



## The Puaa Handbook

### How to get the most from your app and Puaa card

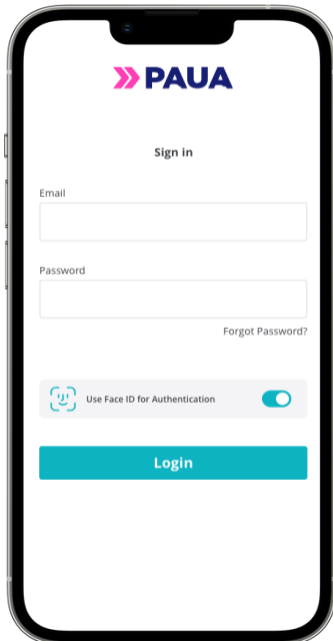
This is a “fast start” guide to public charging and the use of the Puaa solution. This does not replace the need read and understand vehicle manuals and your full compliance with all local signage. In addition please familiarise yourself with instructions provided in charge point operator terms and conditions.



## Step 1:

The login screen requires your email and password.

- If you are a fleet driver your fleet manager should have provided these

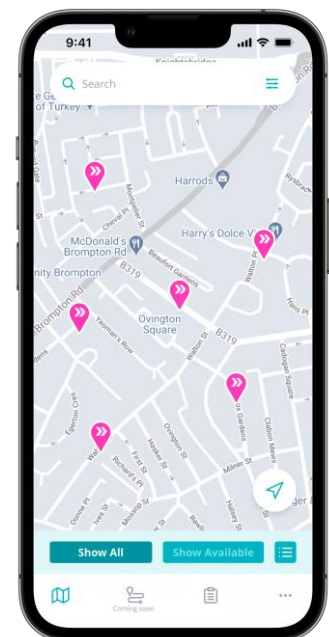


- Click the “eye” symbol to see your password
- Click “Forgot password” to request a new password
- Slide the biometric ID (face / finger / thumb) to speed up login
- Register for an account with the register button

## Step 2:

After first login you will be greeted with the map screen. This is your main window. Scroll to search as you would with Google maps

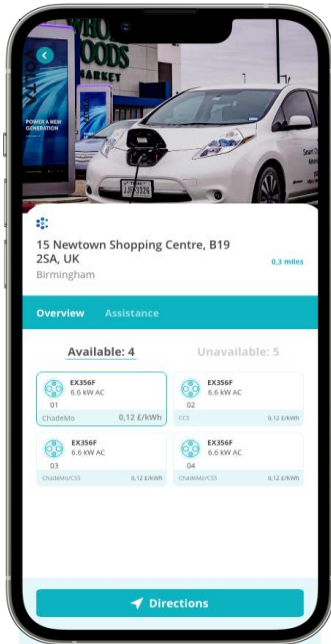
- Type locations into the search bar
- Click the filters button in the search bar to adjust your charging preferences
- Click the pins to find out more about charging locations
- Toggle between “Show All” and “Show available” to see all and available chargers
- Click the “List view” symbol to see a list of charging locations



### Step 3:

- A first click on a charger location brings up a summary view and a second click opens up the detailed view. Where an image of the location is available this is shown at the top. Any images you wish to share can be sent:

[support@pauatech.com](mailto:support@pauatech.com)

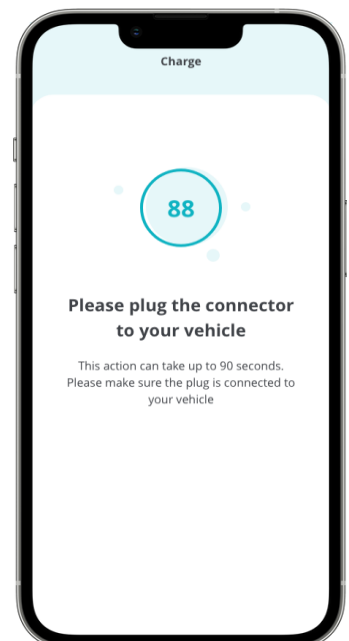


- Location name, postcode and your distance to the location are shown
- Details of the sockets available and unavailable are shown (click unavailable to show those in use or broken)
- Select a connector (carefully checking the ID) to then start a charge from the app by clicking the “Charge” button
- Click directions for Google or Waze
- Contact details for the operator can be found in “Assistance” including their phone number

### Step 4:

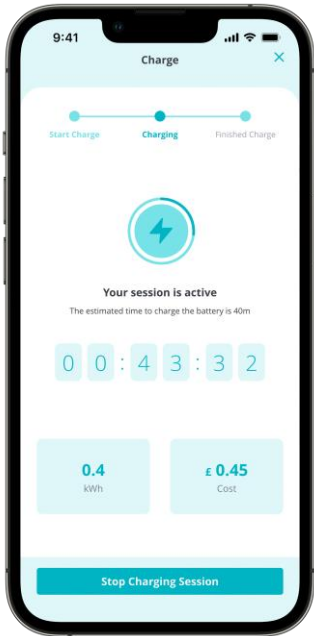
To start a charge from the app:

1. If no “Charge” button is shown the network only accepts card start
2. Plug in the connector (carefully checking the connector ID number and the socket type)
3. Dependent on charger type you may need to:
  - A. plug in first, then click charge earlier screen
  - B. Click charge first then plug in
  - C. Pro tip:** click charge and plug in immediately which resolves A or B!
4. Wait up to 90 seconds for the charge to start. The app will count down



