JomCharge

USER GUIDE
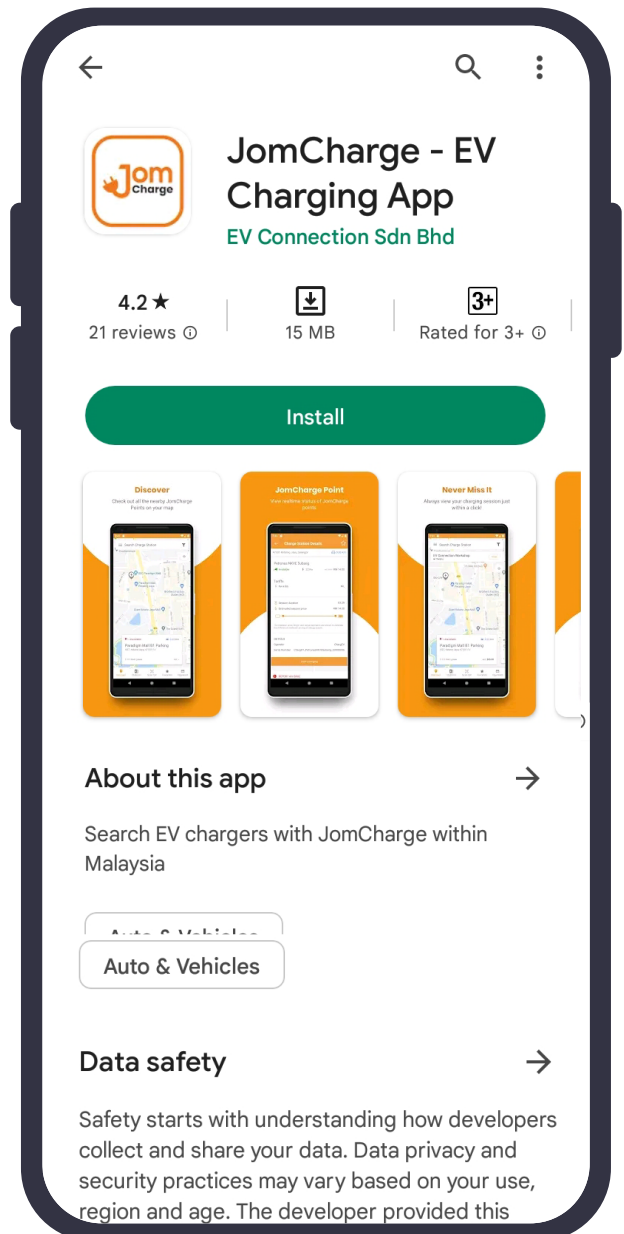
Updated April 2023

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1.Download JomCharge

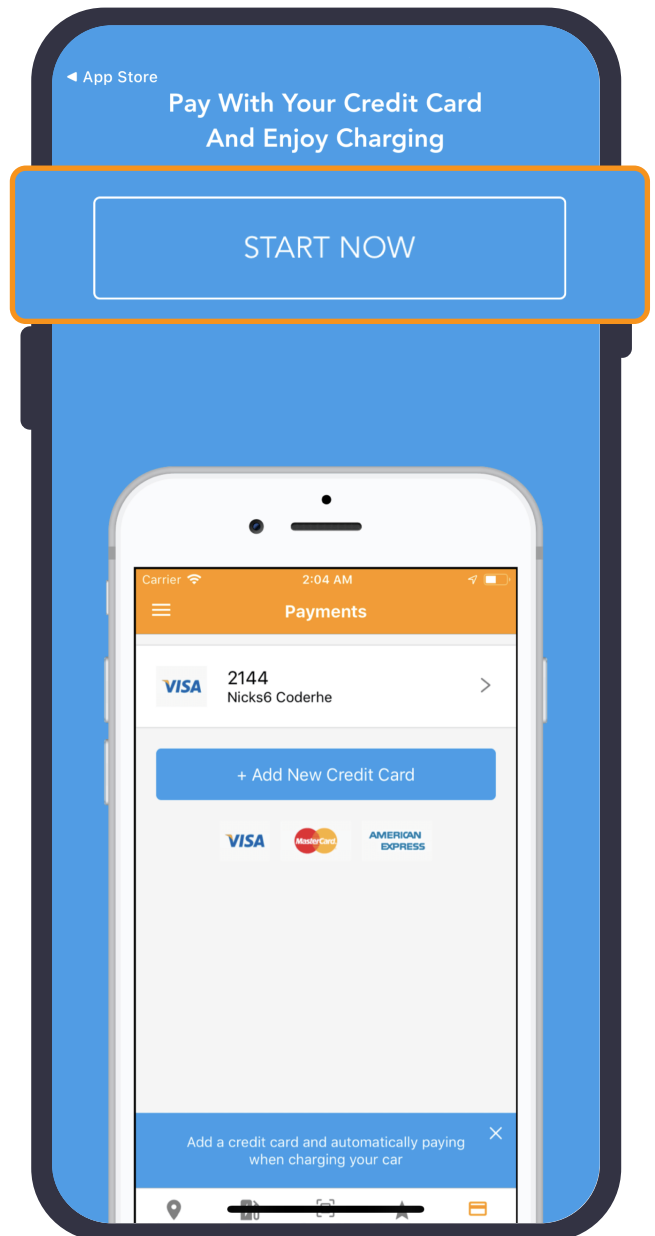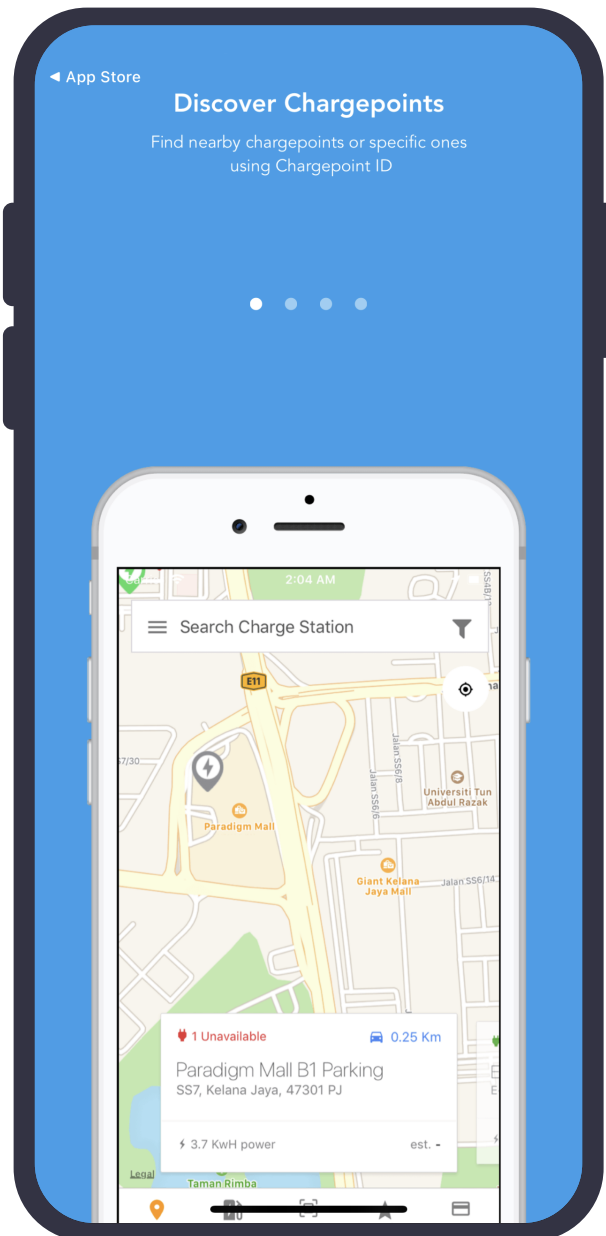Search and download **JomCharge** App from Apple Store or Play Store.

2.App Tutorial

Jom Charge

Discover Chargepoints

Find nearby chargepoints or specific ones using Chargepoint ID

Pay With Your Credit Card And Enjoy Charging

START NOW

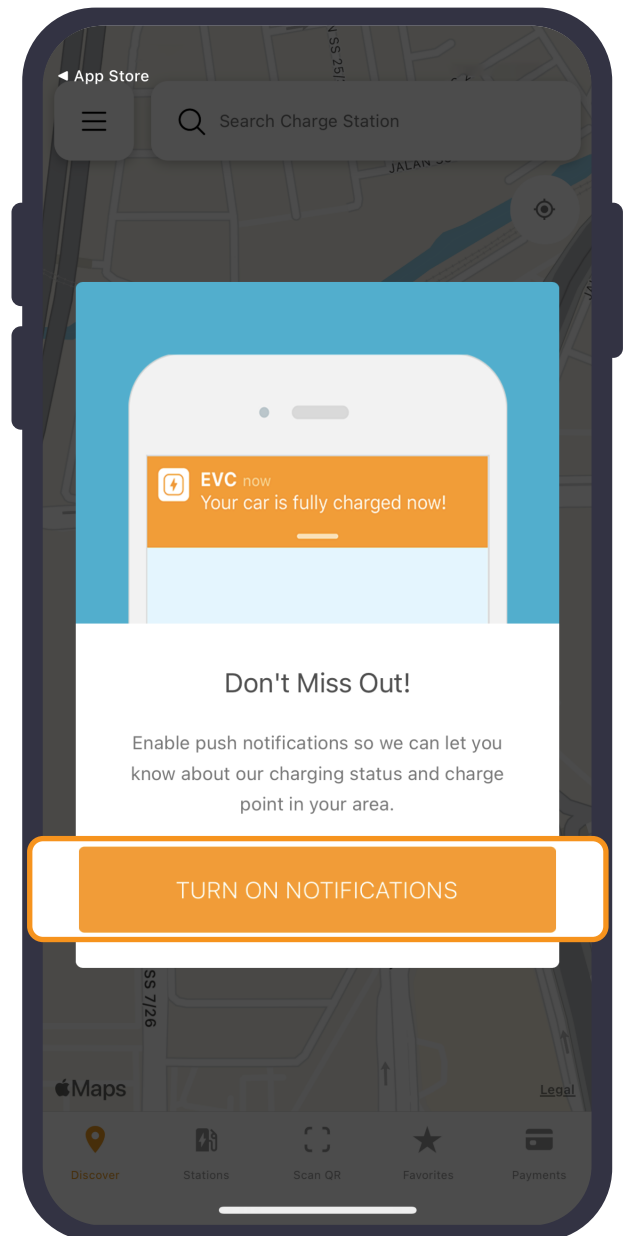When the app is launched, swipe left for tutorials and click **Start Now**.

