



# Park & Recharge User Guide

Powered By  Chubeleon

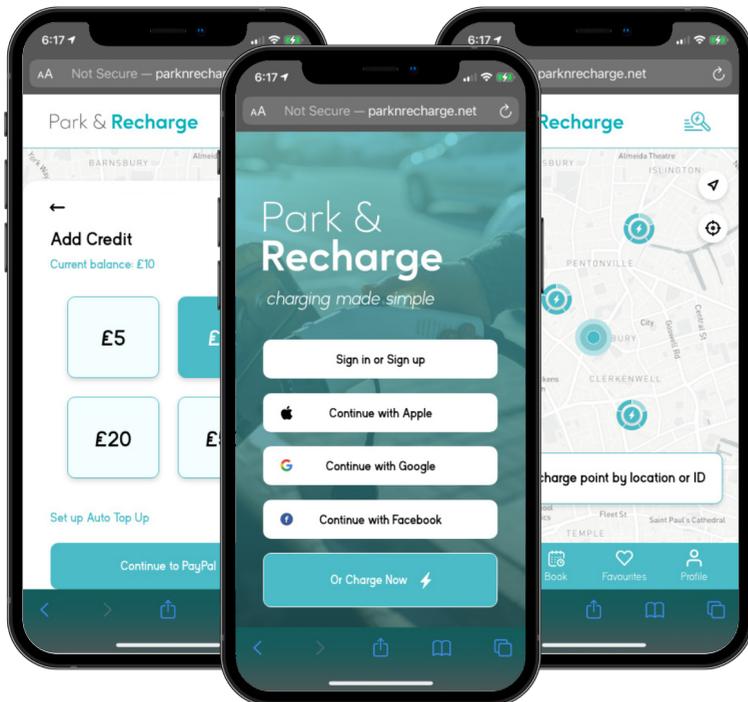
## Welcome to Park & Recharge

**Welcome to the Oxleas NHS charging service, powered by Park & Recharge.**

Park & Recharge is a smart, electric vehicle charging solution.

We take care of revenue collection, user support and access control, via our apps or by the use of RFID cards.

We have been working with the Oxleas trust since 2019 and are proud to be continuing our relationship as the trust continues to expand its charging infrastructure under a new self sustaining model.



## Contents

- 4** Getting Started with the Park & Recharge App
- 6** Getting your RFID card
- 8** How to pay
- 10** How to Start (and Stop) a Charge Using an RFID Card
- 12** Navigating the App
- 14** Contact Information and useful links

## Getting started

If you are a first-time user, you will need to contact [oxl-tr.estatesadmin@nhs.net](mailto:oxl-tr.estatesadmin@nhs.net), requesting access to the charging network. The Trust's admin team will then create your app account for you.

All Oxleas users must be authorised for use by a local admin team before using the chargers, once a user has been authorised, they will be assigned an RFID card to allow access to the network.

### How to log in to your new profile

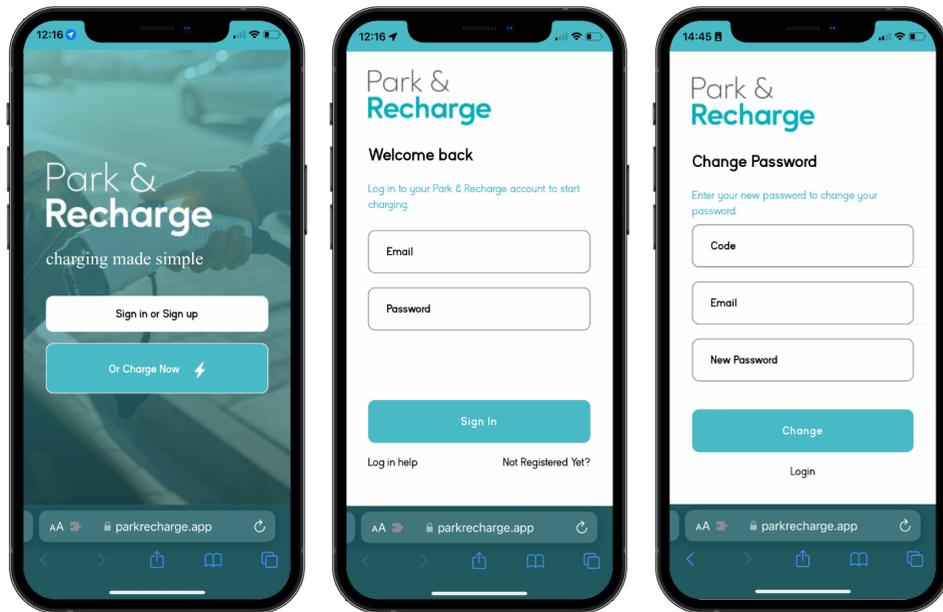
Click 'Sign in or Sign up'



