



# USING THE UNICO POWER APP

# GETTING SET UP

## BEFORE YOU START

Charging activation is completed using any web browser – Mobile or Desktop, Windows, or Mac. There may be slight differences from the screenshots in this guide depending on how you are activating, but because we used a web-based application, we can assure you it will work. There is no need to download an application to your device.

Before attempting your first charging session, ensure that you have received a welcome email from Unico Power and followed the instructions to set up your account and login.

If you haven't received it or can't locate the email, please contact your building representative or you can contact Unico Power at **support@unicopower.com** or if you need to charge NOW – go ahead and call us toll-free at **833-490-0600**.



To manage your EV charger, please sign in.



Sign in with Google



Sign in with Facebook

If you do not already have a Unico Power account, one will be created automatically.

Figure 0. The log-in screen.

## STEP 1: THE APP

Open [app.unicopower.com](http://app.unicopower.com) in a browser and hit enter.

## STEP 2: CREATE ACCOUNT

After you log in, you will be prompted to enter the registration code for your charging station or building, confirm your details, and accept the terms of use. (Figure 1)

## STEP 3: PAYMENT SET-UP

To set-up for our monthly billing system, enter your information in the Account tab, under Billing Information.

We only collect card information from users that are not billed directly by their building. Others only enter name and billing address / email.

Card information is sent directly to Stripe, a PCI-compliant payment processor. Unico Power never possesses the full card number, only a revocable code used to bill it. (Figure 2)

## STEP 4: SELECTING A CHARGER

You will be taken to a screen that lets you select which of the shared chargers you want to use. If you did not start by plugging in your car, you will need to plug into one of the available chargers to proceed.

Please enter the registration code for your charging station or building.

Look Up

Registration codes are normally emailed by Unico Power, one of our partners, or your building after a charging station has been commissioned. If you did not receive a code, please send the building address and any available information about the charging station(s) that you will use via the Help / FAQ page.

Figure 1. Registration code.



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### Billing Information

The following information is used for monthly billing. Details must match the payment card that you wish to use.

Name	Client Email
<input type="text" value="Martin Berka"/>	<input type="text" value="martinberka@gmail.com"/>
Address	City
<input type="text" value="street"/>	<input type="text" value="Portland"/>
Province	Postal Code
<input type="text" value="Select Province"/>	<input type="text" value="97219"/>

#### Payment Card Information

Last 4 Digits	7700	Card Type	Visa	<a href="#">Change Card &gt;&gt;</a>
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Card information is sent directly to Stripe, a PCI-compliant payment processor. Unico Power never possesses the full card number, only a revocable code used to bill it. You should only enter card details using a trusted device and internet connection.

Figure 2. Billing information.

## STEP 5: ACTIVATION

Once plugged in, the activate button for the charger that you plugged into will appear, and you can select it to activate your charging. Go ahead and select Activate now.

### STEP 5.1: STATUS

You will be directed to the status screen. Charging will start, but it can take up to a minute for the session to begin. Once you get used to our system, you can leave now, but for this first session, you will probably want to see it start for yourself.

The charger may go through a few different states before it starts charging. The state of sleeping means that the Energy Management System in the building is deciding how much charge current the charger should get. A number of factors go into the calculation, and it will take a moment to decide what you charger should do next.

Information on the most recent charging session will be displayed here. Prior to charging starting, it will show your previous session information. (See: Figure 3)



Hello

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Your charger, Lite-on Node 207 test Unit, is:

**unknown**

and set to always allow charging.

**Boost**

Charging always enabled. Click to disable when EV is unplugged.

**General Inquiries**

**Urgent Support**

#### Charger Information

Measured Current	0 A
Min Current	7 A
Max Current	32 A
Monthly Boosts Left	3 / 3
Voltage	240 V

Figure 3. The status screen.

# APP OVERVIEW

## STATUS

The main page. From here you can access details on the charger you're plugged into, your previous charging session, our support centre, and the boost button.