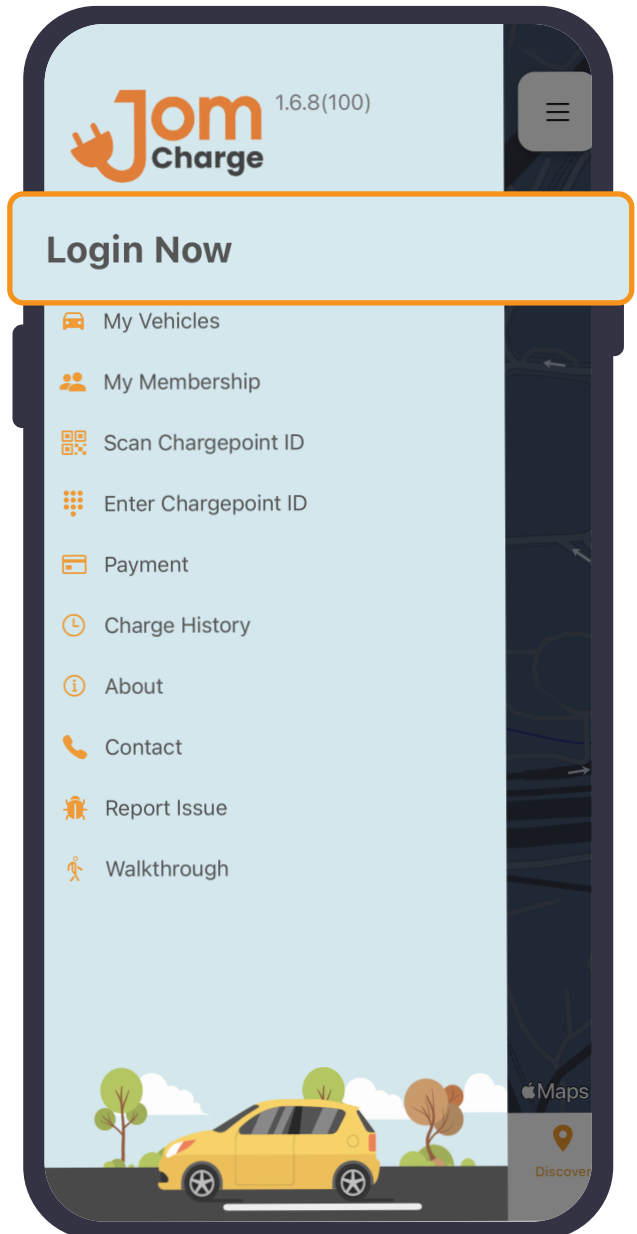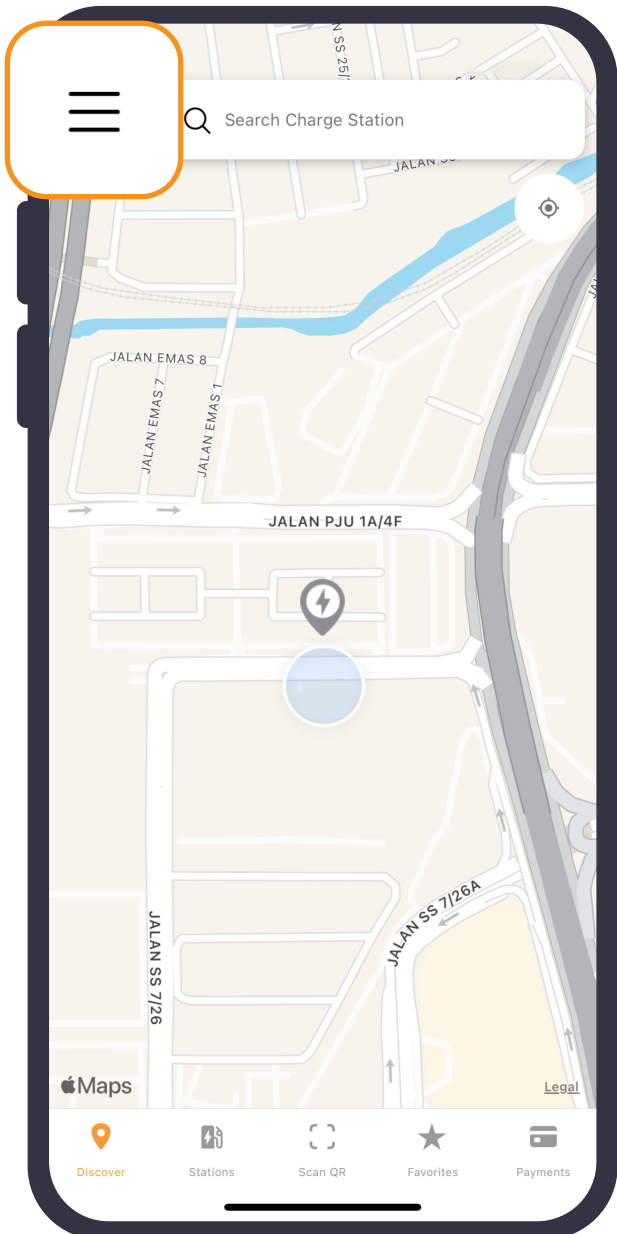# 3.Enable Your GPS Location
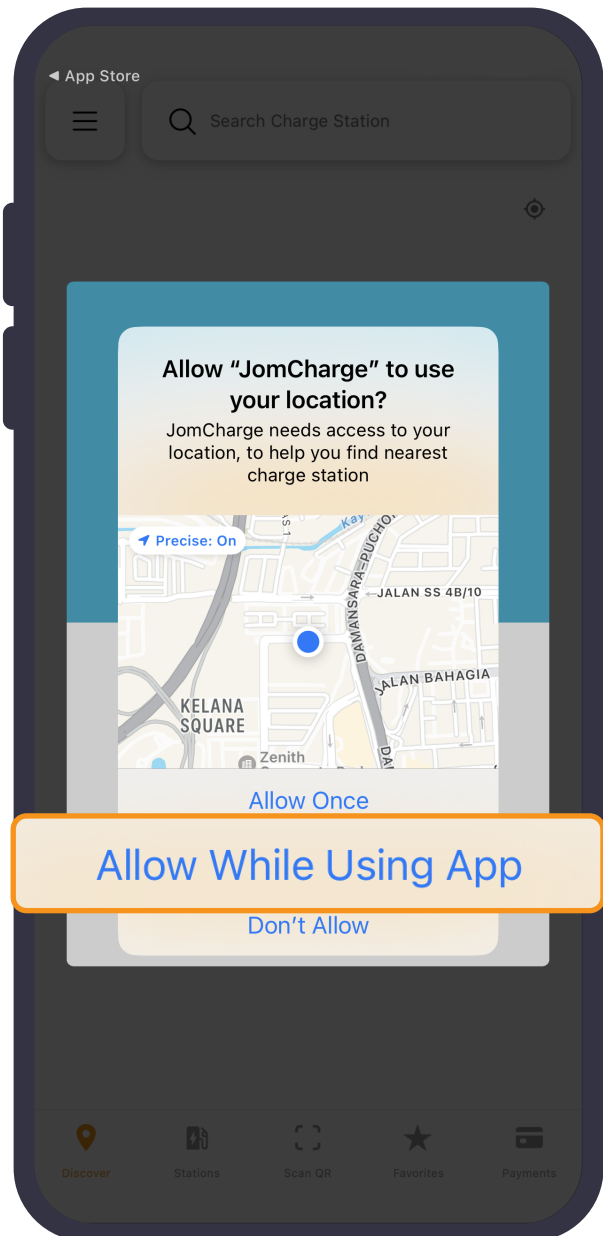
a When the app is launched, select **Allow While Using App**.

b Click **Turn on Notifications** to receive alerts on charging updates.

