

Unico POWER

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 followed the instructions below to set up your new Account and log in.

If you run into any issues during the sign-up process, please contact your building representative or you can always reach out to Unico Power at support@unicopower.com.



To manage your EV charger, please sign in. If you do not have an account yet, [sign up here](#).

Please sign in to access your Unico Power account.



Sign in with Google



Sign in with Facebook



To create a new Unico Power account, please choose the sign-in method that you will use to sign in. If you already have an account, [sign in here](#).



Sign up using Google



Sign up using Facebook

STEP 1: THE APP

Open app.unicopower.com in a web browser and hit enter. After you sign-up / log-in, you will be prompted to accept the terms and conditions (Figure 1).

STEP 2: CREATE ACCOUNT

Then you will be asked to enter the Serial Number (SN) for a charging station that you plan to use, or the registration code for your station or building (Figure 2).

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 3).

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.

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.

Welcome! We need to confirm some ground rules in order to provide further services. Please review the linked legal documents and accept them to proceed.

I hereby agree to the current [Terms & Conditions](#) and [Privacy Policy](#).

Figure 1: Terms and Conditions Page

We need to know which charging station(s) this account (@gmail.com) can access.

1. Please enter the serial number (SN) for a charging station that you plan to use, or the registration code for your station or building.

The serial number is a series of 12-17 characters shown on the charging station label to the right of "SN" (for example, 3UP0-1-1234-12345). The label is normally located on the lower left side of the charger. You may have also received a registration code from your building or the Unico Power landing page for your building.

If you cannot find a serial number or code, and the charging station has been powered for over a week, please click Contact Unico Power below and send us the building's name and address and the parking stall level/number.

Figure 2: Registration Code / Serial Number (SN) Page

This account (alexchoy004@gmail.com) is not associated with a building! **Please complete sign-up first.**

\$ Billing Information

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

Name <small>Please enter as on card: First Last</small>	Client Email <small>user@example.com</small>
Address <small>1234 Main St NW</small>	City <small>City</small>
Province <small>Select Province</small>	Postal Code <small>Postal/ZIP code</small>

Payment Card Information

Please enter CREDIT or DEBIT card information below, then click Save Card, then Save Billing Details below.

Card number MM / YY CVC

Card information is sent directly to Stripe, a PCI-compliant payment processor. Unico Power never receives the full card number, only a revocable code used to bill it. Only enter card details with a trusted device and internet connection. Remember to also Save Billing Details afterwards.

Figure 3: Billing Information

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 the charging session starts 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 (EMS) 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 your 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 (Figure 4).

Charger Status

Cerebro™ Power Management: EV Charging

Your charger, EVSE 03 (S-), reports:

unavailable (disabled)

and is set to block charging until enabled again.

Enable **Boost**

Will disable charging upon unplug. Click to always keep charger enabled.

Charger Information

Measured Current	0 A
Range of Current Limits	7 - 32 A
Monthly Boosts Left	3 / 3
Voltage	208 V

Figure 4: 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 (Figure 5).

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Technical problems? Have questions or feedback?

[Contact Unico Power](#)

Figure 5: 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 (Figure 6).

LOGIN (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.

 Status

 Account

Sessions

 Graph

 Help

 Logout

Temporary and Permanent Account Deactivation

There may be long periods when you do not need charging (travel, not having an EV, moving out, etc.) and we believe that you should not have to pay for these. Keeping your charging station ready to use at any time costs us, so **to avoid flat fees, you must deactivate your account in advance.**

An account can be scheduled to deactivate at the start of any future month, by setting "Account deactivated on" below. The charging station is disabled while the account is deactivated. If you leave "account reactivated on" blank, then the account will avoid flat fees indefinitely. If you need to charge again later, you can set the reactivation date to any day after the deactivation date - the account will be reactivated in the early morning of that day. You can adjust the reactivation date at any time, but must schedule it on a prior day. You will be billed for any time before the deactivation date or after the reactivation date.

Account deactivated on: Account reactivated on:

This account is currently **activated**.

[Update activation schedule](#)

Login 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.

Allow your account to be accessed through the following outside accounts that have the email address **alexchoy604@gmail.com** ([contact us](#) to change to set a different address):

Facebook Google

[Update Login Settings](#)

Figure 6: Account Deactivation and Login 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 amount(s) 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 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 (Figure 7).

GRAPH


Here you can get a detailed view on your charging sessions. A green 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 (Figure 8).

 **Status**

 **Account**

Sessions

 **Graph**

 **Help**

 **Logout**

Charging 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). estimated kWh shown are approximate and may not exactly match bill totals due to rounding errors and (for private charging stations) sessions spanning multiple calendar months.

The charging sessions shown here only 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:

04/02/2023  - 05/02/2023 


Figure 7: Charging Sessions

 **Status**

 **Account**

Sessions

 **Graph**

 **Help**

 **Logout**

 **History Graph** Electric Vehicle Charging
Cerebro™ Energy Management System

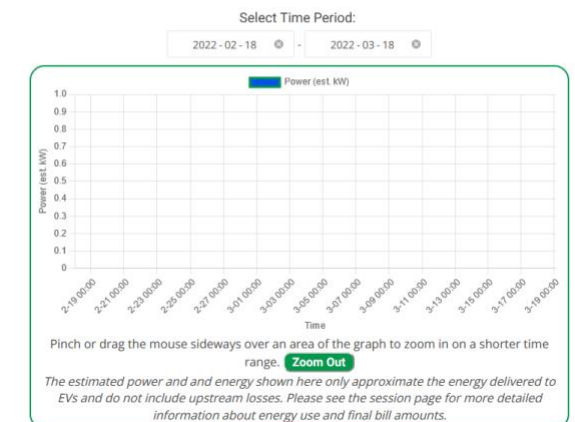


Figure 8: History Graph

GENERAL INQUIRIES / CONTACT

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 Device / General Inquiries.

For urgent support you can reach us by selecting Device / General + 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 (Figure 9).

? Frequently Asked Questions

Cerebro™ Power Management: EV Charging

Status

Account

Sessions

Graph

? Help

Logout

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.

- How often should I charge my car? ▾
- 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 charging current changing? ▾
- Why is it charging so slowly? ▾
- What does the Boost button do? ▾
- How do I end my charging session? ▾
- Why does my trigger not always fully engage? ▾
- Why can I not use the scheduled charging feature in the Tesla App? ▾
- Why is the Tesla App notifying me that my charging session is being interrupted? ▾
- How can I update my payment information? ▾
- How do I know my payment information is secure with Unico Power? ▾
- When will I be billed? ▾
- In my bill, what are the Account Management, Device Management, and Payment Processing fees? ▾
- What is the Usage fee and how is it calculated? ▾
- How can I avoid paying fees while traveling or after moving away? ▾
- How do I add the app to my home screen? ▾
- How can I share access to my Private EVSE with another person or a different email address that I control? ▾

Technical problems? Have questions or feedback?

Contact Unico Power

Have a problem, question (not covered in Help) or suggestion? What is it about?

- Accounts (sign-up, billing)
- Devices / General (anything involving charging or stations)
- App (feature requests, or issues unrelated to money or hardware)
- Urgent: this is preventing me from charging or involves a risk to the safety of my station or account

You do not need to provide contact information or the charger status shown in the app. If there is a problem, we will take remote measures as soon as possible, and email you with updates or for additional information. To respect team members' time, please send only one request about this.

Brief description

Send Cancel

Figure 9: FAQ and Support

Unico

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HAPPY CHARGING