Select 'Log in help'



Follow the instructions on screen to set your new account password



Once you have received your RFID card, you will be able to use the chargers by swiping the card. You will also be able to monitor and pay for your use by logging into the app.



## How to Order a RFID Card or Keyfob

The Oxleas charging network is remaining private for staff use only, for this reason you will need to apply for an RFID card with the local administration team by emailing [oxl-tr.estatesadmin@nhs.net](mailto:oxl-tr.estatesadmin@nhs.net), to verify you are a member of staff and allowed to use the chargers.

The admin team will then issue you a RFID card and send you a sign up email with your login details for the app.

## Already have a Park & Recharge RFID card?

If you have used any of the Trusts chargers before the 1st of April 2023 you will already have one of our RFID cards and the admin team will have already created your account in our system.

You will not need to create an account in the app as we will automate the conversion of your current free vend account to PAYG. Before the switch over date you will receive an email containing your login information. If you haven't received this email by the 1<sup>st</sup> of April, be sure to check your junk inbox and contact the Park & Recharge support team if you have not received it.

## What is a RFID card anyway?

An RFID (Radio Frequency Identity) Card or keyfob is an intelligent card containing a unique token. When the card is swiped on a charge point, the token is sent to Park & Recharge which checks this against a pre-approved list, before instructing the charge point to begin charging.