4.Sign Up With Us

a Click on ☰ at top left to reveal drop down options.

b And proceed to log in if you're an existing user. For new user, click **Sign Up!**

5.Setup Your Profile & Verify Your Email

Jom Charge

Create Account

Profile Information

Email
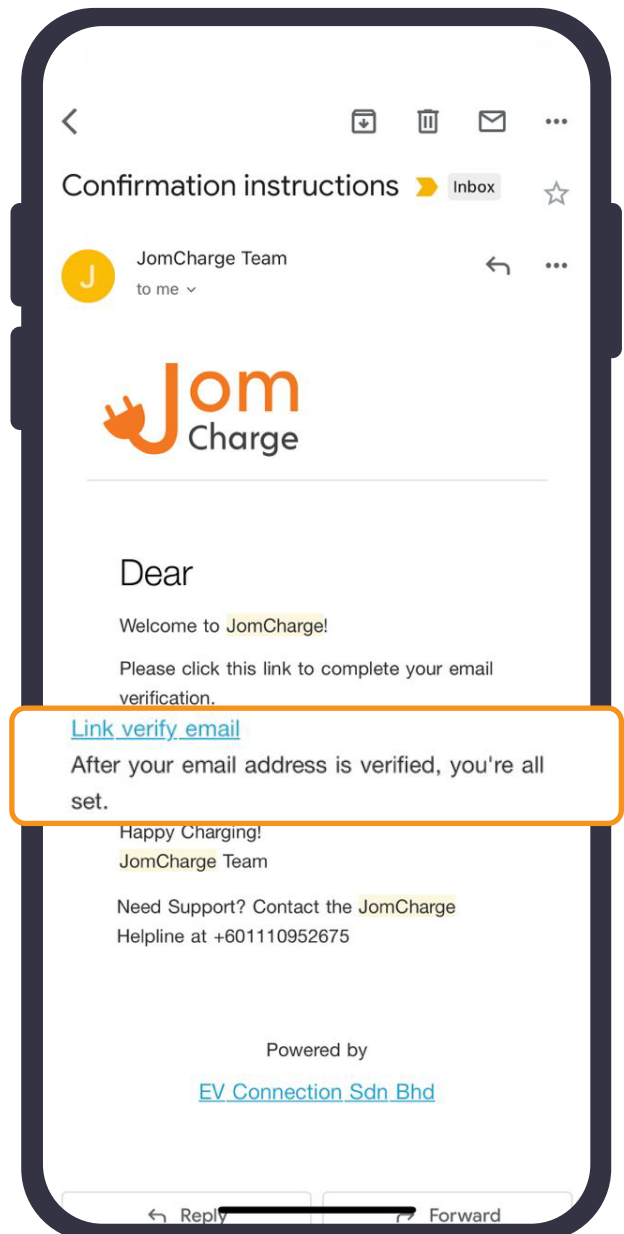Email Address

First Name
eg: John

Last Name
eg: Smith

Mobile Phone
+60

Password

Password
Password

Confirm Password
Confirm Password

REGISTER NOW

Confirmation instructions ▶ Inbox ☆

JomCharge Team
to me ⌄

Jom Charge

Dear

Welcome to JomCharge!

Please click this link to complete your email verification.

Link verify email
After your email address is verified, you're all set.

Happy Charging!
JomCharge Team

Need Support? Contact the JomCharge Helpline at +601110952675

Powered by

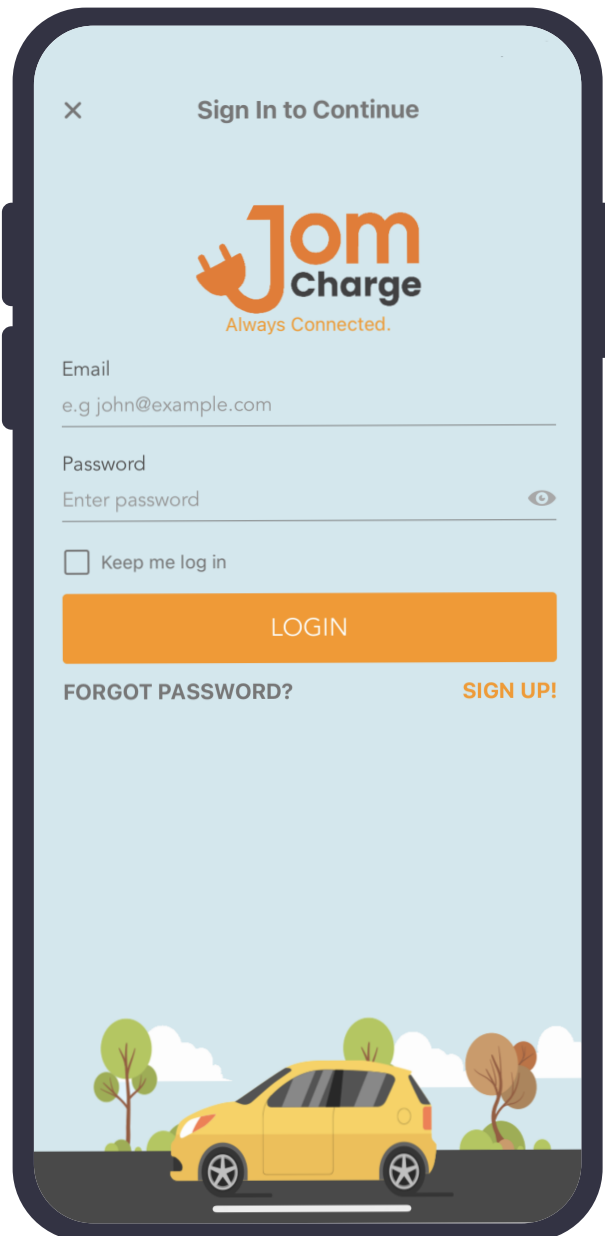EV Connection Sdn Bhd

Reply   Forward

a Fill in your details and click **Register Now**.

b You will then receive an email to verify your account, click on **Link verify email**.

6.Log In

×   **Sign In to Continue**

Jom Charge
Always Connected.

