



# Welcome to Allstar Homecharge

## How to connect to your vehicle via ev.energy

Before you start ensure you have the login details for the app associated with your smart electric vehicle.

### To get your ev.energy account set up:

**Step 1:** Download the **ev.energy app** on your phone - the app is free and can be downloaded from **Apple App Store** or **Google Play**.

**Step 2:** Create your account using your email address, and your home address where your charger is installed.

**Step 3:** Add **only your vehicle** and address details. Please ensure you **only connect your vehicle** to the app and not your home charger. You will need to connect your vehicle app to the ev.energy app. When asked by the ev.energy app - select **Allow** to give ev.energy access to your charge sessions, and to allow them to share these with us.

Once your car is linked to ev.energy you are ready to commence with your Homecharge registration.

**Step 4:** Follow the Allstar Homecharge onboarding invitation email from **homecharge.support@allstarcard.co.uk**, sent separately to you. You will need to input some details including your home address and upload a copy of your energy statement. When you get to selecting your charge point, please ensure you select **ev.energy** option in the dropdown menu.

### Need help?

If you require assistance when registering please refer to the ev.energy **support hub**.

If you are not directed to the vehicle login page and asked to pair your charge point within the app it means your vehicle is not currently compatible with the ev.energy connected vehicle solution, please contact your Fleet Manager for advice.

To enable us to keep track of your home charging sessions you can pair your vehicle and enter your home address. Smart scheduling and tariff information is optional within the app. Your energy tariff will be captured during the Homecharge registration process.

If you have any questions regarding Allstar Homecharge please feel free to contact us **homecharge.support@allstarcard.co.uk**.

Start enjoying cheaper, greener and simpler EV charging at home today. Download ev.energy app for free.

