NEXUS App User Guide

EVIELIFE LTD

1. Download and install the NEXUS Cloud App
   - iPhone – use the App Store and search for "NEXUS Cloud"
     - Link: https://apps.apple.com/gb/app/nexus-cloud/id1640260931
   - Android – use the Play Store and search for "NEXUS Cloud"
     - Link: https://play.google.com/store/apps/details?id=co.uk.hydranexus.app
   - The App will look something like this depending on your user system:
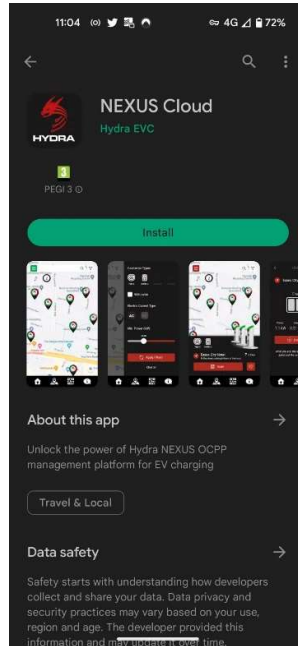
2. Open the App in your phone
   - Create an account by selecting "**Sign up**"
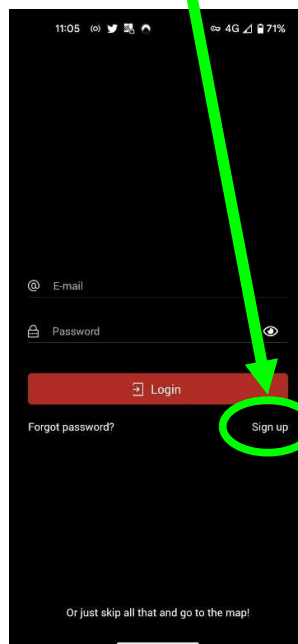
3. Registration process
   - You'll complete an initial set-up page asking for your email address and a new password. Input your details and click next.
   - If asked about locations services, select "While using the app" to help you identify the correct charger at your location.
   - You'll be taken to the next page to input your details.
     - N.B. Please complete in full as this is how EvieLife can track your account, if required, to ensure you are on the correct tariff and your card is set-up correctly or process any repayments/refunds as needed.
   - Screenshots of the process are shown below:
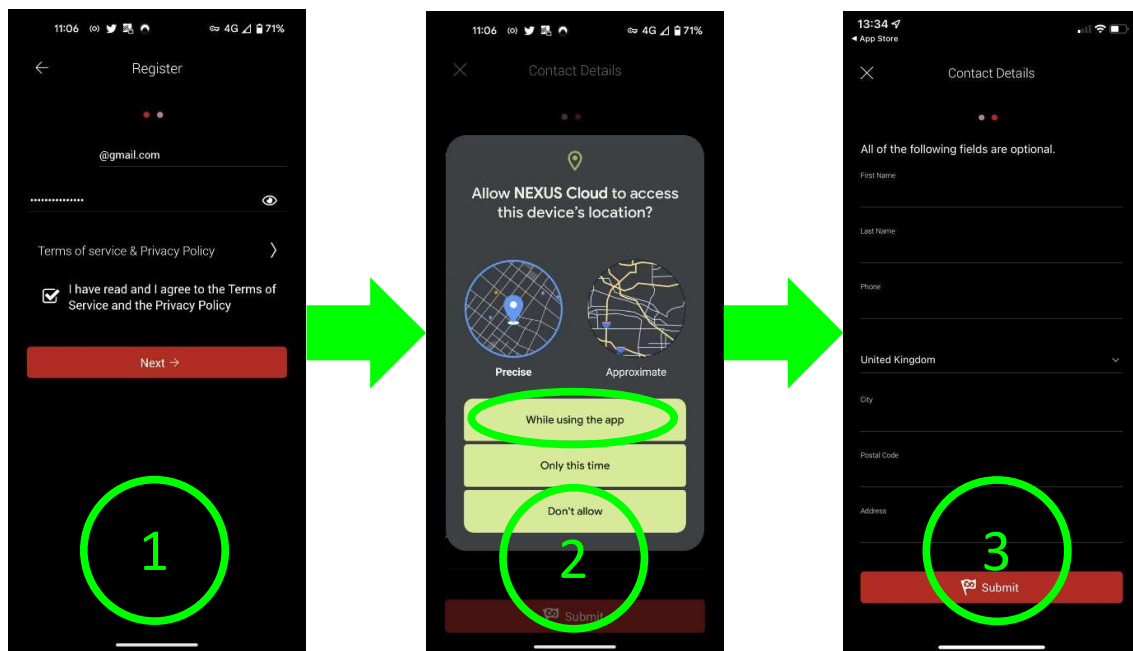
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4. Adding a payment method
   - Once you have submitted your details, the App will open.