Email
e.g john@example.com

Password
Enter password

☐ Keep me log in

LOGIN

FORGOT PASSWORD?   **SIGN UP!**

Ammar

≡

ACCOUNT

🚗 My Vehicles

👥 My Membership

▦ Scan Chargepoint ID

⋮⋮⋮ Enter Chargepoint ID

▭ Payment

🕐 Charge History

ⓘ About

📞 Contact

🐞 Report Issue

🚶 Walkthrough

a   Back on homepage, log in with your registered email and password.
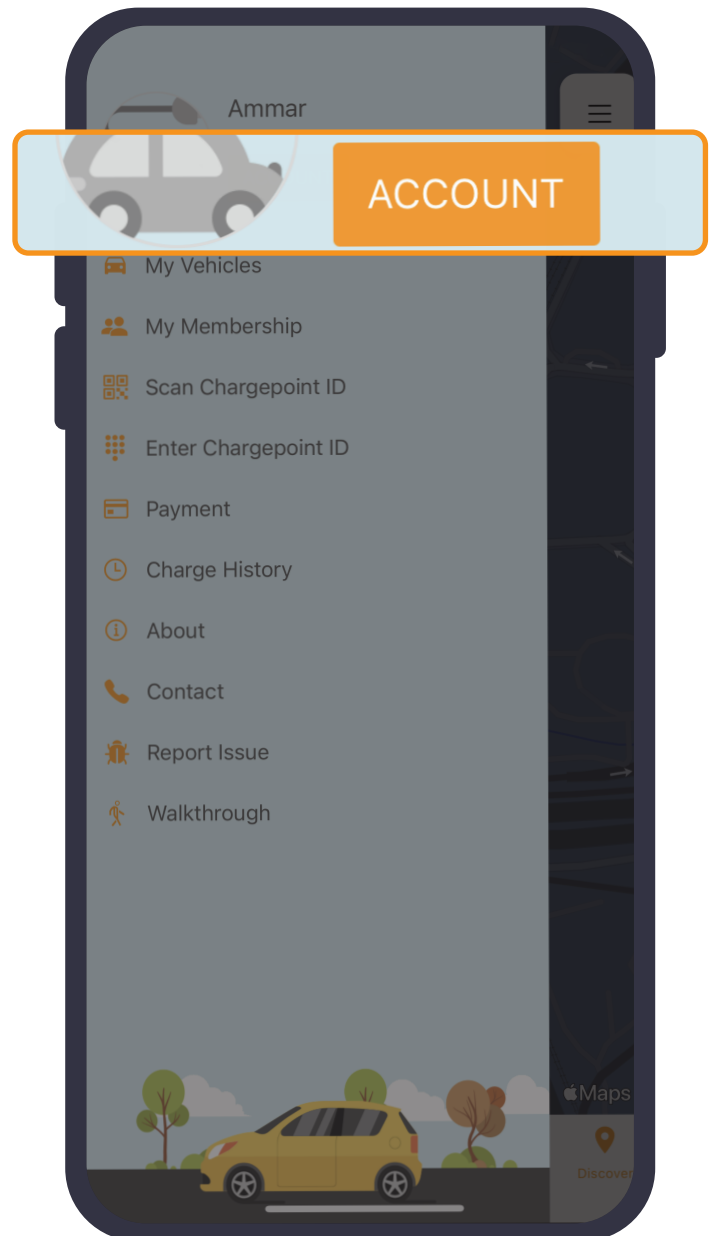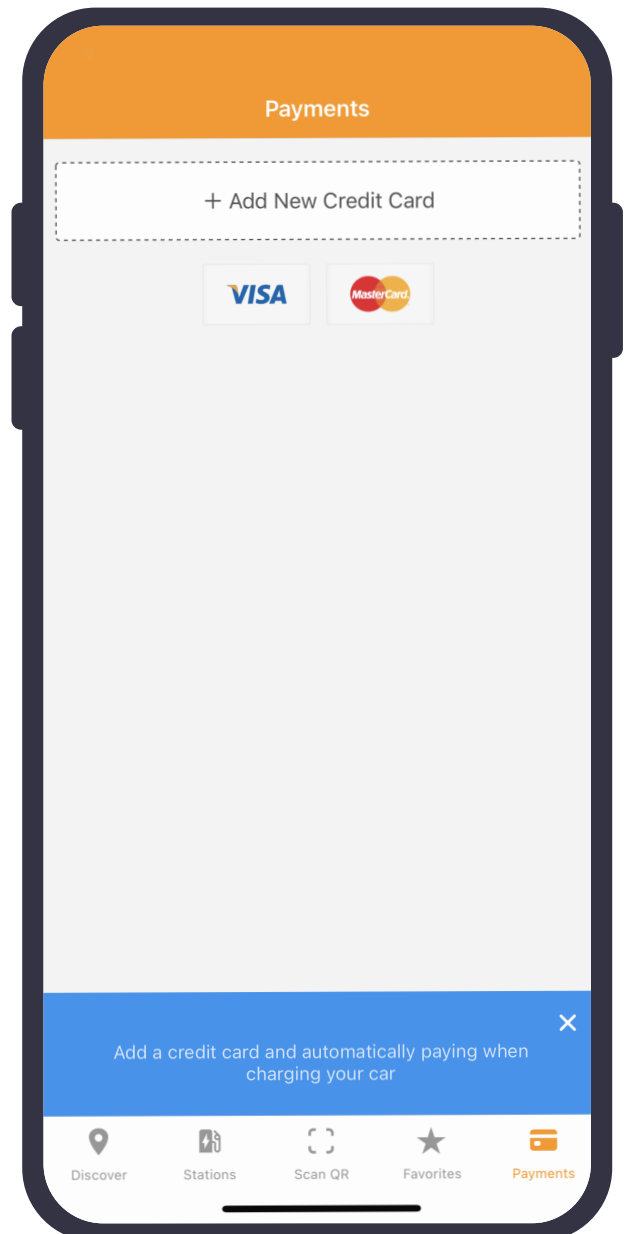
b   Select **Account** to edit personal information.
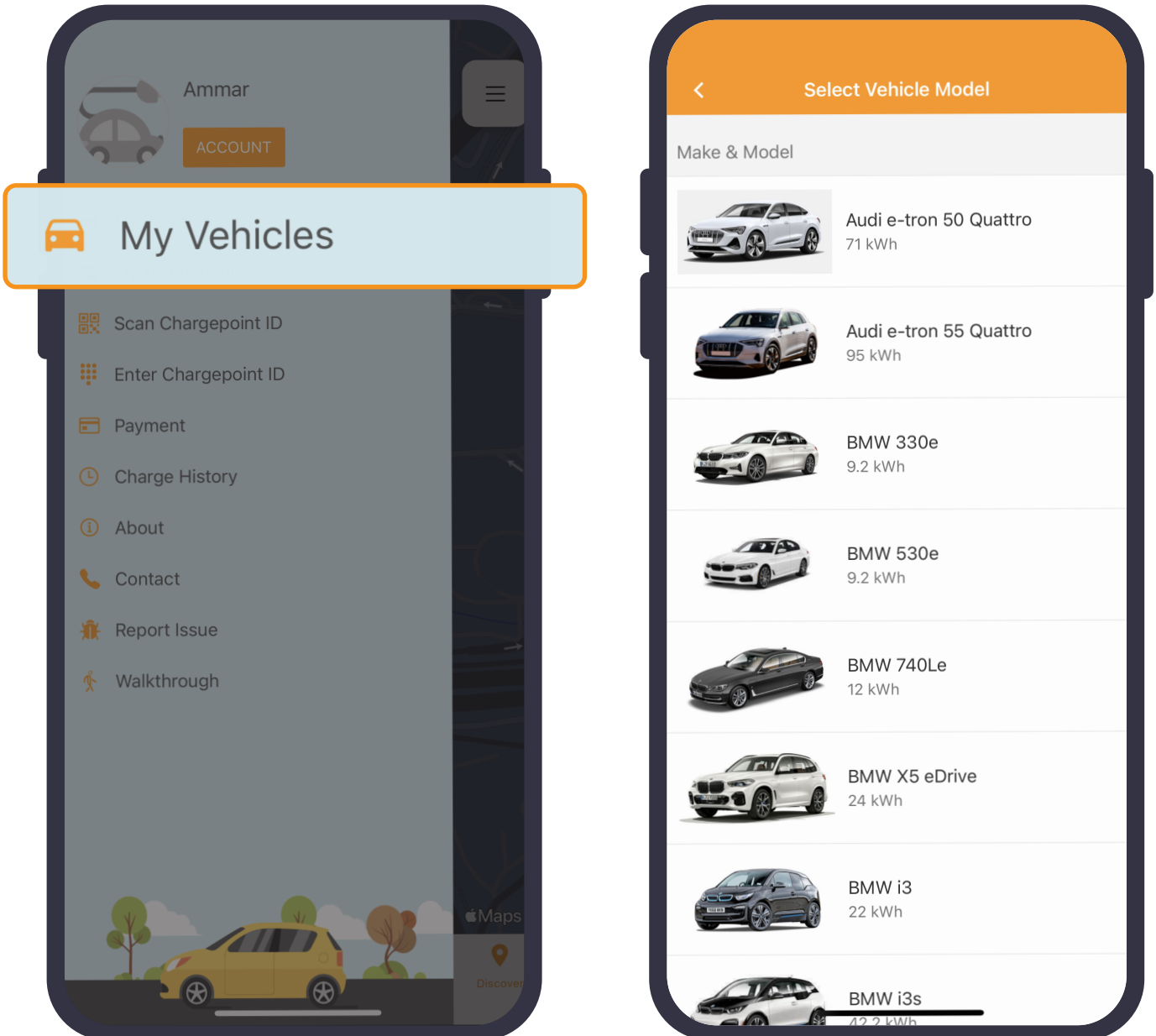
7.Link Payment Method
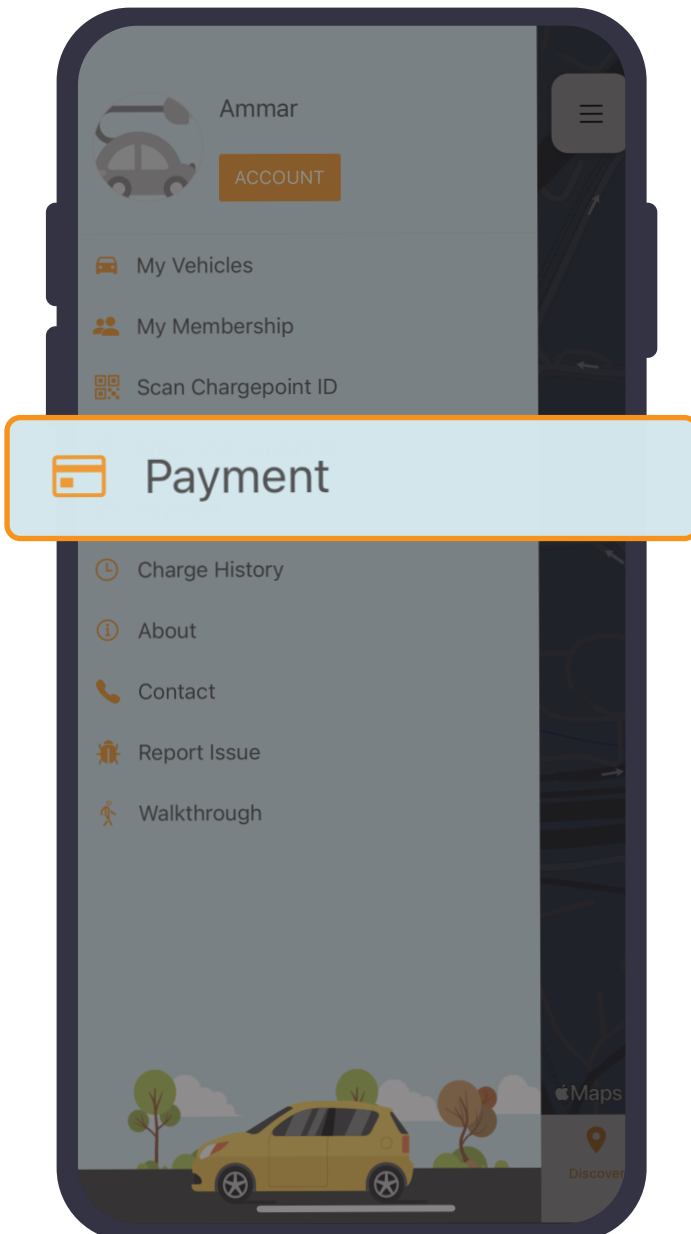
a Back to homepage, select **Payment** to add your credit card information.
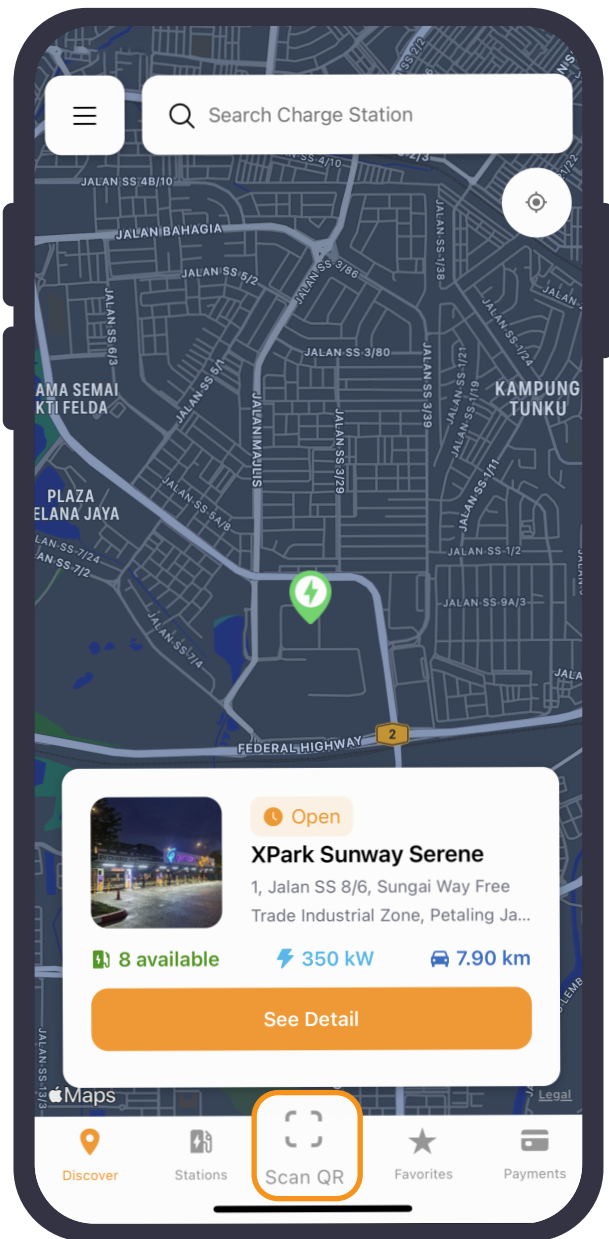
b Fill in your preferred card details to link payment.