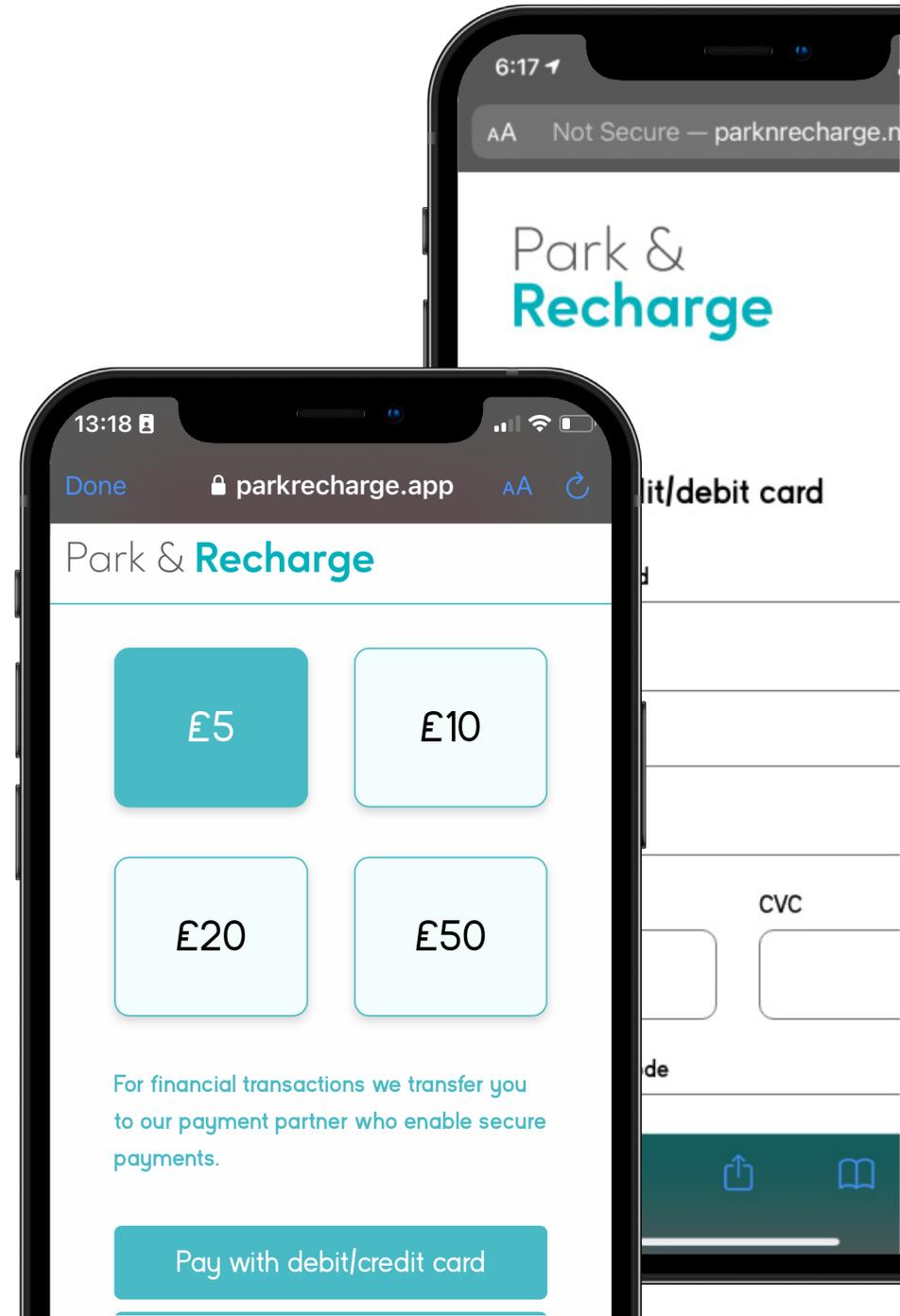
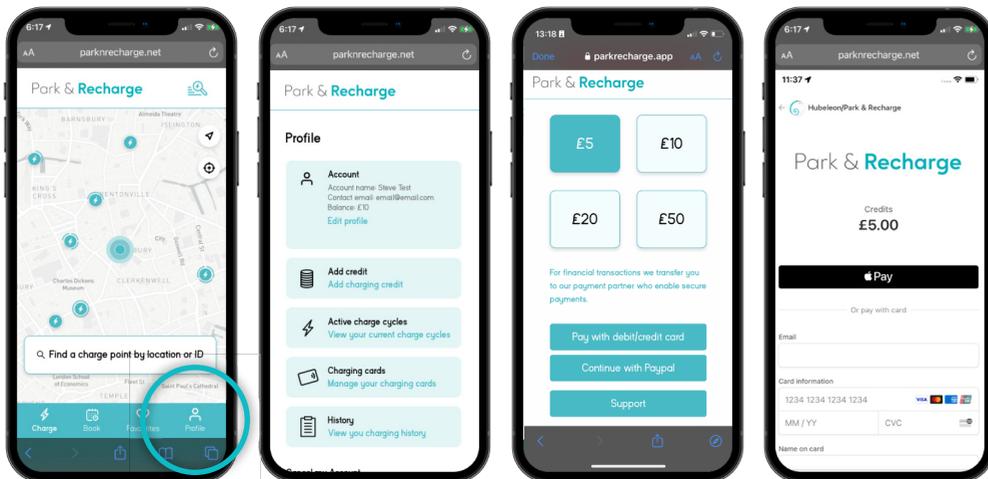


## Paying for a Charge

As of the 1st of April 2023, the Oxleas charging network will be switching to a Pay As You Go (PAYG) credit system, to allow the Trust to cover the costs of the high electricity use and continue to expand on charging infrastructure available to staff.

The trust is implementing a 30p per kWh fee effective as off the 1st of April 2023, This fee is subject to change with due notice from the Trust. For any doubts regarding the tariff rate, please contact the Park & Recharge support team.

Once your account is set up and you have your RFID card, you need to add credit to your account. You can do this in the app by following the instructions below



## How to Start (and Stop) a Charge Using a RFID Card

When you are ready to begin charging via RFID card, connect your vehicle to the charge point and present the RFID card to the reader on the charge point. Some charge points will require you to present your card first before allowing you to connect the vehicle.

The charge point and the vehicle will indicate when charging has begun successfully.

Additional steps may be displayed on the charge point display screen if it has one.

We recommend confirming that charging has initiated before leaving the vehicle.

