



User Guide

Charging Station

Owner's Web Portal

Overview

The Customer Web Portal is designed for charging station owners to manage their chargers and the services offered to electric vehicle (EV) drivers. Through this online portal, owners or their administrators can configure charging station preferences while learning to better understand the usage and management of their stations. Also included in this portal are reports that cover session history, energy transferred, charging duration, generated revenue and much more.

Table of contents

01 Before You Start	4
02 Dashboard	4
Owner Configuration	6
Park Status	6
Park Configuration	7
Station Status	7
Station Configuration	8
Billing charging services	9
03 Reports	11
04 Preferences	12
05 Managing user access	12

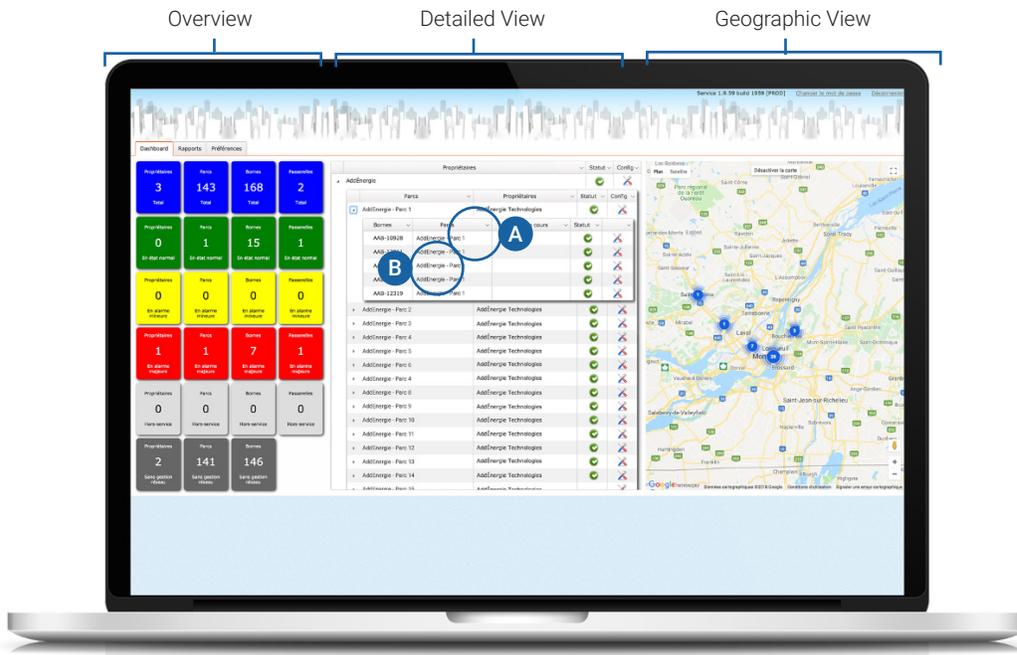
01 Before You Start

After the commissioning or activation of a station, an email invitation with the username and password will be sent to the site administrator to access the Web Portal. The site administrator is designated by the charging station's owner. This person may be the owner.

Please contact FLO at service@flo.com for any of these situations:

- If additional accesses are required. Please indicate the type of access requested owner-operator (owner level) or (operator (park level)).
- If the site administrator has yet to receive the email invitation to the portal.
- If a personalized training on the Owner's Web Portal is required.

02 Dashboard



The Dashboard is the homepage for the Web Portal. It shows the overall status of the owner's charging stations.

The Dashboard allows the site administrator to have a global vision of their infrastructure at two levels:

- A** Parks: every park of the owner.
- B** Stations: every station of a park.

The dashboard is the pro-active tool of our network operation center team. The alarms you see already trigger an investigation by our team. Owners will be contacted as required.

Also, please note charging stations under the yellow alarms are still functional and provide charging services.

NOTE: The word "park" describes a site composed of one or multiple charging stations. Therefore, an owner may have several parks under their management, with each park counting multiple charging stations.

