

EverCharge Activation Guide

Thank you for
partnering with EverCharge

To begin charging, please ensure the Site has the following requirements prior to installation.

EVSEs will not be activated unless an account has been properly established.

01 Setting up an EverCharge Account

SITE MANAGEMENT

To begin service a Site must

- 1 provide a primary site contact,
- 2 present a common area electric bill to establish kWh rate,
- 3 select a member billing model,
- 4 accept the EverCharge Terms of Service.

Send Site information to support@evercharge.com.

MEMBERS

Sites must have an EverCharge account established prior to members creating individual accounts.

Members will not be able to complete sign up if the Site account is missing. To create a new member account sign up at evercharge.com/signup.

02 Requesting Access Cards

SITE MANAGEMENT

Sites have the option to distribute Access Cards onsite to residents and members. Members receiving Access Cards activate cards during the sign up process for immediate use. Request Access Cards at support@evercharge.com.

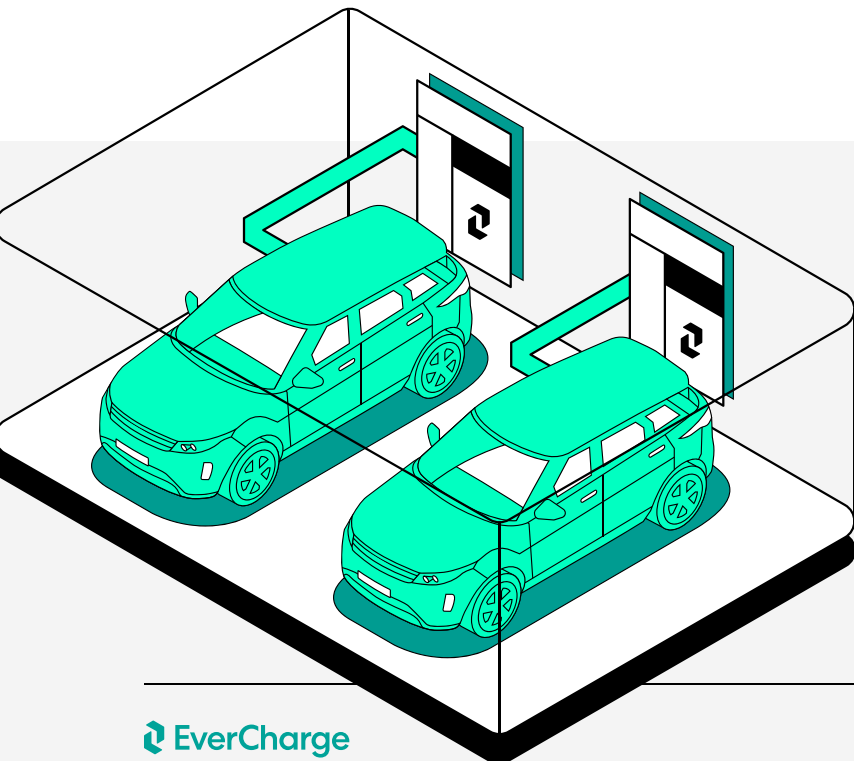
MEMBERS

Access cards are mailed directly to Members after creating an EverCharge account or a member can activate Access Cards received from Site Management. Members sign up at evercharge.com/signup.

03 Activation and Support

LET'S MAKE YOUR ACTIVATION A BREEZE! JUST SHARE THE FOLLOWING DETAILS AND WE'LL KEEP THINGS ON TRACK BY PLANNING AHEAD.

- 1 Identify activation type: Access Cards, QR Code, QR/Access Card Mix, or cardless.
- 2 Parking map with location of EV infrastructure, mesh network box and EVSE locations all marked for any future troubleshooting or servicing.
- 3 [Schedule your activation.](#)
- 4 Download and pre-fill Installation worksheet located in scheduling link.



CUSTOMER SUCCESS

 [Chat](#)

 [Online Portal](#)

 support@evercharge.com

Monday — Friday 7:00AM to 6:00PM PST
Saturday 9:00AM to 5:00PM PST