You can end a charging event by presenting the RFID card to the reader on the charge point.

**Please contact us** if you have any issues starting or stopping a charge.



You may see a symbol similar to this on the Charge Point, indicating where to tap your RFID card.



### Start Charge

Tap your RFID card on the ChargePoint reader to start the charge cycle



### End Charge

Tap your RFID card on the ChargePoint reader to end the charge cycle



## Navigating the App

After you have finished charging, the cost of your charging session is calculated and debited from your account balance. Your combined usage history is visible via the app along with individual charging event information.

All this information can be found on the Profile page of the app, as seen in the screenshots below.

### Navigating the Profile page

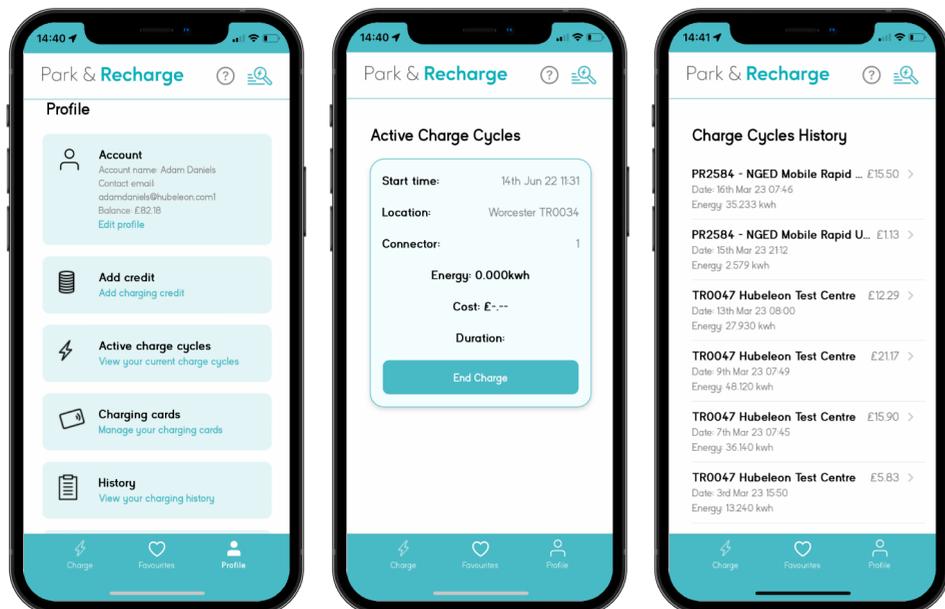
Select 'Profile' at the bottom of the screen



To see your current charging session, Select 'Active charge cycles'



To see a History off all your charging events, Select 'History'



## Helpful tips

If your account balance is too low (Below £2.50) you will be prompted to top-up your credit before being allowed to proceed to prevent you from running to far into a negative balance. To rectify this you just need to top up so that your are in balance higher than £2.50.

The webapp is accessible from any browser and can always be used as a back up option if you are having trouble with the native iOS or Android app.

The NHS chargers will not display on the app map, as they are private and not directly accessible via the app.

## What chargers are available and where?

As of Q1 2023, There is currently charging available at the sites listed below.

- Queen Mary's Hospital
- Goldie Leigh Hospital
- The Bracton Centre
- Pinewood House
- Erith and District Hospital
- Memorial Hospital

The Oxleas trust currently has a mixture of Schneider Electric and Garo charging units and is assessing future sites and hardware options.

## Using Park & Recharge public chargers

Despite not being able to see the Oxleas chargers on the app map and chargers list, You may notice that you can see other chargers scattered around the UK. These chargers are all public and you will be able to use the Park & Recharge app or your RFID card to charge at these locations.

# Having problems or want to know more?

Don't worry, our customer support team are on hand to help!

Please contact us on **0808 1861851** or [support@parknrecharge.app](mailto:support@parknrecharge.app).

Alternatively, you can log a ticket with us by [clicking here](#).

You can find out more information about our app as well as general user support and use tips in our [KnowledgeBase](#).

To order an RFID card please contact the Oxleas administration team directly by emailing [oxl-tr.estatesadmin@nhs.net](mailto:oxl-tr.estatesadmin@nhs.net).