With the exception of adding another layer of sub-accounts, account owners have access to

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the same features as you do. The sub-account owner is responsible for activating their stations and cards. Therefore, they are invoiced subscriptions for stations and cards activated in their account.

You can select an account type when adding sub-accounts. If you invite the account owner as a business sub-account, they will be expected to provide a VAT number and company details. They also have access to public charging for stations if available in their country.



Multiple sites managed by the same company

Setting up multiple locations using sub-accounts is a solution intended for large parent companies to create multiple billable accounts for their subsidiaries or affiliates, whereby each sub-account operates under its own VAT number, company, and billing details. If you own multiple sites of Smart Wall Boxes that don't necessarily belong to your affiliates or subsidiaries, you can create sites of Smart Wall Boxes in your own account instead. See [Setting up sites](#) for more information.

Adding employees or lease drivers

To add your employees:

1. Go to **Users** → **Customers**.
2. Click **+** to the bottom right corner.
3. Enter your employee's email address.
4. Provide an **Account name** for the employee's account.
5. Select the **Driver** role.
6. **Consumer** is selected by default under account **Type**. If, for whatever reason, the lease driver should provide a VAT number and company name, select **Business**.
7. Enter the agreed reimbursement rate for private charging.
8. Click **Send invitation**.

Your employee should receive an email inviting them to set up their account. The link in the email is valid for 24 hours. Should you need to resend the invitation link:

1. Go to **Users** → **Customers**.
2. Select the employee from the list. Users who have never logged in are at the bottom of the list. To quickly find the employee, scroll to the end of the overview.
3. Click **Resend invitation**.

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Adding subsidiaries or affiliates To add your subsidiaries:

1. Go to **Users** → **Customers**.
2. Click **+** to the bottom right corner.
3. Enter the email address of the person that should manage this account.
4. Provide an **Account name** for the employee's account.
5. Select the **Account owner** role.
6. Select **Business** under **Type**, unless the sub-account should be a consumer account.
7. Enter the agreed reimbursement rate for private charging.
8. Click **Send invitation**.

The manager of your subsidiary sub-account should receive an email inviting them to set up their account. The link in the email is valid for 24 hours. Should you need to resend the invitation link:

1. Go to **Users** → **Customers**.
2. Select the subsidiary from the list. Users who have never logged in are at the bottom of the list. To quickly find the subsidiary, scroll to the end of the overview.
3. Click **Resend invitation**.

After setting up their account, sub-accounts with the "account owner" role can:

- Activate their Smart Wall Box(es)
- Activate their card(s), key fob(s), and Free2Move Charge Pass(es)

They also have almost all other features available to them, including creating sites, charging profiles, and using remote assistance features.

Automatically reimbursing employees

As an employer or fleet manager, you may want to reimburse your employees for charging company cars at home. The Smart Wall Box App has an automatic reimbursement flow in place for employers and fleet managers. This setup requires the following:

- You must invite your employees to use sub-accounts with the “driver” role.
- You must activate the employee’s card and station in their “driver” sub-account, so that they always charge privately.
- Employee bank details must be provided.

Automatic reimbursement works as follows. You invite your employee to use the Smart Wall Box App with a driver sub-account and subsequently activate their card and Smart Wall Box in their sub-account. After inviting your drivers, they set up their sub-account and provide bank details to be reimbursed. When they charge at their Smart Wall Box using their card, they are using a station and card active in the same account, therefore generating a private transaction. The reimbursement rate you have entered for the employee is used by the Smart Wall Box App to automatically generate a reimbursable amount for those private charging sessions.

The operator of the Smart Wall Box App, EVBox, pays this reimbursable amount directly to the employee’s bank account. You receive transaction invoices with the amount that your employee was reimbursed, which you are required to pay to EVBox.

Setting up automatic reimbursement

There are three steps involved in setting up automatic reimbursement:

1. Inviting employees to use sub-accounts
2. Activating employee Smart Wall Boxes and cards
3. Ensuring your employee has provided their bank details to receive reimbursements.