   - The app defaults to the Home Charger set-up.
   - Click the hamburger menu in the top left corner to bring up your account details
   - Select the ➕ icon in the "Pay via:" section of the menu
     - Select "Add" to add your payment details
   - Input your card details
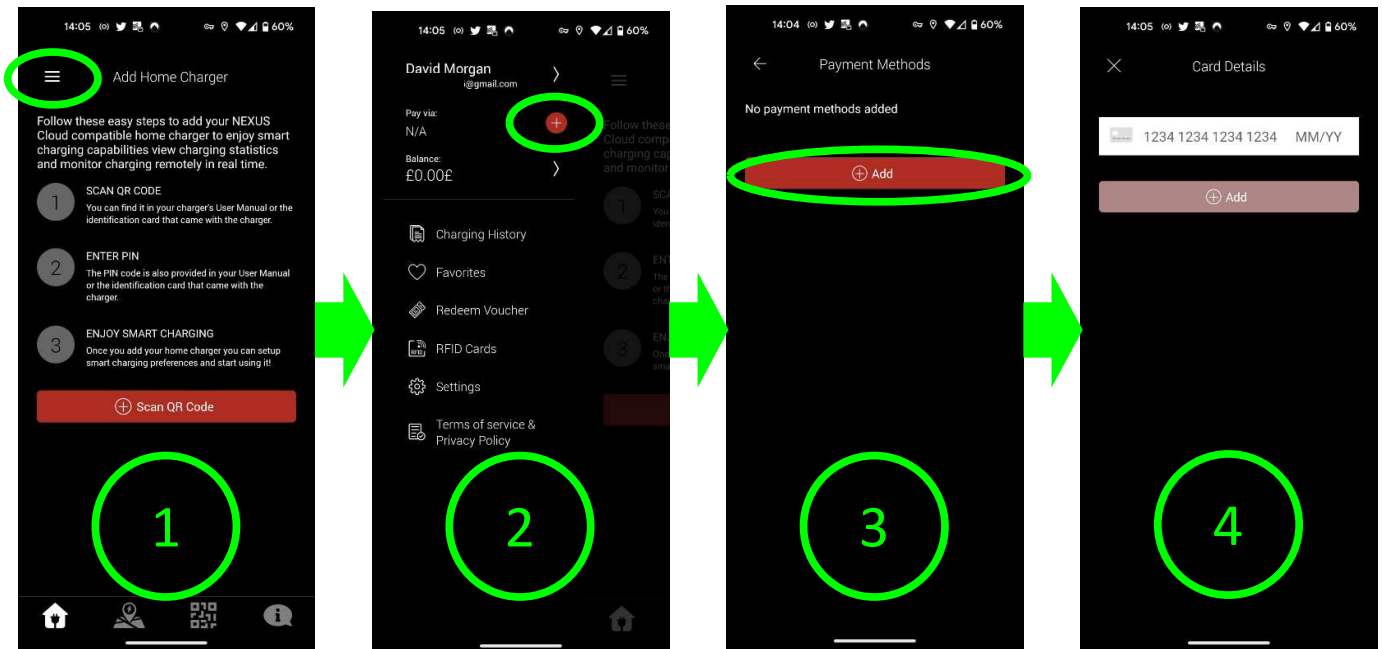
- Once your card has been authorised, you will be returned to the "Payment Methods" menu, as shown below, where your card will be shown as "Default"
- Click the back button in the top left corner, which will return you to the main menu pop-out and you will see your payment card listed under "Pay-via"
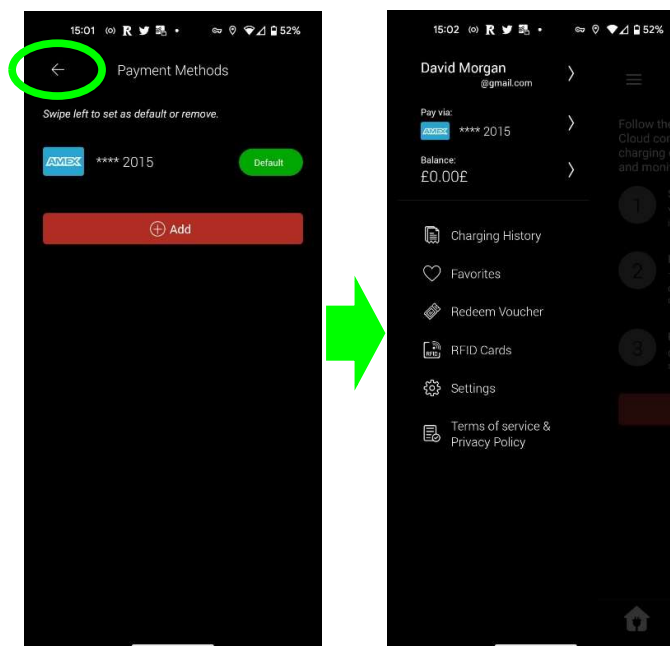
5. Adding credit to your account
   - You now have to load credit onto your account to start a charge session