## During a charge event:

Started with a card (certain networks only); or when a charge event starts from the app you will see the progress of the charge following a count down

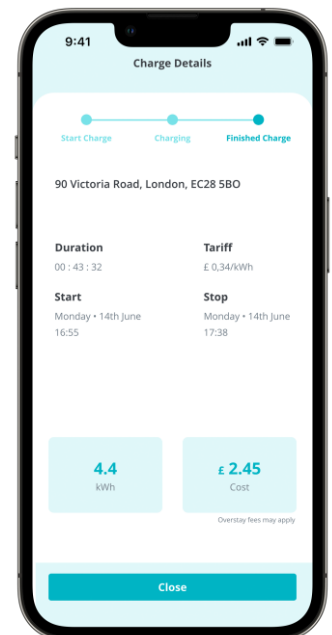


- Charge session data varies between networks
- A timer will initiate and the charging wheel will spin
- For networks that provide interim data, both kWh and price *may be* displayed
- A charge can be stopped from this screen
- It is possible to close the app or return to the map screen. Simply hit the spinning wheel to return
- Card charge sessions can be stopped from the app

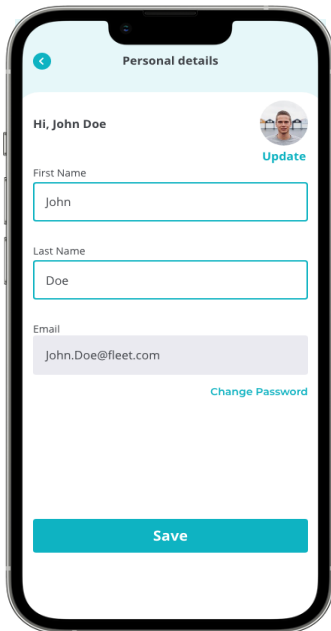
## Upon completion of an app-based charge:

A screen showing the final session details is presented. This may not be present when a card initiated session was run

- Details of the charge session will be provided to a centralised dashboard for fleets
- For individuals the session history can be found from the map screen. Click the “clipboard” icon to see historical charging sessions



## Settings – click the three dots in the map screen



- Personal details can be edited in some apps. New passwords can be set. A delete account button is also available. Click your picture to personalise it
- Manage charge card enables you to freeze and unfreeze your card if you lose it or to mark it as deleted
- Contact us triggers an email direct to the Paura team
- Logout logs a user out of the app

## Where a charger cannot be started by app or a user prefers then a card can be used to start a session

- Paura RFID cards are accepted across networks shown in the app
- Simply tap the card on the RFID card reader to authenticate then plug in and charge (some chargers require a plug in first!)
- **Pro tip:** Note that some charging units accept credit card and therefore may have two card readers
- Sometimes card clash may occur to gently move the RFID card on the correct reader and the machine should pick it up



## Anatomy of a chargepoint. How to charge?

Chargepoints are broadly broken down into Rapid or Ultra rapid chargers operating at 50kW+ and fast/ slow chargers operating at 22kW or less:

- Rapid chargers can have their top charging speed limited by the car. Rapid chargers are good for topping up enroute and for charge sessions of 15min – 45min
- Fast chargers are often found on street or near destinations and are intended for longer charge sessions of 1-2 hours up.

**Pro tip:** If you get stuck into a charger call the chargepoint operator (number in the app) as they can help you faster than Paua can.

### Rapid (and ultra-rapid) chargers (also called DC chargers)

DC charging cables usually connected to either a “CCS Combo 2” or a CHAdeMO connector

These cables are heavy and sometimes twist

**Pro tip:** some vehicles need the cable held into place to get a charge started. After the car starts charging let go and it should continue



Display screen often (but not always co-located with the RFID and credit card readers. Some touch screen instructions may be required

Where AC charging is also available this is often on a flap on the side of the charger

Always read local signage and follow any instructions in the chargepoint operators terms and conditions of use

## Fast or slow chargers (also called AC chargers)

- Most often these charge points require you to bring your own cable
- Most manufacturers recommend to plug into the chargepoint first before the car
- Not all of these chargepoints accept RFID cards in which case app start is your only choice
- Street lamp chargers can be challenging to spot as they are built onto or into street furniture
- **Pro tip:** some of the chargers require you to start the charge in the app before either cable is plugged in



## Charging partners as at date of publication

Not all features are available with all chargepoint partners. Check the app for the latest charge points near you.







## Minimum technical specifications for using the Paua app

- Paua recommend operating with a 4G or Wi-Fi connection to optimise performance of the mobile app. Maps may load slower below this. Digital start and stop commands with low signal may not result in a charge session starting due to delays in the signal
- Small screen displays from older devices may hinder visibility of some text settings. If this happens consider changing your text display size
- Web browser performance is best on Google Chrome. Clients are responsible for ensuring firewalls permit access to the Paua-owned URLs/IP Addresses

### Apple devices

- Always check the App Store for guidance
- iPhone required iOS 13.3 or later

### Google devices

- Always check the Google Play for guidance
- OS: Android 8.0 and up

## Further support if you need it

We are always delighted to receive feedback:

- Email us: [info@pauatech.com](mailto:info@pauatech.com)
- Live chat with us on our website (9-5): <https://www.pauatech.com/>
- Follow us on social media