## BOOST BUTTON

The Unico Power Energy Management System (EMS) balances loads in your building to ensure that all vehicles get charged, while at the same time ensuring that your Utility charges are minimized. As a result, at certain times, charge rates on the chargers will be reduced.

The Boost button allows an owner who has a higher need for charging faster to be allocated a more substantial portion of the available power for the session.

Each owner is allocated a certain number of Boost tokens each month. Hit the button, and a window pops up asking you to confirm that you want to Boost. One thing to note, your charger will get a higher portion of the available power during the Boost session, but in cases where the building is at peak demand, your charger may still be set to zero (sleep) until the peak demand period subsides. (See: Figure 4)

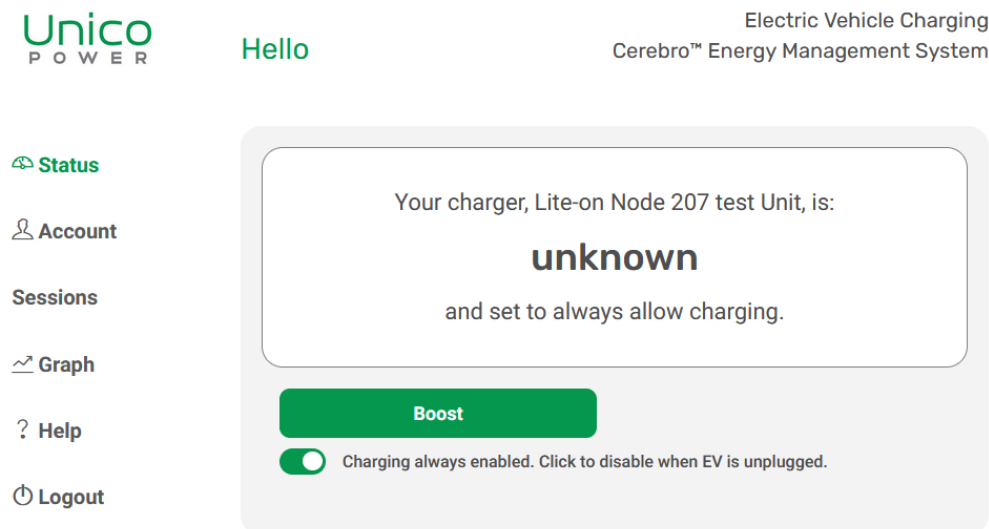


Figure 4. The boost button.

## ACCOUNT

The Account Settings page. Here you have access to your billing information, your Electric Vehicle details for better customization, account management, and account security.

## DEACTIVATION + REACTIVATION

During extended absences, you have the option to temporarily deactivate your account to avoid paying for our charging services.

By entering the date of deactivation, your account will be frozen until reactivation. A scheduling system is available to you, so this process can be automatic.

The status of your account will always be displayed under the Temporary Account Deactivation section in Account Settings. (See: Figure 5)

## SECURITY SETTINGS

We value the security of our customers. Using the leading OAuth technology, the Unico Power app provides added security, depending on the external account used during sign-up.

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## Temporary Account Deactivation

We work to keep your charging station ready to use at any time while your account is active. To avoid paying for this service during extended absences, you can let us know in advance. An account can be scheduled to deactivate at the start of any future month and to reactivate on any day after that (if you move out or become a shared user, you can leave the reactivation date blank). Charging is unavailable while the account is disabled, but you can always adjust the reactivation date to the early morning of the next day.

Account deactivated on:

yyyy - mm - dd

Account reactivated on:

yyyy - mm - dd

This account is currently activated.

Update activation schedule

## Security Settings

Unico Power lets you benefit from the security of leading technology companies' OAuth services. The security of your UP account depends on the security of the external account that you use. You can make both safer by choosing strong passwords and setting up [multi-factor authentication](#) on that account.

Your account can be accessed through the following accounts that have the email address **cholmes@unicopower.com**:

Facebook

Google

Update Security Settings

If you need to change the sign-in email address, please visit the Home or Help page, click the General Inquiries button, and include the new email address in your message.

Figure 5. Account deactivation and Security settings.