   - With the account menu open, click on the arrow next to "Balance"
   - In the "My Balance" Menu click the ➕ icon
   - Select the amount you wish to add to your account
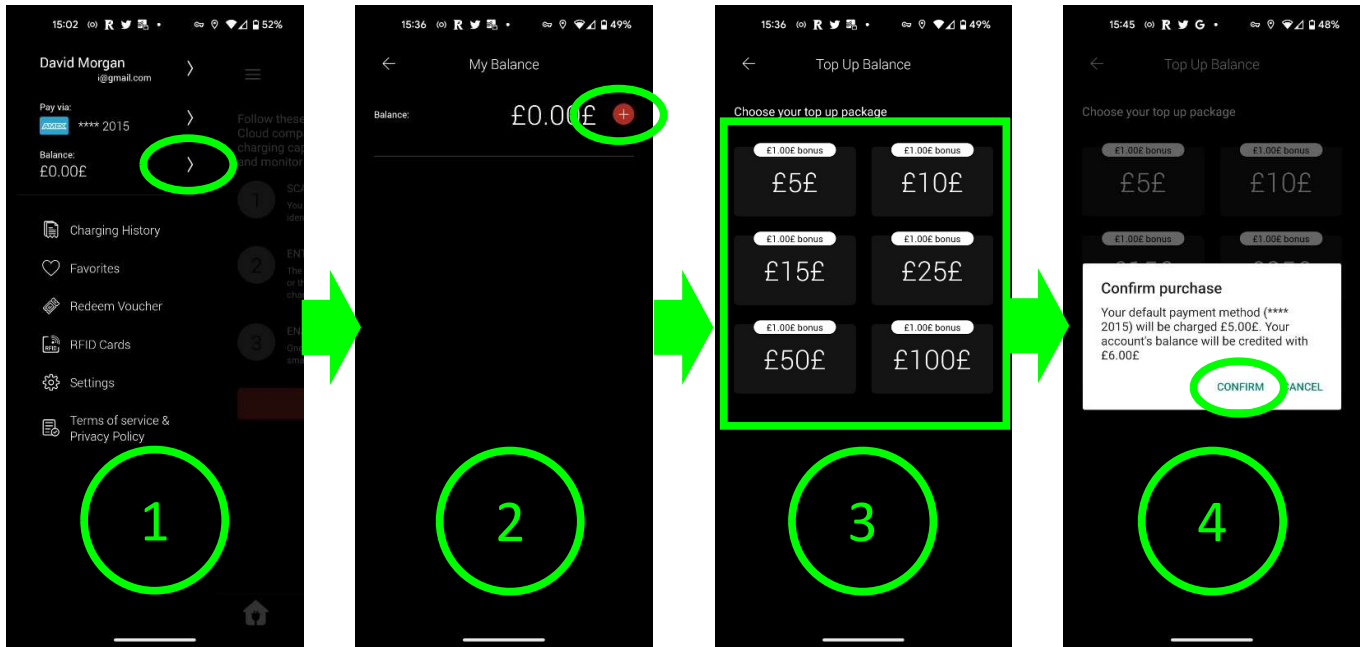
   - **N.B. at times, the app has shown only one top-up package when topping up for the first time. Users must fully close and restart the app to reset the top-up options. This will then show the options "£5£, £10£, £15£, etc."**
   - **If the bug occurs it will present you with just one or two high amount for top up, as shown below**
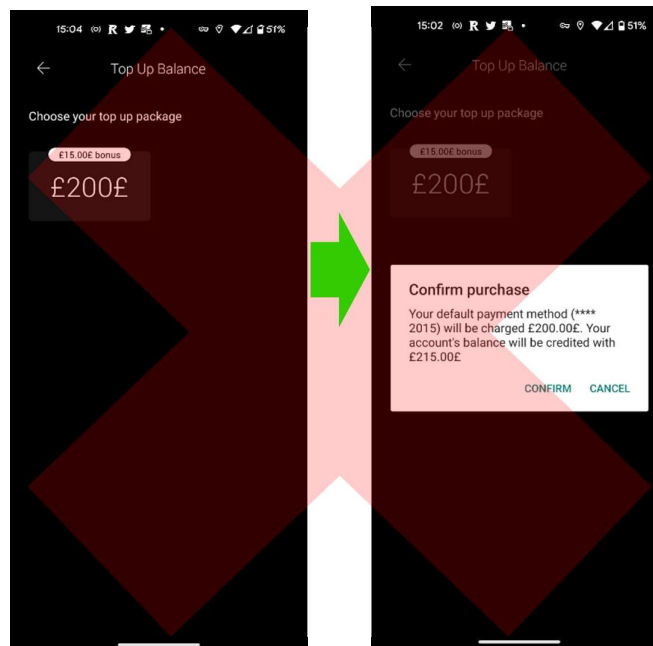
- If the purchase is successful, you will be returned to the "My Balance" menu where your balance will be displayed and any payment history.
