

mer

Pure energy from Statkraft

EV charging with Mer

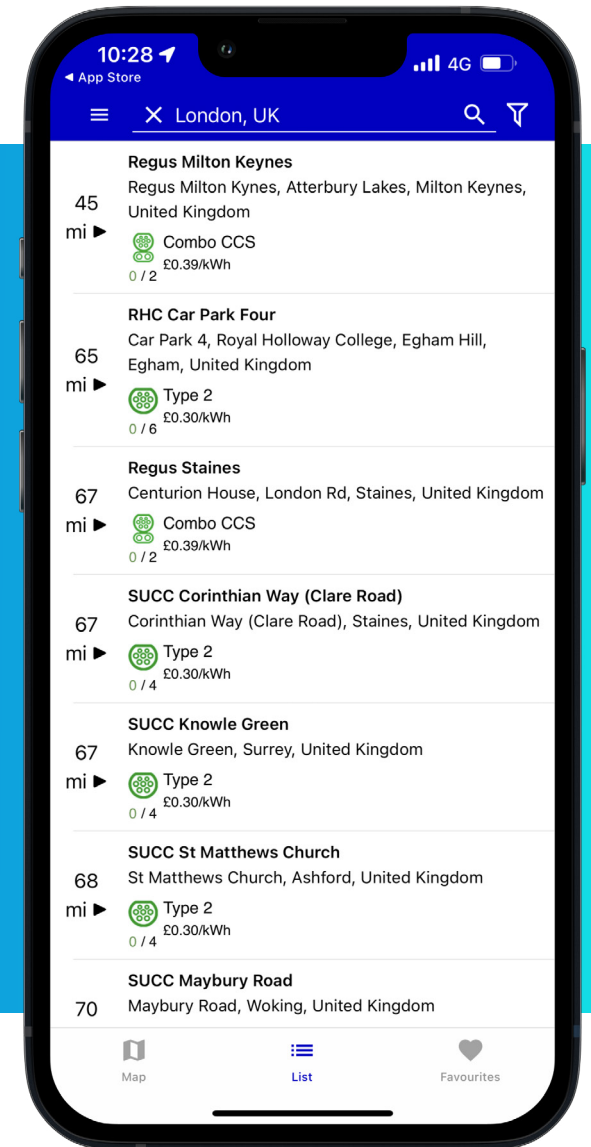
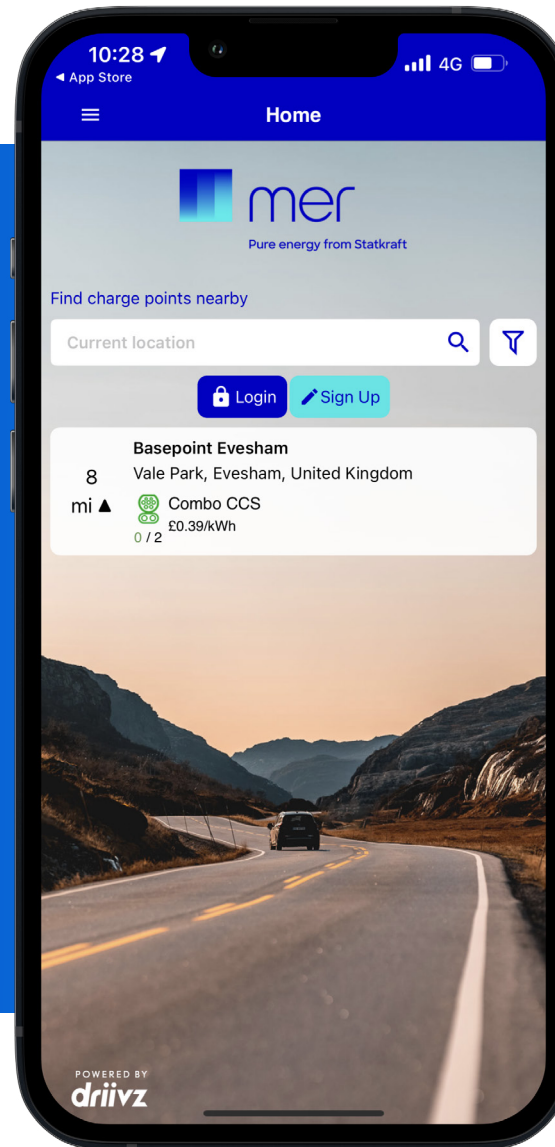
We have produced this handy guide to help you access Mer Connect UK and our Driver Portal.



How do I charge?

We hope you have noticed some new EV charge points in your car park/depot. We have produced this handy guide to help you get charging.

First you need to download the Mer Connect UK app from Google Play Store / App Store



How do I charge?

We aim to deliver a straightforward charging experience for EV drivers, please follow the instructions below to get started. **Please note that University of Nottingham charge points are restricted access so you must have a registered account.**

Register with Mer

- » Open the Mer Connect UK app
- » Click on Sign Up
- » You are the redirected to a page about the Mer Network, click 'Next'
- » Enter your personal info, create password and click on 'Next'
- » Enter your billing address and click 'Next'
- » You will then be prompted to enter your payment details
- » To activate your account, we will send you a code by message
- » Now that your account has been created you can go ahead and click on log in
- » Locate and select the charge point you want to use.

Starting a charge

- » Connect the cable to the vehicle and swipe to charge
- » The status on the charging station screen will change to "Authentication succeeded".

Stopping a charge

- » Swipe stop in the app
- » The cable will release once the charge has finished
- » The status on the charging station screen will change to "Charging completed"
- » You will be charged at the end of your session inclusive of the £1 preauthorisation fee

How our preauthorisation works

- » A preauthorisation charge is a temporary hold of funds requested by Mer to your debit or credit card provider.
- » When you start a charging session at a Mer charger, Mer requests a preauthorisation to your chosen payment method.
- » This amount does not leave your credit or debit card, it remains 'pending' or 'on hold' until the charging session finishes, and the actual cost of the transaction is ready to be charged to your account.
- » When your charging session is complete, the cost of your charging session is calculated and deducted from your pending preauthorisation payment.

The Driver Portal

- Visit <https://uk.mer.eco/>
- Along the navigation bar at the top click on Driver Portal/Map
- Click 'Sign in' at the top right of the screen
- If you have registered to the Mer Connect UK app you'll be able to access our Driver Portal using the log in details you've just created on the app.



Homepage

- » On the homepage you will see a map of all the charge points available to you.
- » You can access information on the chargers listed here including availability, type of socket and/or report an issue.

Account

- » Top right of the screen you will see a drop down tab named account.
- » Here you will see your billing contract
- » This will include the type of contract you have, when the next payment is due and other information about your membership.
- » Via the invoices tab you can access recent invoices and track your expenditure.

Profile

- » You can access your profile by clicking on the profile drop down tab at the top right of the screen
- » You can upload a picture, change your name and linked phone number and home address.
- » You can also change whether you want to receive marketing updates from this page.
- » If you would prefer to charge via a charge card you can purchase one here for £10
- » If a charge card is lost or misplaced, you can temporarily suspend the card from being used by pressing the suspend button.
- » If the card has been stolen or is permanently lost, press report under the card details. It will be deactivated and a new card can be provided.
- » And manage how you will be notified about different events associated with your Account. You can be notified via Text SMS, Email or via the Mer Connect UK App.

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For more information or if you need assistance, contact your account manager at Mer.

Email us at **support.uk@mer.eco**
or call **020 3884 2768**