## SESSIONS

This page lists the charging sessions associated with your account. A session lasts from the time when a vehicle is plugged in to when it is unplugged. Costs represent the amounts charged per charging session by your site. They do not include taxes or flat fees (Unico Power's monthly administrative fee, or your site's monthly fee, if applicable).

Note that estimated energy is just that, an estimate based on the time, voltage, and current. It is a reasonable estimate, but does not affect your billing, since your invoice is based on a rate per minute of charge, or on a flat rate that was determined by your building management.

From here you'll be able to access your charging sessions based on a selected time period. (See: Figure 6)

## GRAPH

Here you can get a detailed view on your charging sessions. A blue line on the graph will show the current (Amperage) level that your charger is delivering. The current level will vary over time, depending on what else is going on in the building. A green bar will show how long the session had been going, the charge current, and the energy that your car has received during the session.



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## Charging Sessions

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This page lists the charging sessions associated with your account. A session lasts from the time when a vehicle is plugged in to when it is unplugged. Costs represent the amounts charged per charging session by your site. They do not include taxes or flat fees (Unico Power's monthly administrative fee, or your site's monthly fee, if applicable).

The charging sessions shown here are meant to approximate the energy delivered to your EV. They do not include all the electrical costs that your charging causes for the building: a charging station is supplied with power by other circuits that Unico Power cannot measure, and some electricity is lost in those circuits (mostly as heat). These losses are included in your bill through an upstream loss correction factor. **The estimated energy shown in the bill may thus be up to 5% higher than the total of the charging sessions during that time period.**

Select Time Period:

yyyy - mm - dd - yyyy - mm - dd

No sessions for this time period.

Figure 6. Charging sessions.



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## History Graph

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Select Time Period:

2022 - 02 - 18 - 2022 - 03 - 18

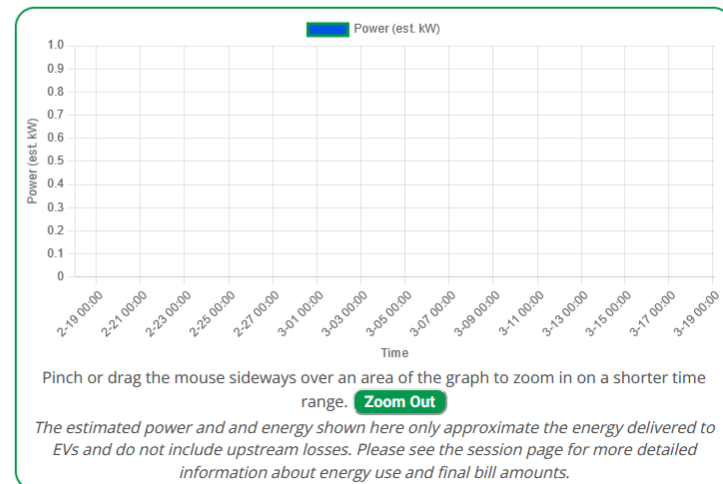


Figure 7. History Graph.

## GENERAL INQUIRIES

On this page, you can access Frequently Asked Questions and Support.

For general inquiries about your account and/or charging sessions, you can contact us through General Inquiries.

For urgent support you can reach us through Urgent Support.

Our Unico Power customers will always have priority, and by going through the Unico Power App, you will receive a more immediate response to your ticket. (See: Figure 8)



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## ? Frequently Asked Questions

Electric Vehicle Charging  
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Thank you for using Unico Power's energy management system. You can click any question below to reveal information on that subject, or contact us using the buttons at the bottom.

Why is the charging station disabled?	▼
Why is the charging station sleeping?	▼
Why does it take up to 45 seconds for me to enable my charger?	▼
Why is the current changing?	▼
Why is it charging slowly?	▼
What does the Boost button do?	▼
How do I end my charging session?	▼
When will I be billed?	▼
How do I add the app to my home screen?	▼

General Inquiries

Urgent Support

Figure 8. FAQ and Support





HAPPY CHARGING