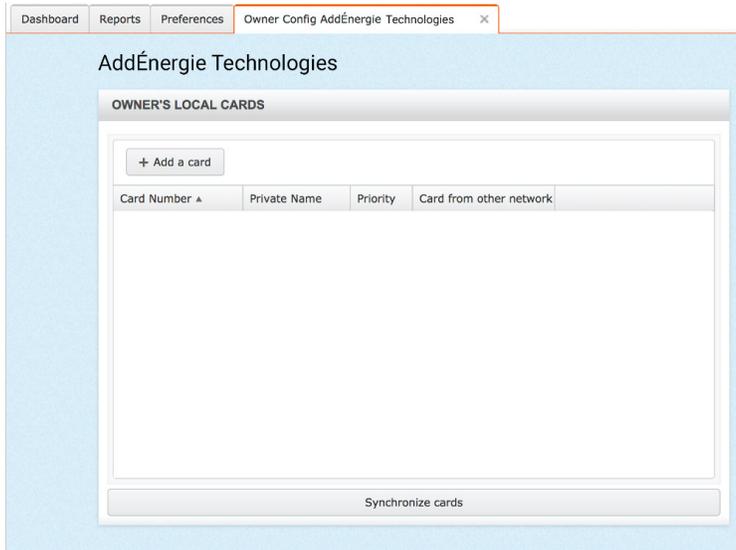
Dashboard Rapports Préférences

Propriétaires 3 Total	Parcs 143 Total	Bornes 168 Total	Passerelles 2 Total
Propriétaires 0 En état normal	Parcs 1 En état normal	Bornes 15 En état normal	Passerelles 1 En état normal
Propriétaires 0 En alarme mineure	Parcs 0 En alarme mineure	Bornes 0 En alarme mineure	Passerelles 0 En alarme mineure
Propriétaires 1 En alarme majeure	Parcs 1 En alarme majeure	Bornes 7 En alarme majeure	Passerelles 1 En alarme majeure
Propriétaires 0 Hors-service	Parcs 0 Hors-service	Bornes 0 Hors-service	Passerelles 0 Hors-service
Propriétaires 2 Sans gestion réseau	Parcs 141 Sans gestion réseau	Bornes 146 Sans gestion réseau	

Propriétaires		Statut	Config	
AddÉnergie		✓	⚙️	
Parcs	Propriétaires	Statut	Config	
✓	AddÉnergie - Parc 1	AddÉnergie Technologies	✓	⚙️
Bornes	Parcs	Session en cours	Statut	
	AAB-10928	AddÉnergie - Parc 1	✓	⚙️
	AAB-12011	AddÉnergie - Parc 1	✓	⚙️
	AAB-12309	AddÉnergie - Parc 1	✓	⚙️
	AAB-12310	AddÉnergie - Parc 1	✓	⚙️
	AAB-12319	AddÉnergie - Parc 1	✓	⚙️
▶	AddÉnergie - Parc 2	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 3	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 4	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 5	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 6	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 4	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 8	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 9	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 10	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 11	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 12	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 13	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 14	AddÉnergie Technologies	✓	⚙️
▶	AddÉnergie - Parc 15	AddÉnergie Technologies	✓	⚙️

- A Owner Configuration
- B Park Status
- C Park Configuration
- D Station Status
- E Station Configuration

A Owner Configuration



The Owner Configuration page allows the site administrator to manage access for EV drivers using their member RFID card or App. EV drivers added to the account at the Owner Configuration level are granted free and unrestricted access to all stations under the site administrator's management. For example, in a workplace setting, charging stations may only be accessible to employees.

See how to add a card in section "05 Managing User Access".

B Park Status



The Park Status page provides a useful summary view of a park's activity and its corresponding stations, with real-time usage information.

This dashboard allows the site administrator to conduct quick reviews of daily activities, including confirming how long a vehicle has been connected, if it is still charging, and total energy transferred.

