



# Instructions for Initiating a Charge Session

1. *Scan QR code on the charger to access Web App (preferred method).*

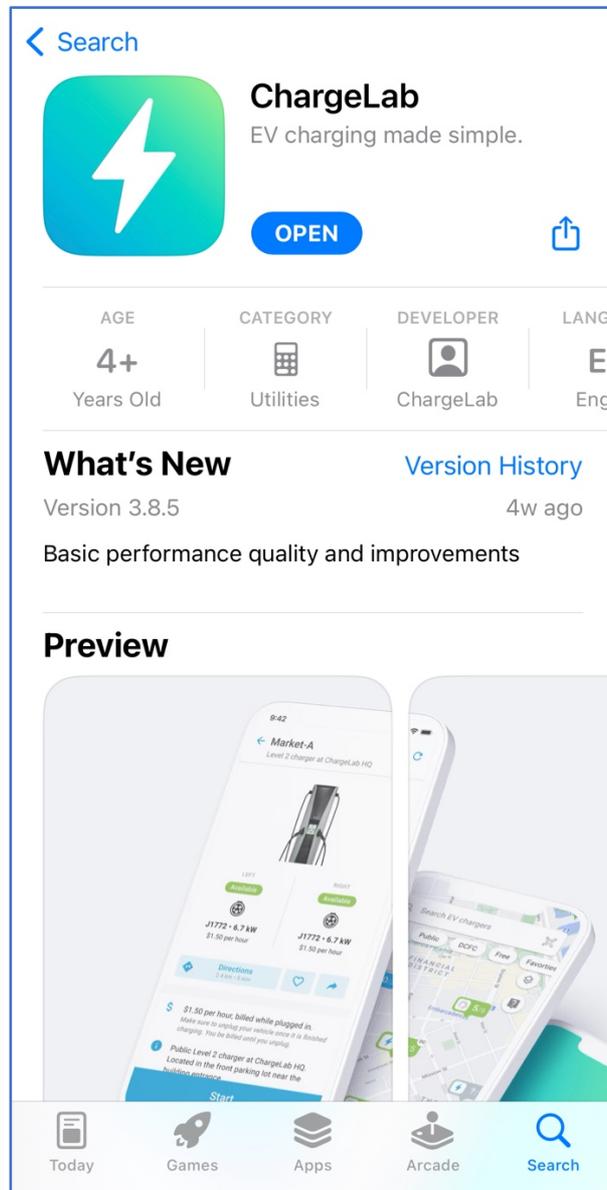


## *Instructions for scanning QR Code*

- Open your Camera App
- Hover over the QR Code with camera
- Click the web link that comes up



1b. ALTERNATIVELY, Download the **“Chargelab”** App from Apple Store or Google Play Store



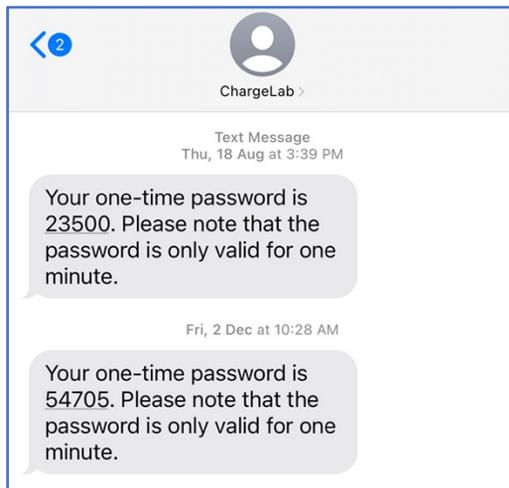
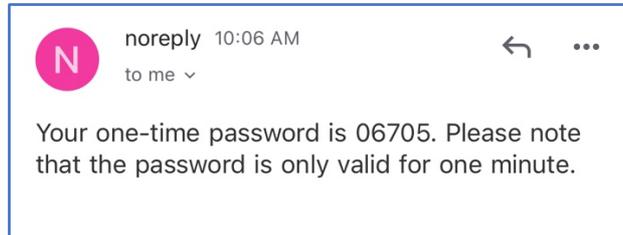