Step 1: Invite your employees as drivers

To invite your employees:

1. Go to **Users** → **Customers**.
2. Click **+** to the bottom right corner.
3. Enter your employee’s email address.
4. Provide an **Account name** for the employee’s account.
5. Select the **Driver** role.
6. **Consumer** is selected by default under account **Type**. If, for whatever reason, the lease driver should provide a VAT number and company name, select **Business**.
7. Enter the agreed **reimbursement rate** for private charging.
8. Click **Send invitation**.

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Your employee should receive an email inviting them to set up their account. The link in the email is valid for 24 hours. Should you need to resend the invitation link:

1. Go to **Users → Customers**.
2. Select the employee from the list. Users who have never logged in are at the bottom of the list. To quickly find the employee, scroll to the end of the overview.
3. Click **Resend invitation**.

Step 2: Activate your employees' card and station in their account

You can activate your employee's Smart Wall Box and card before they complete their account setup. However, they can only use Smart Wall Box and card after they have finished setting up their account using the invitation link.

To activate your employee's Smart Wall Box:

1. Go to **Stations → Management** and click **+** in the bottom right corner. Alternatively, click **+** in the **Dashboard**.
2. Click **Activate station**.
3. Fill in your **Station details**. Select **Yes** next to the question **Do you want to assign this station to an existing account?** and search and select your employee's account name. Click **Next**.
 - You can find the employee's Smart Wall Box **Station ID** and **security code** in the accessories folder that comes with the Smart Wall Box.
 - Entering a **Reference** is a useful way of distinguishing between stations in your sub-accounts. For example, you could use your employee's name or the license plate number of the employee's lease EV.
4. Provide the Smart Wall Box's location. You can either provide an address, geo-coordinates, or both. You can also pinpoint the Smart Wall Box's exact location using the map. Note that the location information you provide in this form must be valid. Click **Next** after entering the form.
 - Click **+ Add address** to expand the address fields and enter the requested details.
 - Click **+ Add geo-coordinates** and enter the latitude and longitude in that order.
 - Drag the map behind the pin to specify the station's location.
 - Add context about the station's location by providing directions if you wish.
5. Check or enter the billing information for the Smart Wall Box App station subscription and click **Next**.
6. Choose a subscription that best suits the Smart Wall Box App needs by selecting a product and a payment plan. Note that if your employee's Smart Wall Box should be made public, you should select a public subscription. Click **Next**.
7. Review the information in the overview and read and accept the **Subscription terms** for the Smart Wall Box App station subscription by clicking the checkbox.
8. Click **Place order**.

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To activate the employee's card, key fob, or Free2Move Charge Pass:

8. Go to **Cards** and click **+** in the bottom right corner. Alternatively, click **+** in the **Dashboard**.
9. Click **Activate card**.
10. Fill in the **Card details** form. Select **Yes** under **Do you want to assign this card to an existing account?** and search and select the employee's account name. Click **Next**.
 - You can find the Contract ID on your charge card, key fob, or Free2Move Charge Pass. Generally speaking, it's composed of a two-letter country code and a three-letter service provider code, followed by a set of alphanumeric characters. For example: NL-EVB-C01010101-A.
 - Entering a **Reference** is a useful way of distinguishing between cards in your sub-accounts. For example, you could use your employee's name or the license plate number of your employee's lease EV.
11. Check or enter the billing information form. This is simply part of the activation process; you won't receive any invoices for your card subscription. Click **Next**.
12. Select your free private charging subscription and click **Next**.
13. Review the information in the overview and read and accept the **Subscription terms**.
14. Click **Place order**.

Step 3: Check your employee's reimbursement information

When inviting your employee to use the platform as a driver, you were able to enter a reimbursement rate. In activating their driver account, your employee has the option to provide their bank details. This information is needed for reimbursement to be paid out to the correct account.

In case your employee hasn't provided their bank details, you can enter them for them:

1. Go to **Accounts** in the sidebar menu and select your employee's account.
2. Open the **Reimbursement** tab.
3. Enter the requested bank details and click **Save**.

Provided all three steps are complete, your employee should automatically receive reimbursements from EVBox, and you will be invoiced for the reimbursable amount.