When a member's RFID Card or App is added to the park, the drivers' name appears in this section during a live charging session.

When a charging station is subject to energy management, the site configuration details and available power supply are also displayed on the Park Status page.

This station has been updated to OCPP and its session information before the update keeps on being accessible.

C Park Configuration

AddÉnergie Technologies

OWNER'S LOCAL CARDS

Cards in this list will have access to free charging on all stations of this owner.

+ Add a card

Card Number ▲	Private Name	Priority	Card from other network		
			<input type="checkbox"/>	Edit	Remove
			<input type="checkbox"/>	Edit	Remove
			<input type="checkbox"/>	Edit	Remove
			<input type="checkbox"/>	Edit	Remove
			<input type="checkbox"/>	Edit	Remove

Synchronize cards

The Park Configuration page allows the site administrator to manage access for members via their Member RFID Card or App. EV drivers added to the account at the Park Configuration level are granted free and unrestricted access to all stations in the park. For example, for an owner with multiple distinct separate buildings, private parking stalls may have a dedicated group of stations (one park/site) with restricted access for certain users.

Please contact FLO if you want your park level accesses fee based.

See how to add a card in section “05 Managing User Access”.

D Station Status

Dashboard Reports Preferences AAA-11069 X

IDENTIFICATION

Charging station: AAA-11069
Park: FLO - AddÉnergie 2.0 - Public
Owner: AddÉnergie Technologies
Gateway: FLO - AddÉnergie - Public
Last gateway used
MAC Address: 00-13-A2-00-41-8F-7C-00

VERSIONS

Model: AddÉnergie SmartTWO™ v4 SC
CSNMS Protocol: 1.1.56
Application: 6.1.12 (n/a)
ZigBee firmware: 4059

REMOTE CONTROL

Initiate a charging session
Terminate current session

ALARMS

STATUS:

Service state: In Service
Status: Available
Session state: No active session
Current user:
Connector state: Inside the station
Door state: Door closed
Connection state: No EV connected
Charging state: EV not currently charging
SAE Control pilot: A - EV not connected
Contactor state: OFF
Input voltage: 209.4V @ 0A
Energy output to EV: 0Wh
Temperature inside station: 9 °C
ZigBee signal strength: (-37 dBm)
Station local time: 12/2/2020 8:19:08 AM
Time since last reboot: 20h 18m 7s
Last status received: 0s ago
Refresh status (automatic during 09:03)

Click here to change the status of the station.

Station's advanced status window.

NOTE that when a station follows the OCPP protocol to communicate to the system, its status options are simplified, and its session state is visible when in-use.

The screenshot shows the web portal interface for station AAC-00224. It is divided into several sections:

- IDENTIFICATION:** Station Name: AAC-00224, Supplier Serial Number: AAC00224, Park name: FLO - Park 1, Owner name: FLO, Model name: AddEnergie SmartDC™ v3 (OCPP), Firmware version: 8.9.7.155397. A link "Go to configuration page" is present.
- REMOTE CONTROL:** Contains two buttons: "Restart station..." and "Hard reset...".
- STATUS CHARGING STATION OCPP:** Service state: In Use (green indicator), Last status received: 2023-05-10 11:21:20, and a "Refresh Status (automatic during 09m 55s)" button.
- SESSION STATE:** Card Number: 0001234567898765, Session state: Charging, Session start: 2023-05-10 10:56:40, Session duration: 0:24:45, Price: 0.00 CAD, Energy: 18687 Wh, State of charge: 60, Amperage: 124 A, Voltage: 392 V. A "Terminate Current Session" button is at the bottom.