## 2. **SIGN UP** or **SIGN IN** the platform (Web App or Mobile App)

### TIPS for **SIGN IN** or **SIGN UP**

- If you already created an account, choose **SIGN IN** and use your email or phone number previously used with the platform.
- If you never signed up on the platform previously, choose **SIGN UP**
- You will be sent a one-time passcode to your phone or email for verification. The passcode is valid for 1 minute.
  - No passwords are required.
  - Verification is done using the passcodes only.
- Valid Name, Phone Number, Email and Payment Method is required for all paid chargers.

The screenshot displays the ChargeLab mobile app interface. On the left, a charging station is shown with the ID 'MP-001' and location 'Massy Sunset Crest'. Two 'Type 2 7.4 kW' charging ports are available for free. Below the station, there are links for 'Free & open', location details, call support, and language selection. At the bottom, there are 'SIGN IN' and 'SIGN UP' buttons. On the right, the 'CHARGE LAB' logo is displayed above the heading 'Sign up to start charging'. The sign-up form includes fields for 'First name \*', 'Last name \*', 'Email \*', and a phone number field with a dropdown for country code (+1246). There are 'SIGN IN INSTEAD' and 'SIGN UP' buttons. The bottom of the screen shows a mobile browser address bar with 'AA', a lock icon, 'charge.id', and a refresh icon.





email.address@gmail.com

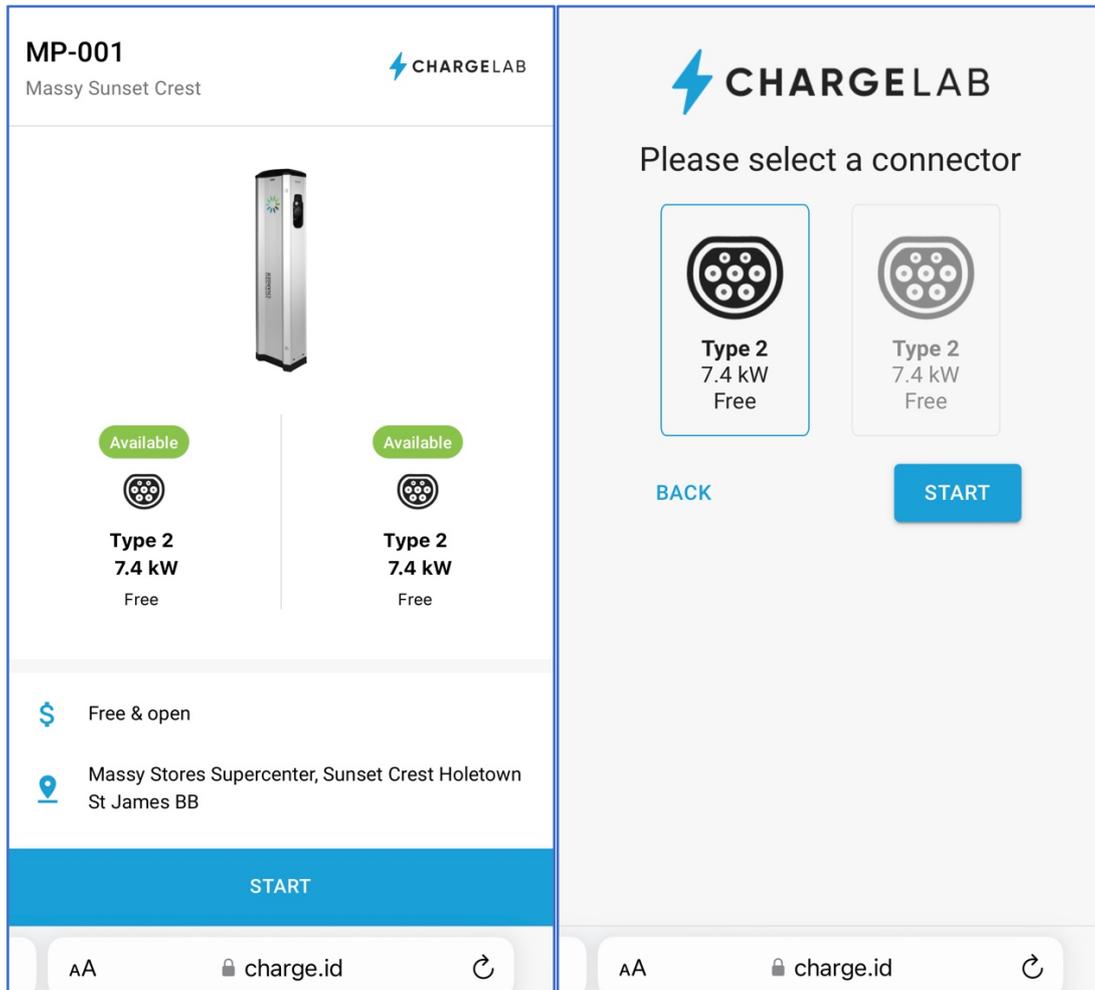
Enter the code you received.

