

Driver Start Guide



This guide will walk you through the process of setting up your **Rightcharge account**.



To confirm Rightcharge supports drivers with their **Home** and/or **Public** charging.



For **Public charging** we provide drivers with an RFID charging card which gives access to 70% of the UK's public charging network.

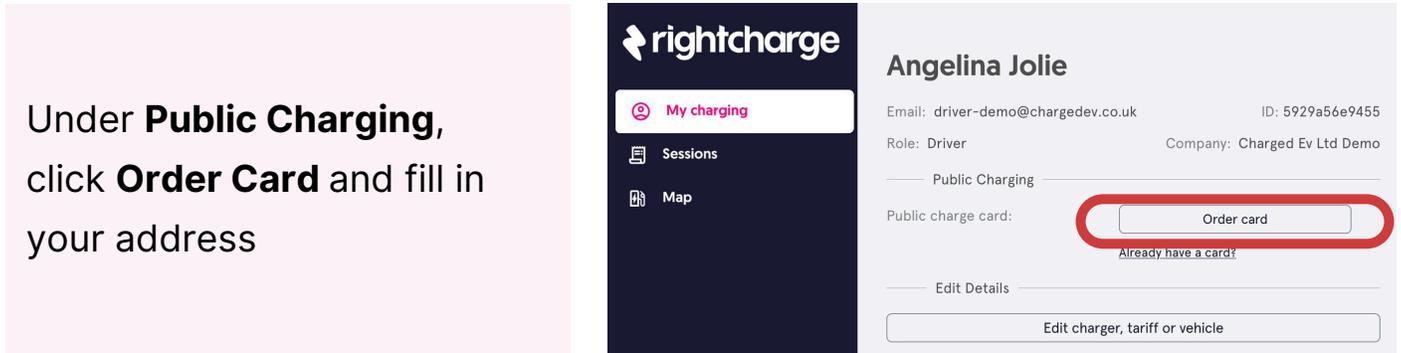
For **Home charging** we connect with your home charger, vehicle and home energy tariff to work out how much energy has been used for charging work vehicles and we will directly reimburse your home energy account for this amount.

If you are not sure whether to set up Home Charging, Public Charging, or both, please check with your fleet manager or relevant point of contact.

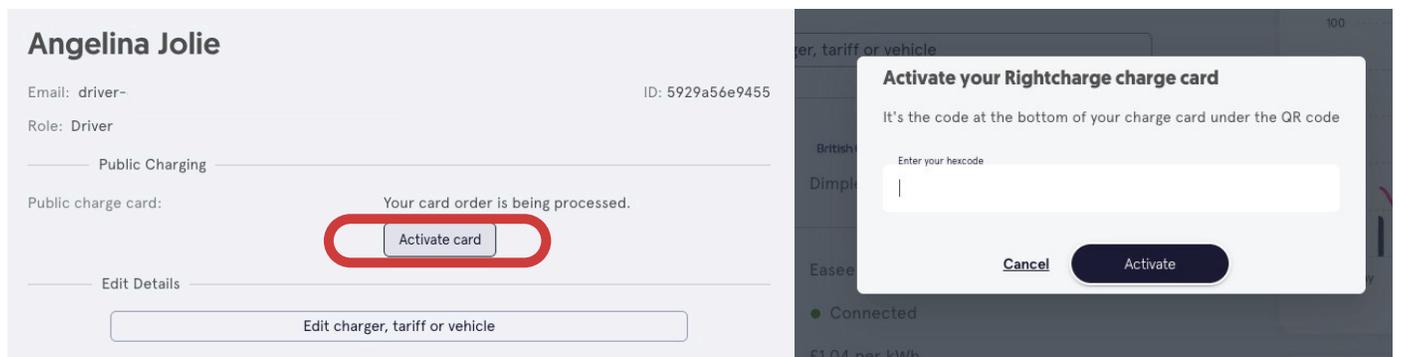
Public Charging Setup

For public charging you will just need to order and activate a charge card. To do this please:

- 1) Login to Rightcharge on a computer or your mobile
- 2) Click **My Charging** or the **Profile Icon** 



- 3) Your card will then take between 3 to 5 business days to arrive.
- 4) Once your card arrives, you will then need to activate it, to do this please go back to the **Public Charging** section mentioned above and click Activate card as shown below.



- 5) You then need to enter your new card's hexcode and click activate.
*This is the string of letters and numbers at the bottom of your card, underneath the QR code.

Now your charge card is ready to be used at tens of thousands of public charge points across the UK. 

Home Charging Setup



For **Home Charging Drivers** below is the information we would recommend sourcing first before full setup.