8.Select Vehicle Model

Select **My Vehicles** and click **+** at top right to choose the car model that you are driving.
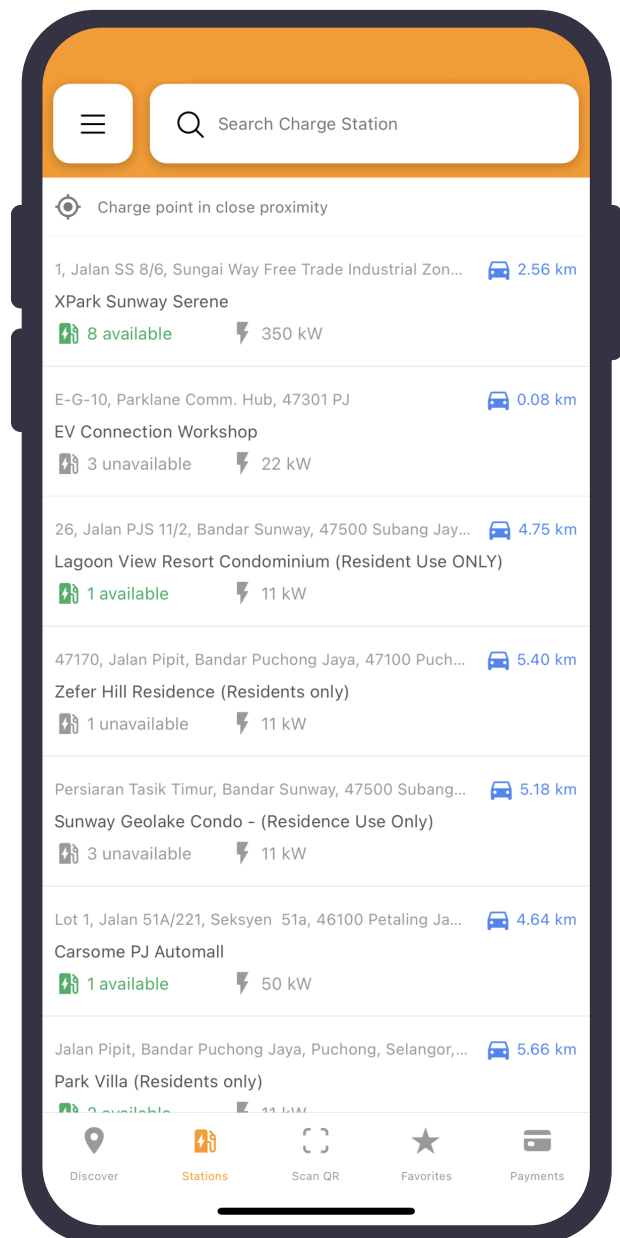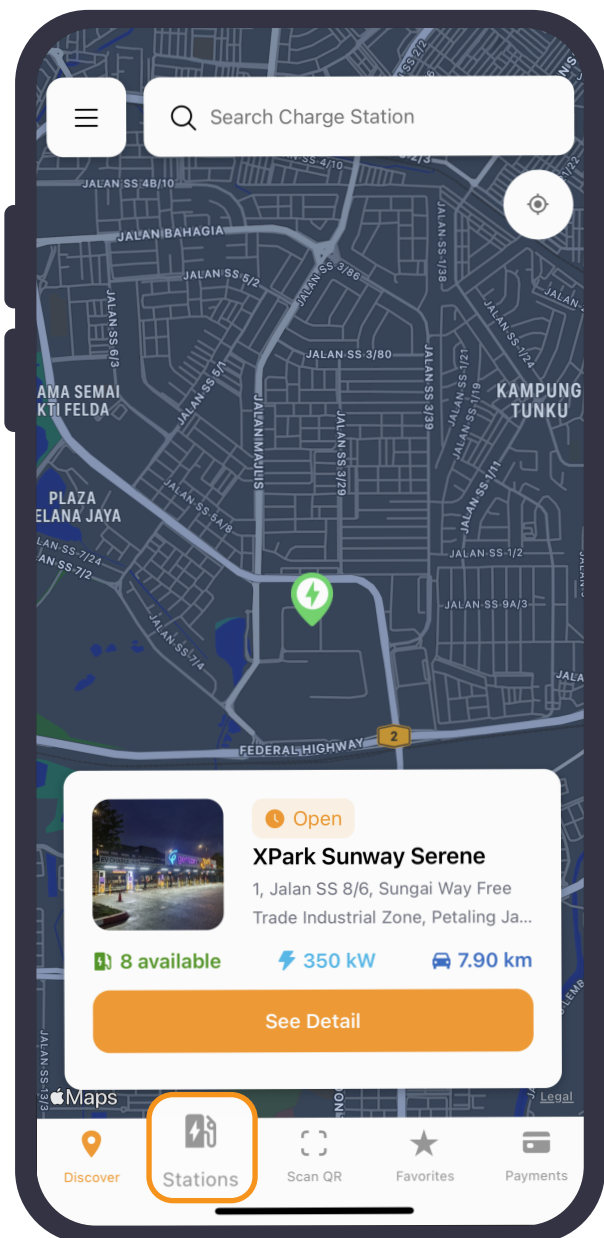
9.Identify Charger & Connector

OPTION 1

You may select charger by scanning QR code on the charger.
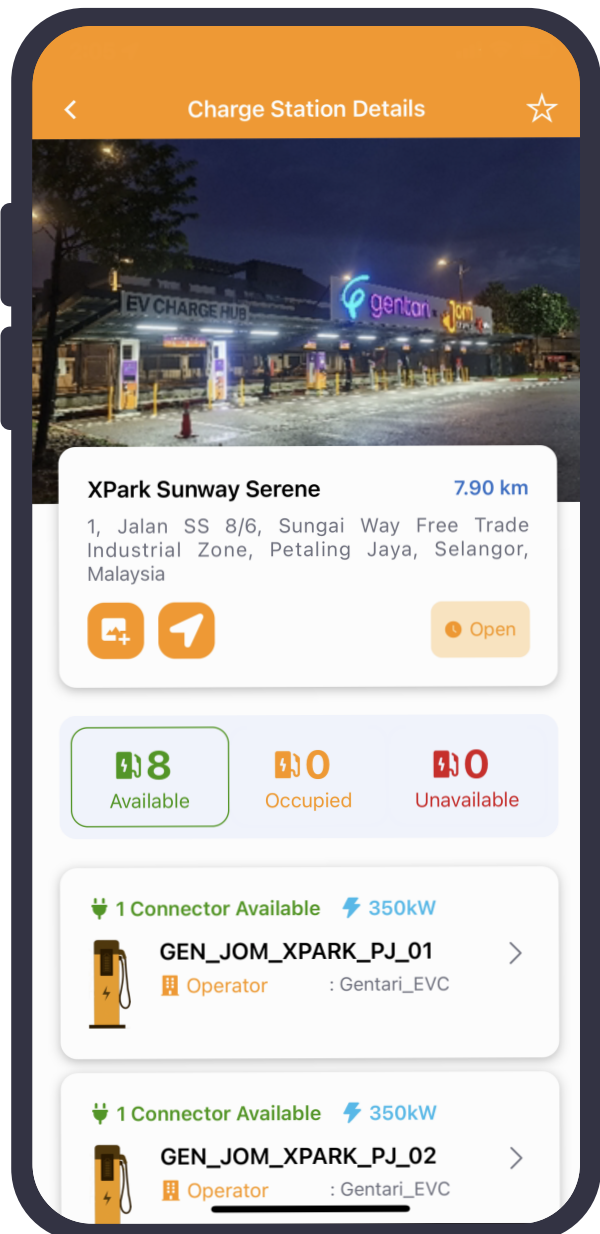
9. Identify Charger & Connector (cont.)
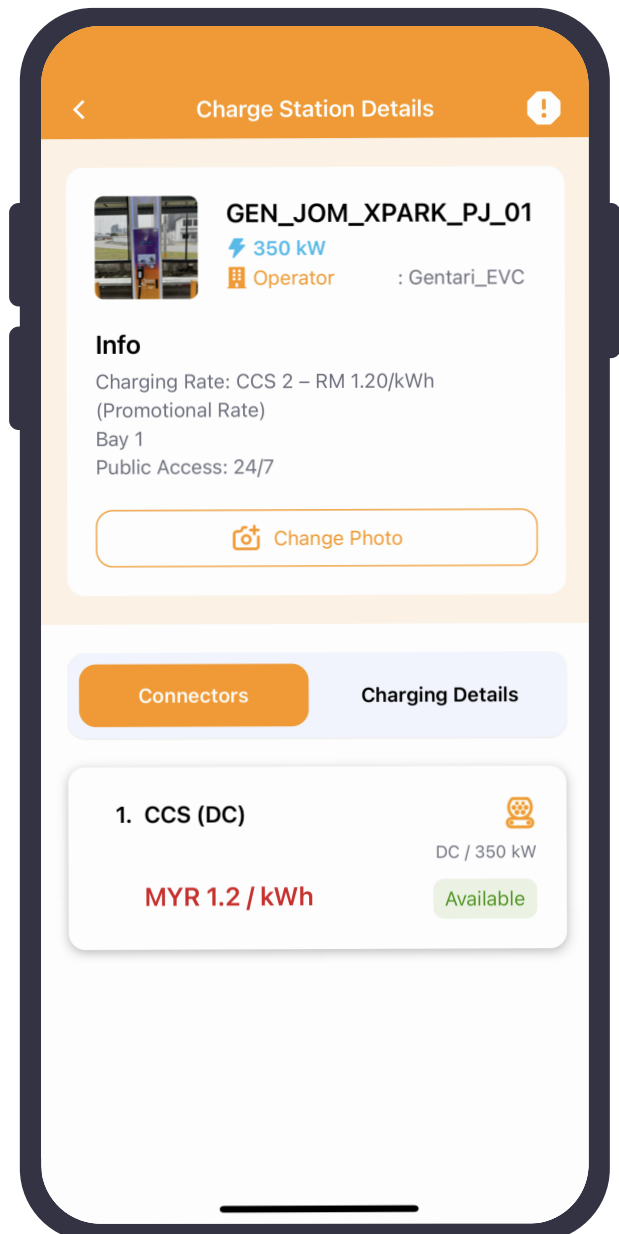