E Station Configuration

The screenshot shows the configuration page for station AAB-10928. It includes the following sections:

- IDENTIFICATION:** Station name: AAB-10928, Park name: AddEnergie - Park 1, Owner name: AddEnergie Technologies.
- USAGE FEE CONFIGURATION:** Pricing mode: Per session, Price: 0.00 \$. Includes an "Apply changes" button.
- MAXIMUM CURRENT CONFIGURATION:** Maximum current (A): 30A. Includes an "Apply changes" button.
- DISPLAY CONFIGURATION:** Each display line is limited to 20 characters. The display time determines how long each message is displayed. We suggest a standard display time of 5 seconds. To disable a given message, set its display time to 0.
 - Custom message language 1:** Line 1: "Pour devenir membre:", Line 2: "www.flo.ca", Display time for each message: 3.
 - Custom message language 2:** Line 1: "To become a member:", Line 2: "www.flo.ca", Display time for each message: 3.
 Includes an "Apply changes" button at the bottom.

Annotations on the left side of the screenshot:

- "Select Pricing mode and Rate" points to the Pricing mode dropdown.
- "Rate parameters" points to the Price input field.
- "Set the vehicle energy transfer rate by adjusting the maximum current. Set public stations at 30 A (recommendation)." points to the Maximum current dropdown.

You can add two custom messages. They will appear after the standard messages on the station.

For example: "Contact administration to access charger."

NOTE: Don't forget to click "Apply Changes" in each box to save changes.

When a station follows the OCPP protocol to communicate to the system, its configuration options are simplified.

IDENTIFICATION	
Name:	AAC-00224
Park:	FLO - Park 1
Model:	AddEnergie SmartDC™ v3 (OCPP)
LOCATION	
Latitude:	46,797055
Longitude:	-71,31428
Address:	2800 rue Louis-Lumière
Address (cont):	
City:	Québec
Province / State:	QC
Country:	CANADA
Postal/ZIP code:	G1P 0A4
Time zone:	(UTC-05:00) Eastern Time
USAGE FEE CONFIGURATION	
Pricing mode:	Per session
Price:	0.00 \$

F Billing Charging Services

Consider billing charging services to recoup some of the infrastructure and energy costs, guide users towards the right charging etiquette by preventing overstaying and monitor station access.

How to choose the right billing mode:

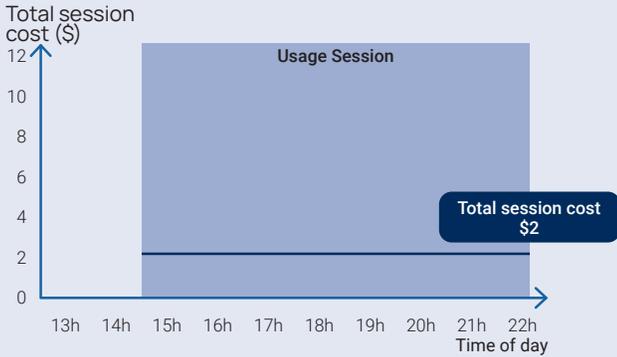
1. Consider the goal for which you are offering charging services.
2. Take into account environment factors such as regulation, available amenities, parking space, expected usage, etc.
3. Set appropriate mode and price your stations.

Segment	Key aspects	Suggested modes
In-Transit	<ul style="list-style-type: none"> • Drivers are in a hurry • Drivers expect availability • Station turnover is important 	<ul style="list-style-type: none"> • Graduated
Curb	<ul style="list-style-type: none"> • Charging spots are often a "privileged" parking 	<ul style="list-style-type: none"> • Graduated
Retail/Services/Commercial	<ul style="list-style-type: none"> • Length of stay relates to time of activities on site 	<ul style="list-style-type: none"> • Hourly
Workplace	<ul style="list-style-type: none"> • Often offered as an employee benefit • Station turnaround may have to be managed 	<ul style="list-style-type: none"> • Per charging hour / Per kWh (USA only) • Hourly • Session Fee

Available Pricing Modes

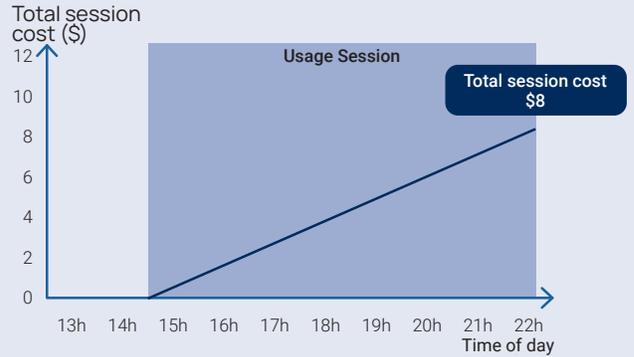
Session fee

One unique fee for the whole session
 Ex: \$2 per session and includes time connected to the station even if no energy is transferred.