- Energy Supplier Account Details** (Username and Password)
- Home Address**
- Home Charger App**
- Vehicle Registration**

Depending on your Energy Supplier, Home Charger, and Vehicle Details, you might need some of these items:

- Tariff Details (Unit Rate)
- Energy Contract End Date
- Home Charger Serial Number
- Home Charger Pin
- Vehicle App

1. Adding Vehicle Information

You can add your Vehicle information by going to the **My Charging** page within Rightcharge. You then need to go to the **Search registration** box in the **Vehicle** Section. Here, you need to input your **Registration** and hit Enter to search for the vehicle details.

The screenshot shows the 'My Charging' page in the Rightcharge interface. The left sidebar contains navigation options: 'My charging', 'Sessions', and 'Map'. Below this is contact information for Jennifer Lopez (demo+1@rightcharge.co.uk) and a 'Logout' button. The main content area is divided into sections: 'Public Charging' (with 'Order card' and 'Already have a card?' options), 'Edit Details' (with 'Edit charger, tariff or vehicle' button), 'Home Energy' (with 'Link energy supplier' button), 'Home Charger' (with 'Link home charger' button), and 'Vehicle' (with 'Fraud Prevention Type' set to 'Driver Reporting (Personal)' and a 'Search registration' box highlighted in red). The 'Vehicle' section also shows 'Address: Unit 2, Triton Square Mall, London' and 'Mobile:'. On the right, there are two charts: 'Total cost: £475.54' showing price in GBP over time, and 'Charging Sessions: 16' showing the number of sessions over time.

 **If your vehicle is compatible then you will have the option to link it and if not please do not worry as this is not essential and will not affect your charging capabilities and reimbursement.**

2. Adding your Energy Supplier and Home Charger

A) Adding your Energy Supplier

You can link your energy supplier either by selecting **Link your tariff data** or **Link energy supplier** indicated below within **My Charging**.

The screenshot shows the 'My charging' section of the RightCharge app. The 'Home energy supplier' field has a 'Link energy supplier' button highlighted with a red box. Other fields include 'Home charger type' with a 'Link home charger' button, 'Fraud Prevention Type' set to 'Driver Reporting (Personal)', and 'Vehicle' details. Two charts are visible: 'Price in GBP' and 'Charging Sessions: 16'.

Once clicked you will be taken to a page where you can input your Energy Supplier details. You will need to input the below information:

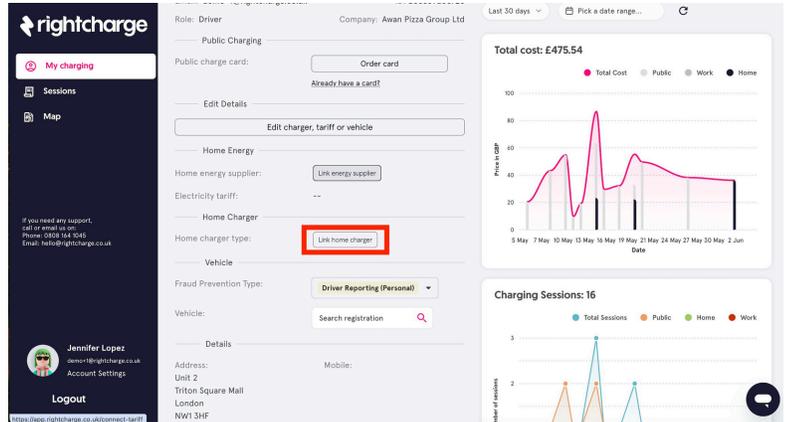
- **Energy Supplier:** This should be selected from the dropdown. If you cannot find your energy supplier, then please get into contact with us. You can find all our [support channels here](#) and below.
- **Supplier Account Number:** You can typically find this on your Energy Bills. For more details on where you can find your Account Number, please follow [our guide](#). It is important that your account number is correct.
- **Username or Email:** This is the email address or username that you use to login to your online account.
- **Energy Supplier Password:** This is the password for your energy supplier online account.

 We recommend you setup your tariff as **automatic** rather than **manual** so that your energy unit rates are automatically kept up-to-date - even when you change your tariff.

Once you've inputted this information into the form, and have accepted the terms of service and data protection policy, please select **Link Energy Supplier**.

B) Adding your Home Charger

You can link your home charger by selecting the link indicated below within **My Charging**.



 **Please note each model's integration process is slightly different.**

You can also find out which home chargers we integrate with and more info at our [Home Integrations page](#).

You will then be prompted to select your home charger model. The page will update with the necessary form fields for you to fill in.

If you cannot find your home charger model, you will be prompted to manually enter the charger make and model. You will also need to manually upload your energy usage on your Driver Profile page, similar to a meter reading.

If you have any questions, comments or concerns, we're always happy to hear from you. We have a few ways of getting in contact with our team.

Our offices are open between 9am and 6pm (UK) from Monday to Friday.



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