OPTION 2

Alternatively, click **Stations** and
identify Charge Station.

10.Start Charge

a On the Charge Station Details page, select the charger that you want to use.

b Next, select the available connector type.
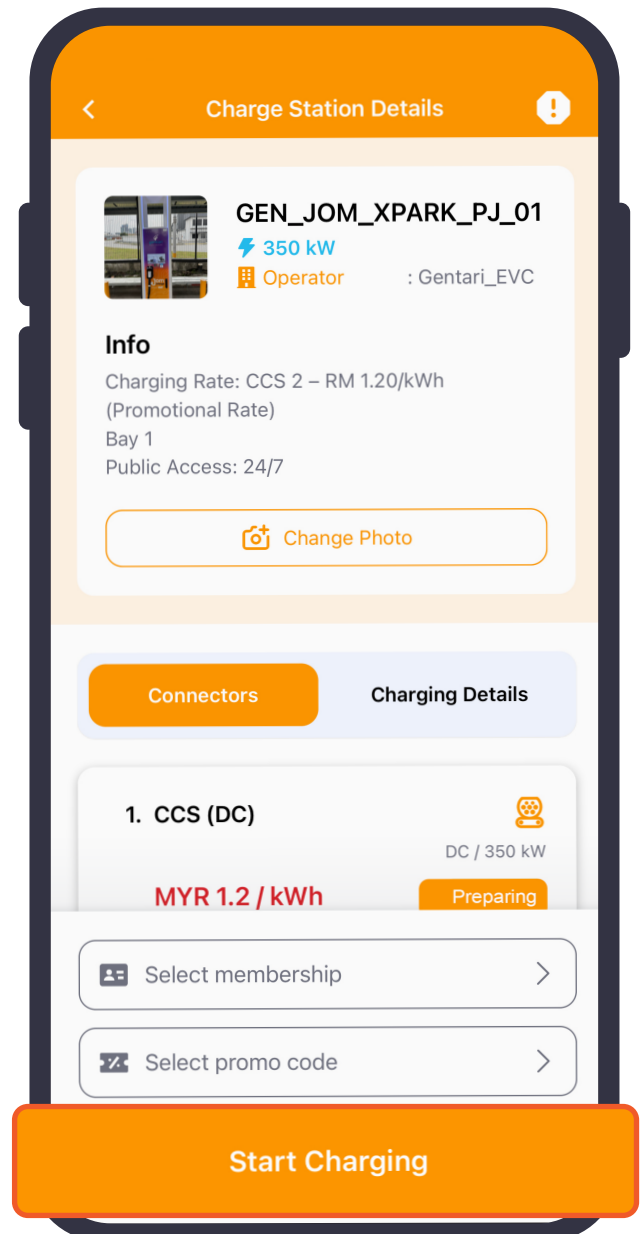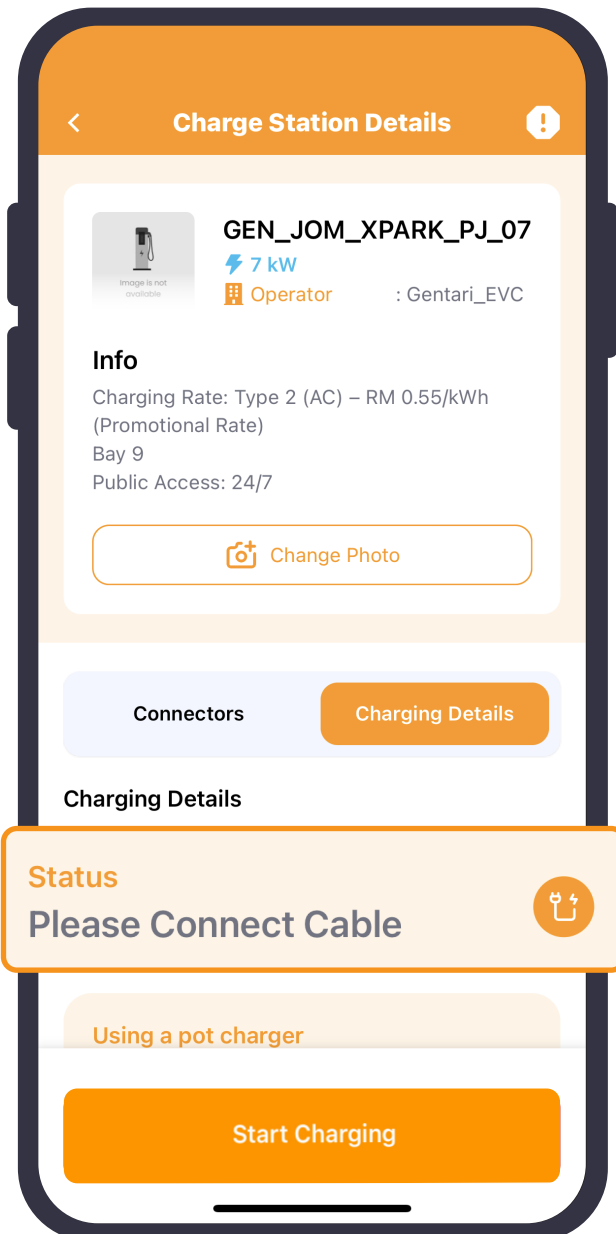
c When the status reads **Please Connect Cable**, proceed to plug in cable into your EV and click **Start Charging**.

11.Charging
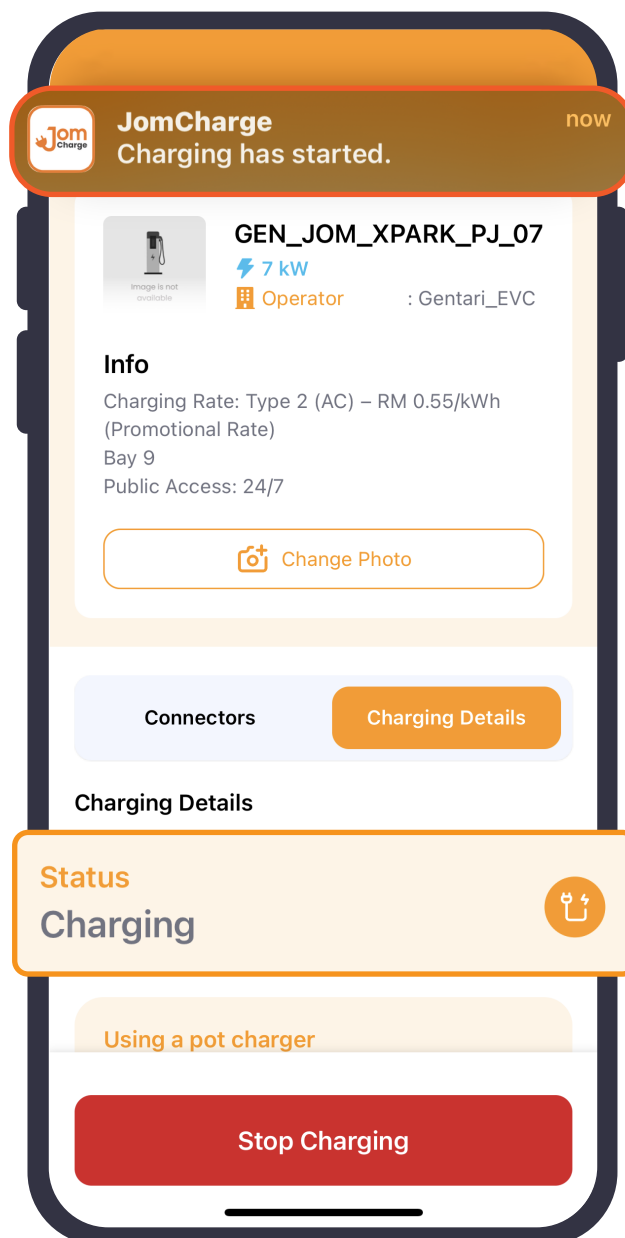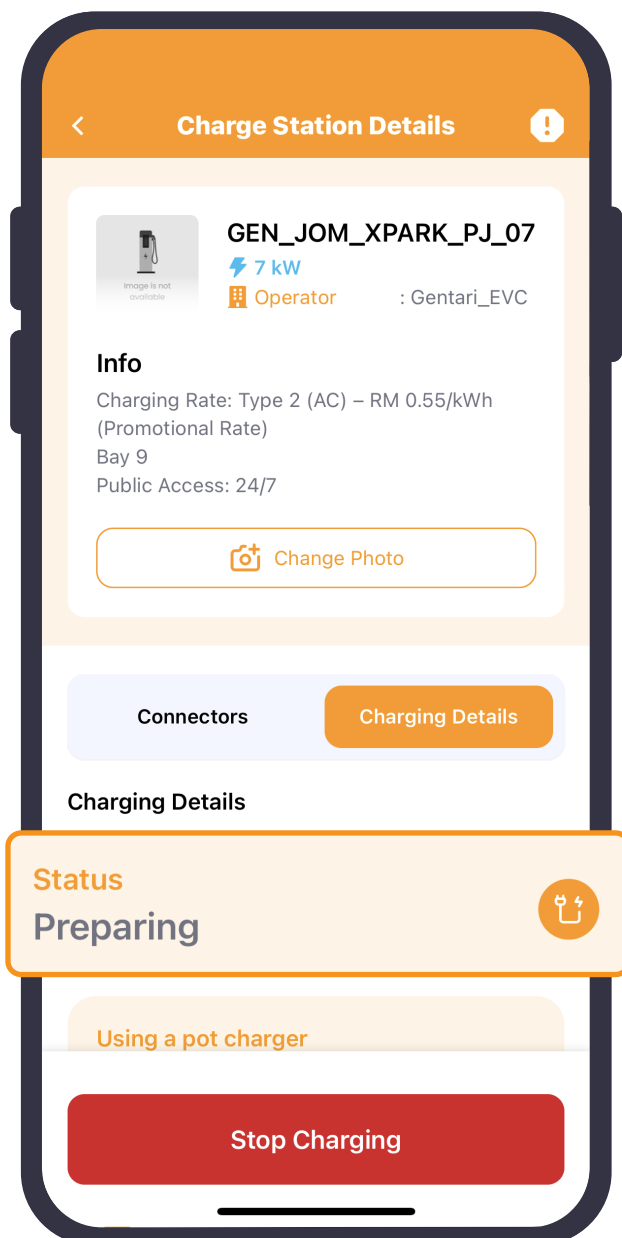
a After the connection between your EV and charger has been established, charging session will start.