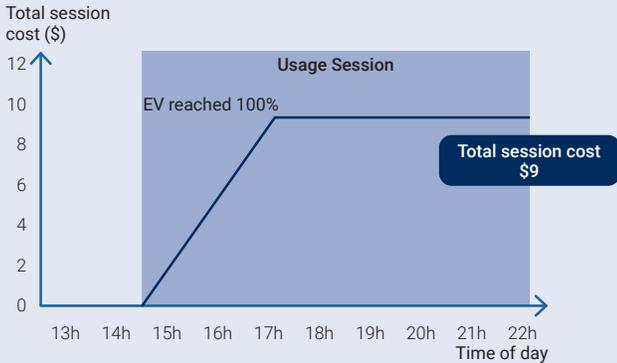
Per hour

Rate per hour for the whole session
 Ex: \$1 per hour and includes time connected to the station even if no energy is transferred.



Per charging hour

Rate per hour, only while energy is transferred to the EV and the station
 Ex: \$3 per hour while charging



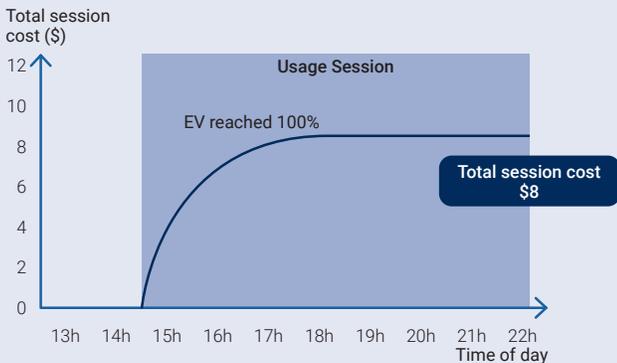
Graduated

Rate per hour that can shift during the session (two tiers possible)
 Ex: \$1 per hour for the first five (5) hours followed by \$2 per hour afterwards



Per kWh

Rate per kWh, corresponding to energy transferred to the EV
 (Available for specific states in the US only)
 Ex: \$0.32 per kWh



03 Reports



Types of Reports

Dashboard **Rapports** Préférences

Available reports:

- Usage sessions report
- Recharge sessions report
- Transactions report

Click here to access reports on energy consumption, session duration, revenue generation and more, for an owner, a park or a charging station.

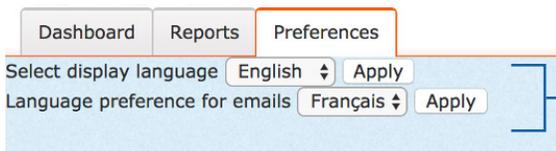
- Usage sessions report: total time a vehicle has been connected to a charging station.
- Charging sessions report: total time a vehicle has been drawing energy from a charging station.
- Transactions report: total revenue and tax collected through the charging station's session.

Usage and charge reports can be filtered based on:

- Date: defined period during which charging session records are displayed
- Park Owner: summary information on all owner's park activity
- Park: summary information on the activity of the owner's parks
- Charging Station: detailed session record history relating to a specific station

The reports can be viewed online or exported into Microsoft Excel format and downloaded for further analysis.

04 Preferences



Select language preference:
English or French

NOTE: Don't forget to click "Apply" on each line to save changes.