ChargeLab does not require a password to sign in. We confirm your identity through a magic sign-in code. [Learn more](#)

[RESEND CODE?](#) [SIGN IN](#)



3. Start the charger by pressing **START** and selecting which socket/connector you would like (Left or Right) and then **START** again.
  - a. If the charger is a paid charger you will have to also add a valid payment method to your account. If the charger is set to free to charge, this would not be required.
  - b. Valid payment method is a credit card





3b. Alternatively, navigate to the charger on the Map or search for the charger Reference Number in the Chargelab App then follow **'Instruction 3'**

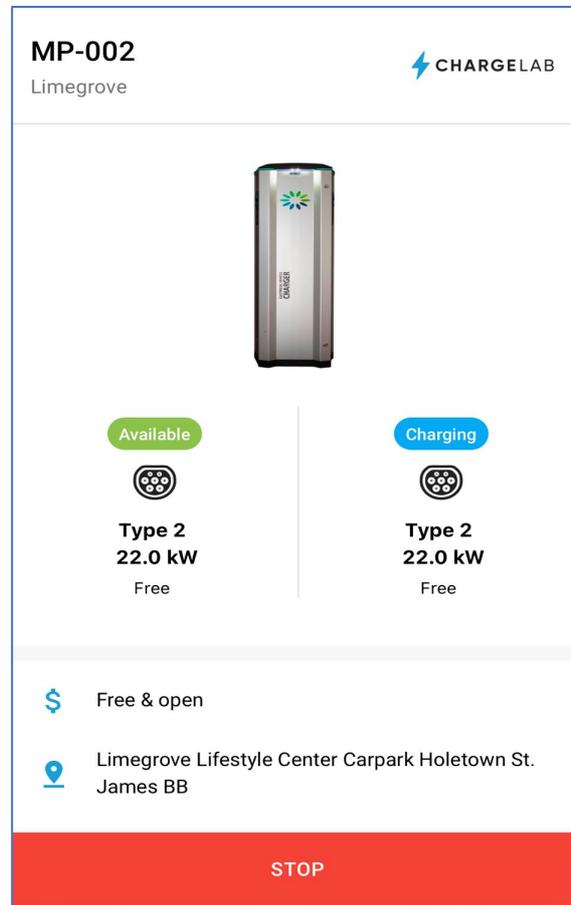
Reference Number will be MP and a 3-digit number

e.g. **"MP-000"** or **"MP-001"**





4. When charging is complete. Press **STOP** to end the charging session.
  - a. This can be done via the Web App or Mobile App once the account information is the same.



For **HELP** or **SUPPORT**.

If you have any challenges call the Megapower Charging Network Support hotline at:

**Phone Number:** 1-246-258-5668

**Email:** [support@megapower365.com](mailto:support@megapower365.com)