b The charger status will change from **Preparing** to **Charging**.

12.Stop Charge

a To end charging session, click **Stop Charging**.

b Status will indicate **Stopping**.

12.Stop Charge (cont.)

JomCharge   now
Charging has stopped. Duration:
00:01:48 Usage: 0.191kwh

GEN_JOM_XPARK_PJ_07
⚡ 7 kW
🏢 Operator   : Gentari_EVC

Info
Charging Rate: Type 2 (AC) – RM 0.55/kWh
(Promotional Rate)
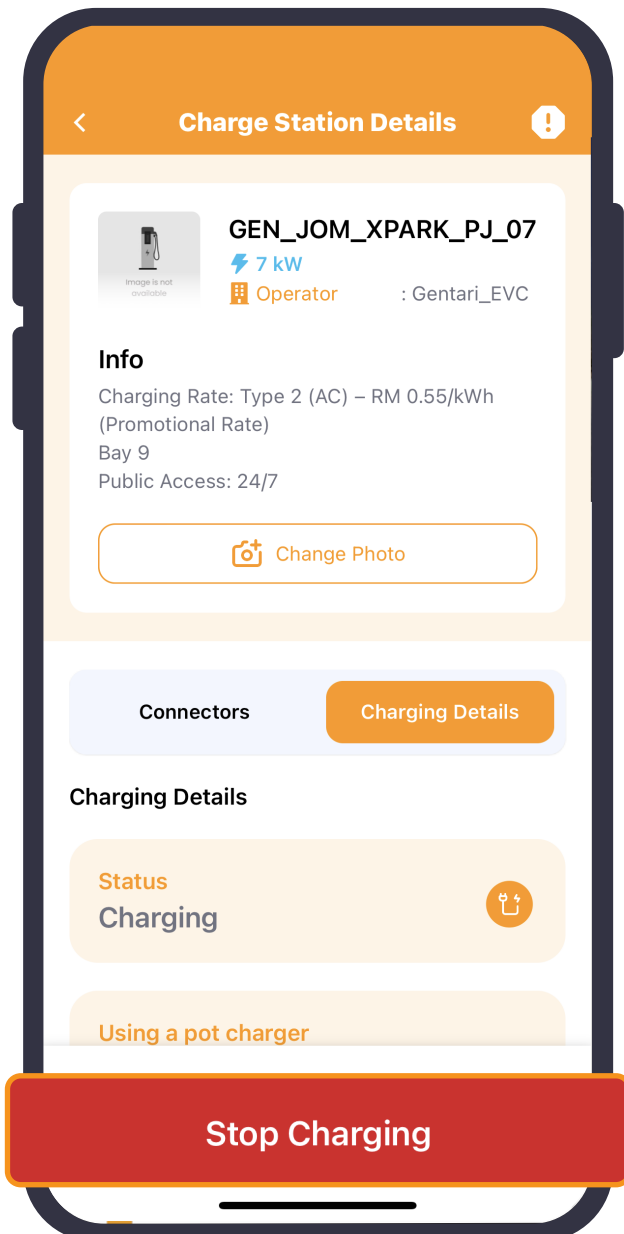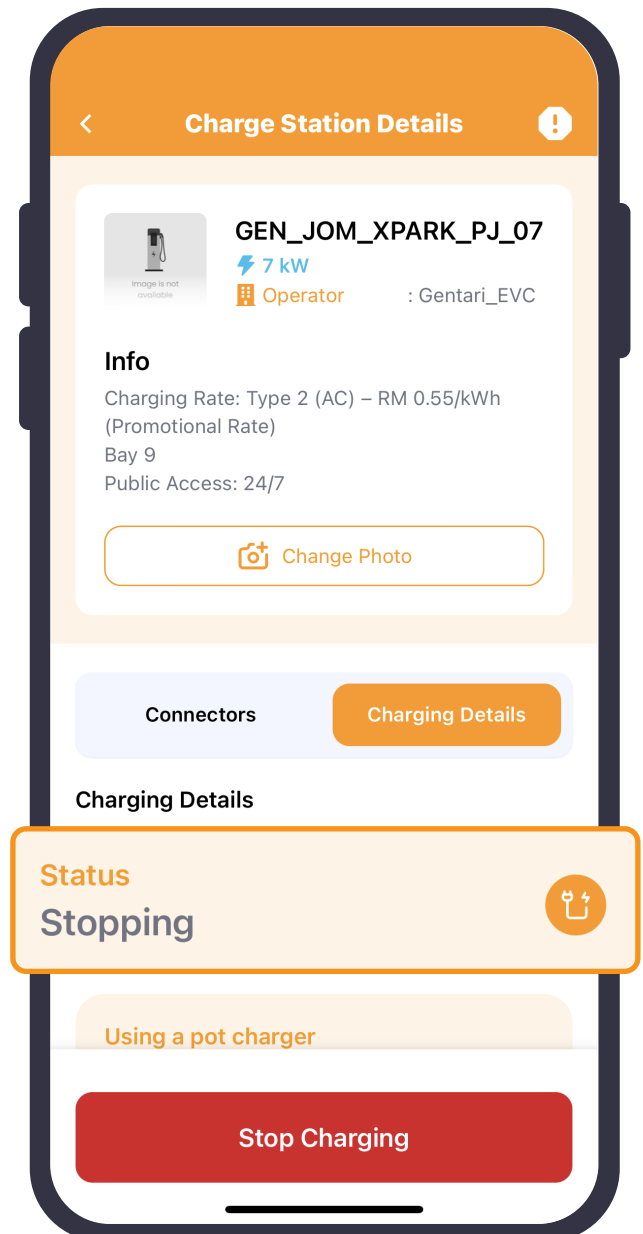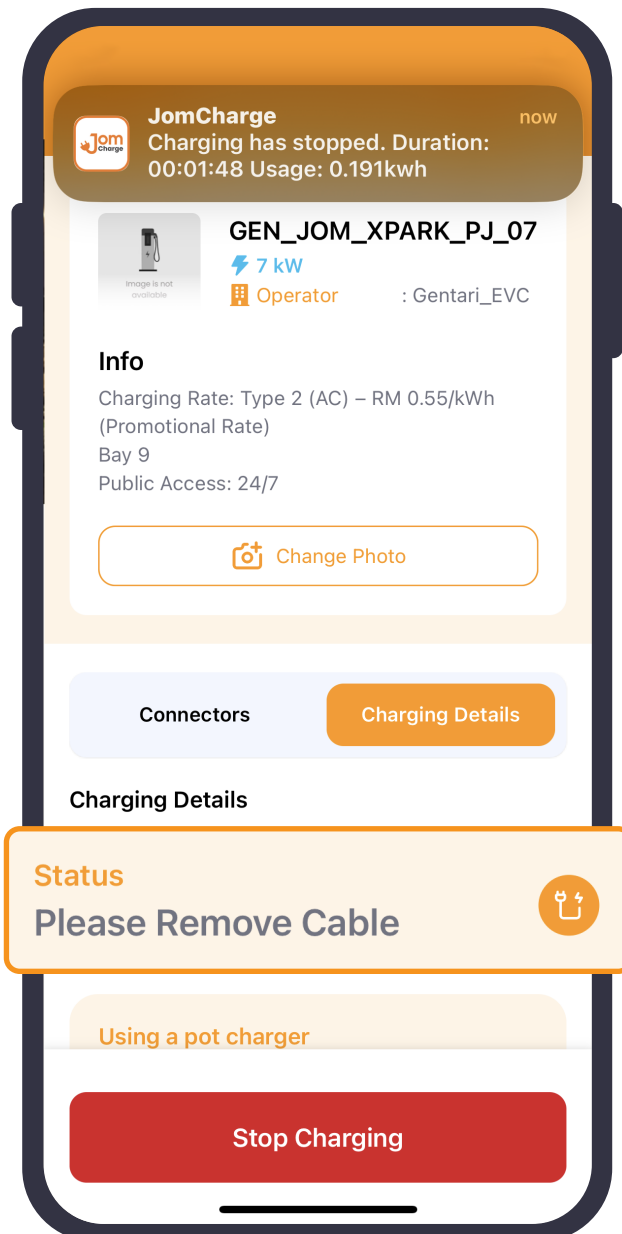Bay 9
Public Access: 24/7

📷 Change Photo

Connectors   Charging Details

Charging Details

Status
Please Remove Cable

Using a pot charger

Stop Charging

JomCharge   now
Your have been charged MYR0.11.