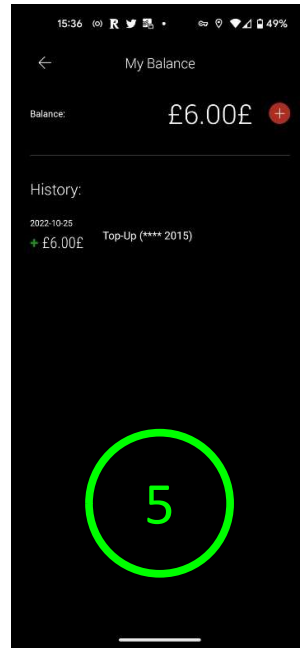
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6. Starting a charge session through the app using either one of the two methods shown below
   a) Starting a charge session through the in app mapping tool
      - Plug in your car
      - From the in-app map, select your location
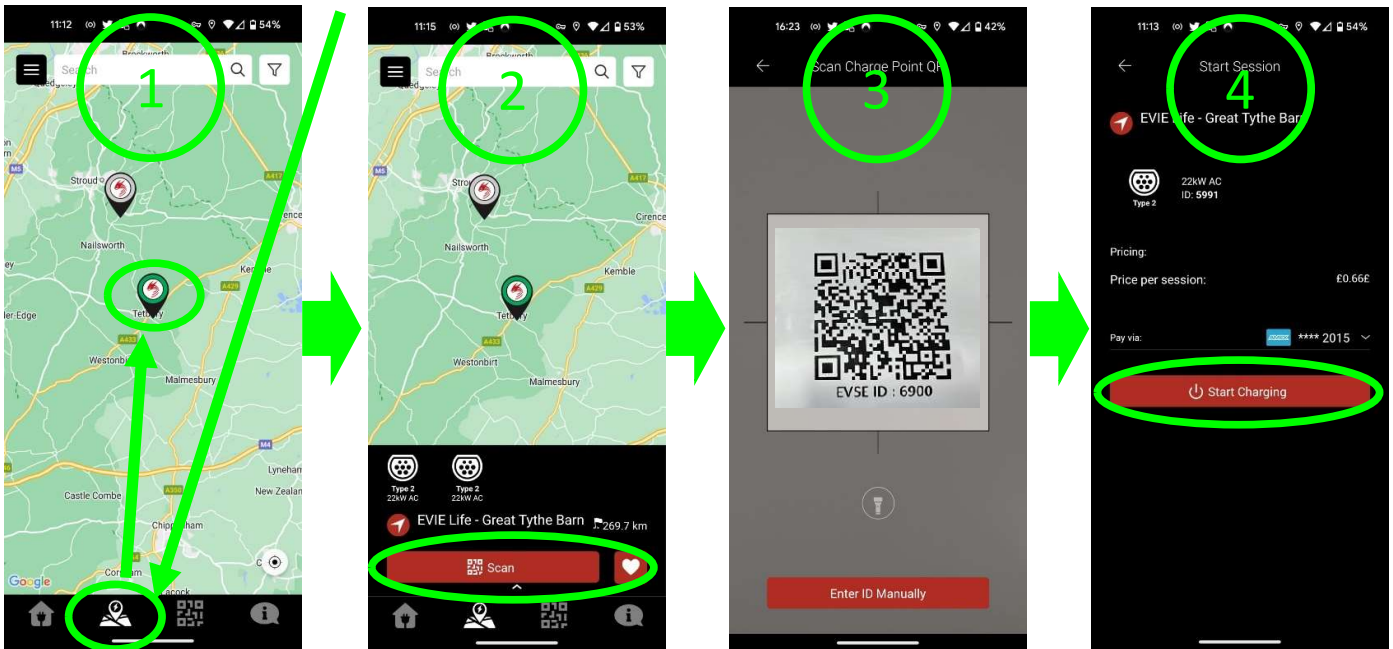
OR

   b) Starting a charge session through the in app QR code scanner
      o Using the QR code scanner