05 Managing User Access

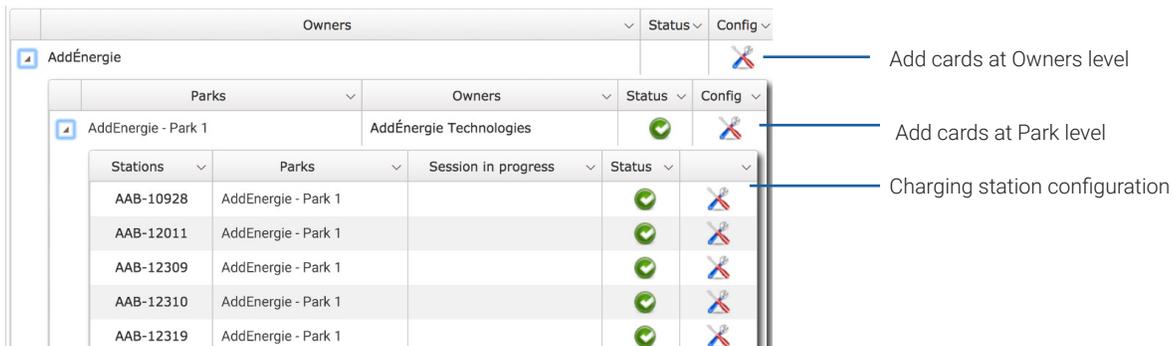
In order to become a member to use FLO charging stations, an EV driver can register for free by signing up on the website (flo.com) or by downloading the FLO mobile application.

Whether through the FLO Web user portal (flo.com) or through the FLO mobile application, members can locate available charging stations with a map-based interface, add funds to their account, pay charging sessions, consult usage data and more.

A member RFID card or mobile application number are used for authentication reasons and for paying charging sessions.

When managing a station's access through the Customer Web Portal, the site administrator can add these unique ID details (either the FLO card or mobile application number) and allow a member to gain access to stations such as at a workplace or at a multi-residential building.

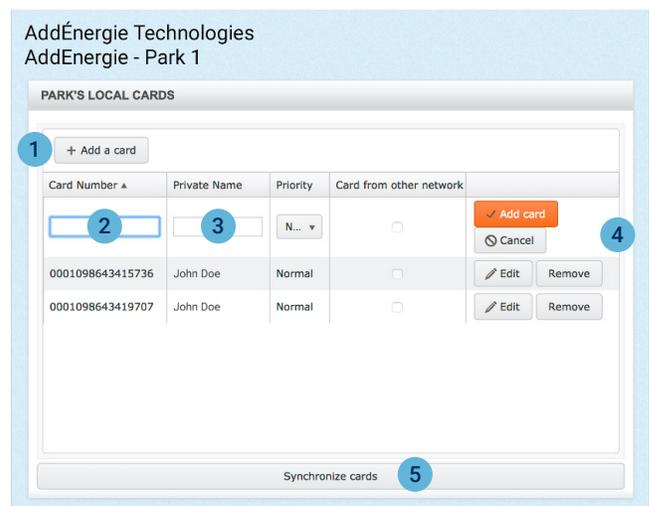
The site administrator can grant access to ALL stations under the owner by adding the unique number of the FLO card or mobile application at the Owner Configuration level or by adding this number to one or more parks at the Park Configuration level. Both levels provide unrestricted and free access to the stations. To configure the park levels with a fee, please contact service@flo.com.



NOTE: If the stations are configured to charge drivers, e.g. \$1.00 per hour, any added member card or mobile application number will provide free charging at these levels. To charge a fee at the park level, please contact service@flo.com.

The example below illustrates adding cards at the Park level. This would be consistent with a multi-residential building where the site administrator wishes to restrict access to all charging stations while ensuring those who are granted privileges register with the building before use of the desired station(s) to be charged for access.

- 1 Press "Add a card"
- 2 Enter card number
- 3 Add driver name or unique details
- 4 Press "Add card"
- 5 Press "Synchronize cards" to send card information to stations





Contact Us
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