Reimbursement

Fill out details of the bank account on which you'd like to receive reimbursements for the transactions on your charging stations.

Name on bank account
My Name

IBAN
NL91ABNA0417164300

SWIFT/BIC
ABNANL2A

Reimbursement rate in EUR Optional
This rate applies to energy consumption @ WU for private transactions
0,25

Cancel Save

Get support

Accessing support

For first line support, please contact your local installer. For any generic questions, you can contact the customer care department of your vehicle brand or ask your dealer. You can also visit your vehicle assistance centres online. You can find information about your local vehicle assistance centres directly through the Smart Wall Box App.

1. Open the avatar menu.
2. Select **Support**.
3. Click **Support portal**.

The link should open a webpage on which you can find information about your local support contacts.



Remote support access

Your local customer care agents at Recommended Installation Service Partners and Assistance Centres of brands within the PSA Group have limited access to your account for remote troubleshooting purposes.

Additional resources

Terms and Conditions and Privacy Policy

When creating your Smart Wall Box App account, you must accept the Terms and Conditions and Privacy Policy applicable to the application. You can access these at any time as follows:

1. Open the avatar menu.
2. Select **Support**.
3. Select **Terms and conditions** or **Privacy policy**, depending on the document you wish to consult.

You can find the terms and conditions applicable to your subscription by [consulting the Subscription terms](#).

Further reading

There are additional resources available to you online.

- For more information about subscribing and unsubscribing, see *Subscribing as a Smart Wall Box App customer*: <https://assets.everon.io/web/41eb8c75f146e97c/psa/?mediaId=E87DAF57-6C68-437A-832BC886807EB990>[↗]
- For information on setting up reimbursement for roaming card holders as a fleet manager in the Netherlands or Belgium, see *Quick Guide: Reimbursing roaming card holders*: <https://assets.everon.io/web/490924c74eb61b70/reimbursement-quick-guide/>[↗]
- For manuals and other documents related to your Smart Wall Box station, visit <https://www.ifz-berlin.de/#/instructions>[↗]

Glossary

Account	A Smart Wall Box App account is a billable “container” in which cards and stations can be activated. Accounts can have multiple users. Generally speaking, the account owner is considered the account’s billing contact.
Billing plan	A synonym for a Smart Wall Box subscription. In the Smart Wall Box App, a subscription is referred to as a billing plan. Subscriptions have a price, duration, and billing interval.
Charge card	A charging “token” containing an RFID chip and corresponding Contract ID. The token is used to access a Smart Wall Box to start a charging session, either remotely or by swiping it in front of the station. The token can also be a key fob instead of a charge card.
Charging station	A device used to charge an EV, such as the Smart Wall Box.
Connector	A charging point outlet to which a cable is connected to charge an EV.
CPO	Charge Point Operator. A company that distributes and operates a network of charging stations. EVBox is the CPO for the Smart Wall Box App.
eMSP	E-Mobility Service Provider. A company that enables EV drivers to use a public charging network by making roaming agreements with CPOs. PlugSurfing is the eMSP for the Smart Wall Box App by default.
EV	Electric Vehicle.
Private charging	The Smart Wall Box App considers a charging session as private when the card and Smart Wall Box used are activated in the same account. This includes using your Free2Move Charge Pass at your own station, provided you have activated your Free2Move Charge Pass in your Smart Wall Box App account.

Public charging	<p>Offering a Smart Wall Box to other EV drivers or charging at someone else's public station.</p> <p>The Smart Wall Box App considers a charging session as public when the card and Smart Wall Box used are not active in the same Smart Wall Box App account. This includes using your Free2Move Charge Pass at someone else's public station.</p>
Reimbursement	<p>The process of either paying back or being paid back expenses.</p>
RFID	<p>Radio-Frequency Identification.</p>
Roaming	<p>A contractual agreement between a CPO and eMSP that allows customers to charge at any public station under the agreement.</p>
Smart charging	<p>All intelligent functionalities in a Smart Wall Box charging station that create and distribute power in a flexible way by balancing energy consumption between the electric vehicle and other appliances on site.</p>
Transaction	<p>A charging session.</p>