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DRIVER FAQ

ENGLISH

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Apps And Accounts

How do I download the JuiceNet Enterprise app?

At this time, JuiceNet Enterprise is invitation-only. If you have received an invitation, select the appropriate link below.

- > Android: [Download the app](#).
- > iOS: [Download the app](#).

How do I create a JuiceNet account?

At this time, JuiceNet Enterprise is invitation-only. If you have received an invitation, follow the instructions in the email to create an account.

How do I reset my password?

There are two ways to reset your password.

From the JuiceNet Enterprise app login screen, select "Forgot password". A link to a password reset page will be emailed to you.

From within the app, select the Settings icon . In the "Account information" section, select **Reset password**.

What can I do with a JuiceNet account?

With a JuiceNet account, you can:

- > View charging stations you have access to
- > Access restricted charging stations by scanning a QR code
- > Pay for charging
- > Review charging history
- > Receive email notifications about charging status

How much does an account cost?

JuiceNet accounts are and always will be free!

Can I use my JuiceNet account at other brands of charging stations?

You can use your JuiceNet account only at stations that are connected to JuiceNet.

Can I see my charging history?

Yes. In the JuiceNet Enterprise app, select "Charging History".

What is JuiceNet?

JuiceNet is the communication and control platform that all JuiceNet devices connect to. It allows for historical charging patterns, real-time input, and signals from grid operators and utilities to aggregate and manage charging station demand. JuiceNet was developed and is maintained by Enel X eMobility.

Finding A Charging Station

How do I find a charging station?

All stations that you have access to are displayed in the "Stations" menu. By default, this screen is shown when the app is opened.

What is the difference between a public and private/restricted charging station?

All JuiceNet charging stations are controlled by a local administrator. In most cases, the administrator makes the charging station available to all EV drivers. However, in some cases, the administrator might restrict the charging station to a certain group of people, such as employees in an office park or tenants in an apartment.

What if I really need to charge at a station that isn't set up for public access?

When administrators restricts access to charging stations, they usually do so because they want only certain people to be allowed to charge with that device.

Most likely, there are public charging stations nearby. Open the "Stations" menu in the EV JuiceNet app to see a list of all charging stations that you have access to. If you really need access to a particular charging station, contact the station administrator. In some cases, the administrator's contact information might be posted on or near the JuiceNet device.

I know there is a JuiceNet device in a parking lot next to my workplace. Why doesn't it show up on the app?

Most likely, the JuiceNet device is restricted by its administrator and has not given you permission to charge there.

Are JuiceNet devices compatible with my vehicle?

Almost certainly yes. Nearly all electric vehicles in North America use a J1772 plug to charge, and all JuiceNet devices are equipped with a J1772 plug.

What do I do if there all charging spots are in use?

Most EV drivers are courteous about not leaving their vehicle plugged in after charging is completed. However, if all charging spots are in use, you can always use the JuiceNet Enterprise app to find other charging stations that you have access to.

Can I request a charging station to be installed near a specific location?

The JuiceNet charging network is always expanding. For more details, or to request a charging station at a certain location, contact info.evcharging@enel.com.

What if I want to charge at home?

You can always purchase a JuiceNet device for your home. Refer to enelx.com to see residential charging solutions.

Charging And Payment

How do I start a charging session?

There are three ways to start a charging session.

In the app, select the desired charging station, select **Charge**, then plug in the vehicle.

In the app, select the **Scan** button to scan the QR code on the front or side of the JuiceNet device, then follow the onscreen instructions to begin charging.

Tap the RFID card to the RFID receiver on the charger, then plug in the vehicle. For more information, go to [How do I charge using RFID?](#)

If the charging station does not allow public charging, contact the location administrator.

How do I end a charging session?

Simply unplug the charging handle from your vehicle. The charging session ends automatically.

How do I pay?

Although some JuiceNet charging stations are free, most require payment. The price for charging is determined by the charging station owner. Rates are always visible on the app and, in some cases, on the charging station screen.

Payment depends on the type of charging station:

- > On some devices, you can use the app to scan the QR code on the side of the JuiceNet device. In some cases, it might be necessary to receive an invoice or other communication from the administrator.
- > Some devices have built-in payment terminals that accept credit cards, Apple Pay, or Google Wallet.
- > On some devices, you can use the app to scan the QR code and pay.

How do I pay using a QR code?

If the JuiceNet device has a QR code, use the mobile app to scan the code. Enter your payment information to begin charging. To view the total cost of the charging session, use the app to view your charging history.

How do I pay using a QR code without the app?

1. Scan the QR code with a mobile phone camera or QR reader. The code will open to a web page, click "Continue Without App".
2. Plug in your vehicle
3. Enter your credit card information on the web page.
4. Charging will begin.

Once the charging session has ended, the web page will show your session summary including the total cost.

How do I charge using RFID?

RFID cards must be provided by the Local Administrator. Charging sessions can be started and ended with an RFID tap.

NOTE



RFID can only be used to pay at stations outside your network if you use a credit card in the JuicePass Enterprise app.

How much does charging cost?

The price for charging varies by station. The station owner sets the prices of the charging station. It is possible to charge:

- > A one-time amount, regardless of session length or electricity used
- > Based on the length of time the vehicle is plugged in
- > Based on the amount of electricity used
- > Any combination of these

Why are prices different at different charging stations?

Charging prices are set by the station owner, so different charging stations in different locations might have different pricing structures. The price is always displayed in the JuiceNet Enterprise app.

How long does it take to charge my car?

Charging times varies and is based on your vehicle make and model and the maximum allowed current. Each station displays the maximum allowed current through the mobile app.

How far can I drive when my car is fully charged?

Driving range depends on your vehicle. For additional information, consult your vehicle owner's manual.

Problems and Support

What if I find a charging station that is broken?

This is very unlikely. However, if you do find a charging station that is broken, please contact us at CommercialSupport@evcharging.enelx.com. You can also use the app to send feedback about a particular charging station. Additionally, some JuiceNet devices have the administrator's contact information posted on or near the device.

What if scanning the QR code does not allow me to charge?

Please contact the administrator to find out about different ways to enable charging.

Who should I contact if I have questions or need help?

Contact CommercialSupport@evcharging.enelx.com.