GEN_JOM_XPARK_PJ_07
⚡ 7 kW
🏢 Operator   : Gentari_EVC

Info
Charging Rate: Type 2 (AC) – RM 0.55/kWh
(Promotional Rate)
Bay 9
Public Access: 24/7

📷 Change Photo

Connectors   Charging Details

Charging Details

Status
Please Remove Cable

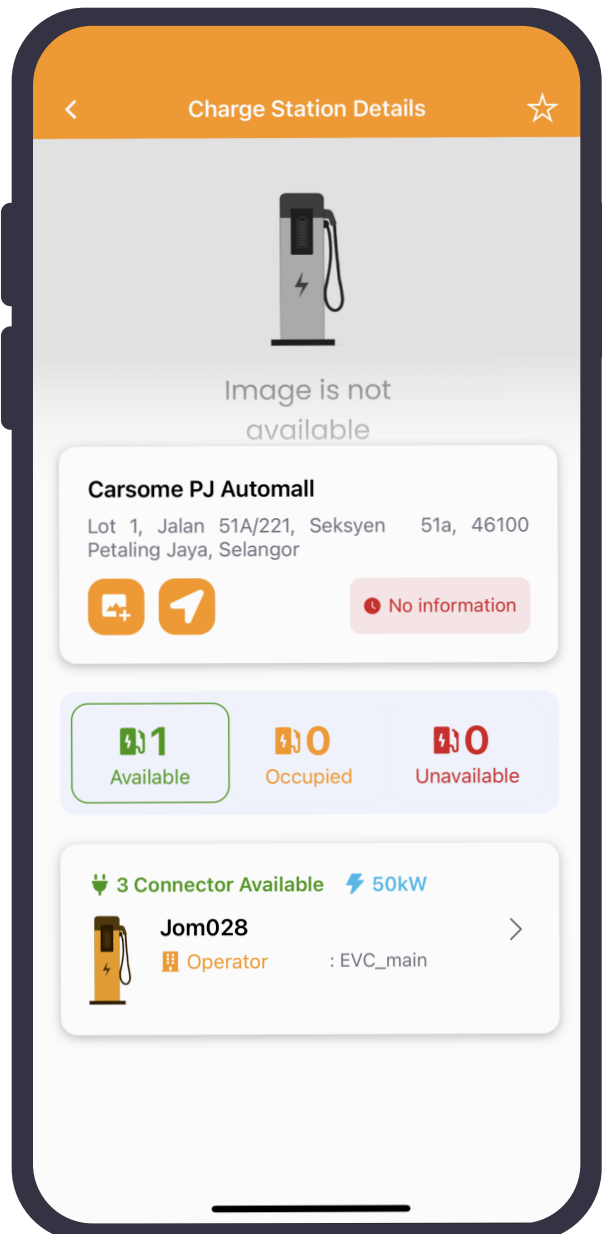Using a pot charger

Stop Charging

c When the status reads **Please Remove Cable**, user is then able to safely remove cable.
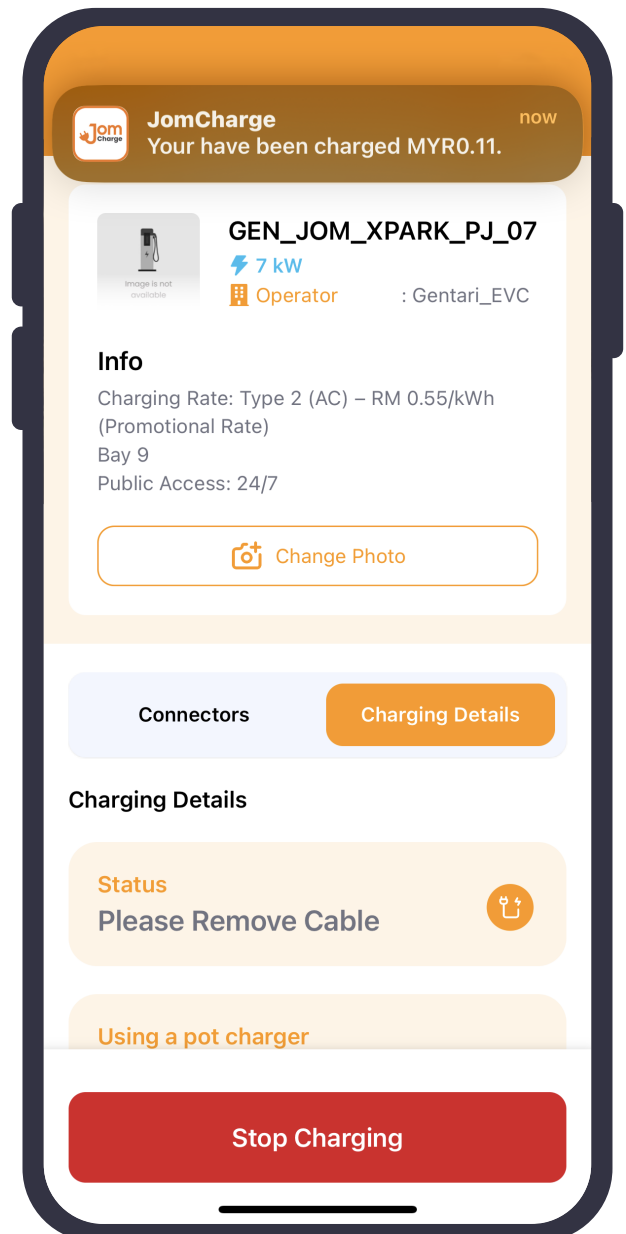
d Charging session information will be processed and user will be billed accordingly.

13.Promo Code

a Refer page 8 to identify charger and select your connector.
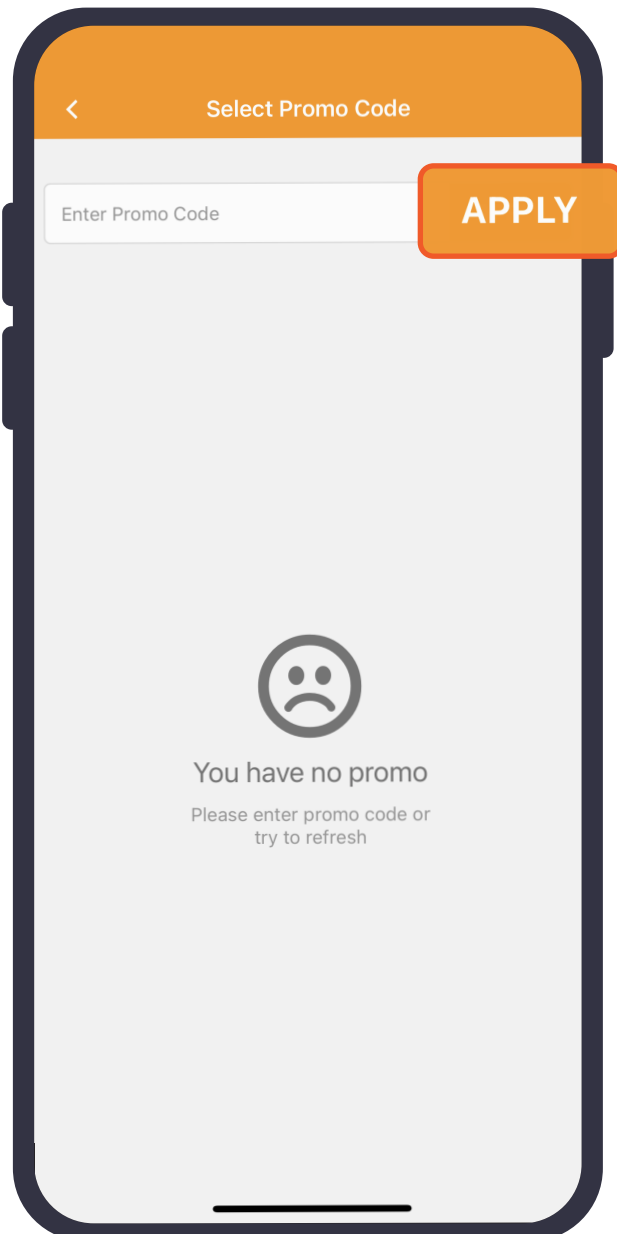
b Click on **Select promo code**.

13.Promo Code (cont.)

c   Type in promo code applicable to you and click **Apply**.
Upon successful activation, you will see the applied promo code in the selection.

Select Promo Code

Enter Promo Code   **APPLY**

You have no promo

Please enter promo code or
try to refresh

d   Proceed to initiate charging. Refer to page 11 for Start Charge steps.

14.Enquiries

CONTACT US

1   Careline : +6011-1095 2675

2   Email : *support@jomcharge.com*

More details, please visit www.jomcharge.com

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EV Connection