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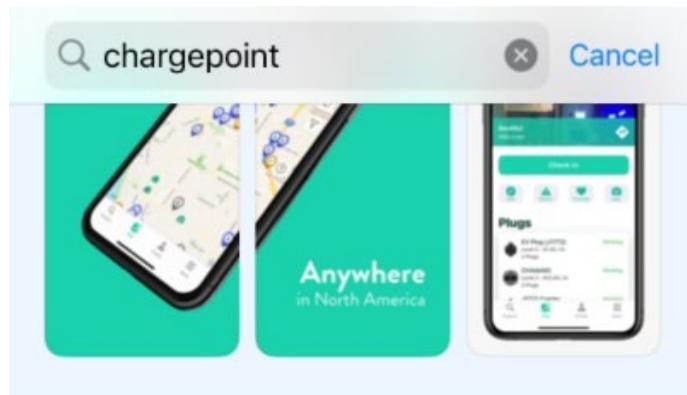
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Job Aid: ChargePoint Account Creation and Electric Vehicle Supply Equipment (EVSE) Use at HCHB

The purpose of this document is to outline the steps for creating and connecting an HCHB account in ChargePoint and using the ChargePoint EVSEs **located in the North and South Courtyards** for privately owned vehicles (POVs) at HCHB.

ChargePoint Account Creation

- Visit the [ChargePoint website](#) and follow the prompts to create an account. You may also use the ChargePoint app from your phone's app store by searching "ChargePoint" and download.



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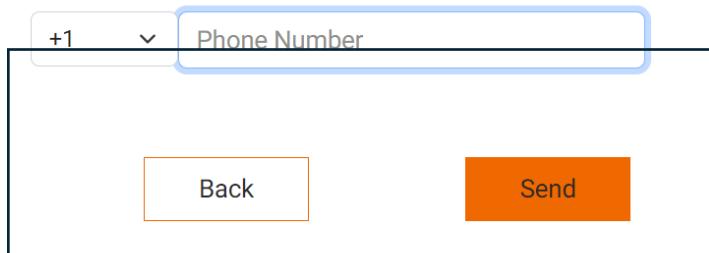
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- Enter a mobile phone number to receive a text code for identity verification. Once you receive the code, enter it into the space given.

Verify Account

What's your number?

We'll send you a code to verify your account



A screenshot of a mobile application interface for account verification. At the top, there is a dropdown menu with '+1' and a downward arrow. To its right is a text input field with a blue border containing the placeholder 'Phone Number'. Below this is a large rectangular button with a thin black border. On the left side of the button is a white 'Back' button with an orange border. On the right side is an orange 'Send' button. The entire interface is set against a white background.

- Enter the verification code from the text message received.

NOTE: If you did not receive a code or the code does not work, click “**Send it again**” for a new code to be generated.

Verify Account

What's the code?

Enter the code we sent to +1 [REDACTED]

XXXX

Missing required field: SMS verification code



A screenshot of a mobile application interface for account verification. At the top, there is a text input field containing 'XXXX'. Below it is an error message in red text: 'Missing required field: SMS verification code'. At the bottom, there are two buttons: a white 'Back' button with an orange border on the left, and an orange 'Verify' button on the right. The entire interface is set against a white background.

 [Send it again](#)

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- Enter the payment account information you would like to use to pay for charging sessions.

Add Payment

Get ready to charge

Add payment info to charge wherever you go.

Credit Card



MM/YY

CVV

20230

OR



[I have a Promo Code](#)

- The next screen is where you select your charging method; use the app, use a ChargePoint RFID card, or the option of both. If you need a ChargePoint RFID card, enter the address where you want your card delivered.

How do you want to charge?

With the app

Use the ChargePoint app to start charging.

I will use a ChargePoint Card

Tap your card to start charging.

Get a ChargePoint Card

Delivered within 7-10 business days. First card is free.

Address 1

Address 2

City

Postal Code

-- Select State --

United States

I have a card

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NOTE: The ChargePoint RFID card will be connected to your account when you receive it, however, you will need to ensure the card is activated before using.

- If you already have a ChargePoint RFID card, enter the serial number and card nickname in the spaces provided. The serial number is located on the back of the card.

How do you want to charge?

- With the app

Use the ChargePoint app to start charging.

- I will use a ChargePoint Card

Tap your card to start charging.

- Get a ChargePoint Card

Delivered within 7-10 business days. First card is free.

- I have a card

Card Serial Number

Missing required field: Card Serial Number



Card Nickname

Number is located on the back of your ChargePoint card

[+ Add another card](#)

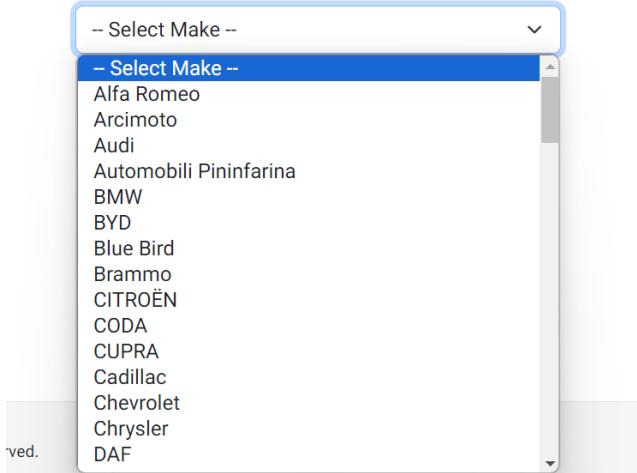
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- On the next screen, select your vehicle information using the drop-down menus. ChargePoint uses this information to estimate the range and cost of charging.

What are you driving?

Tell us what you drive. We'll estimate range and cost of charging.



-- Select Make --

- Select Make --

- Alfa Romeo
- Arcimoto
- Audi
- Automobili Pininfarina
- BMW
- BYD
- Blue Bird
- Brammo
- CITROËN
- CODA
- CUPRA
- Cadillac
- Chevrolet
- Chrysler
- DAF

- Next, choose how you want to be notified when your vehicle's charging is complete and enter the required information. You may choose text, email, or both.

Notifications

How should we let you know when you are done charging?

Text

+1 Phone Number

Phone number is required.

Email

Missing required field: Email

[Back](#)

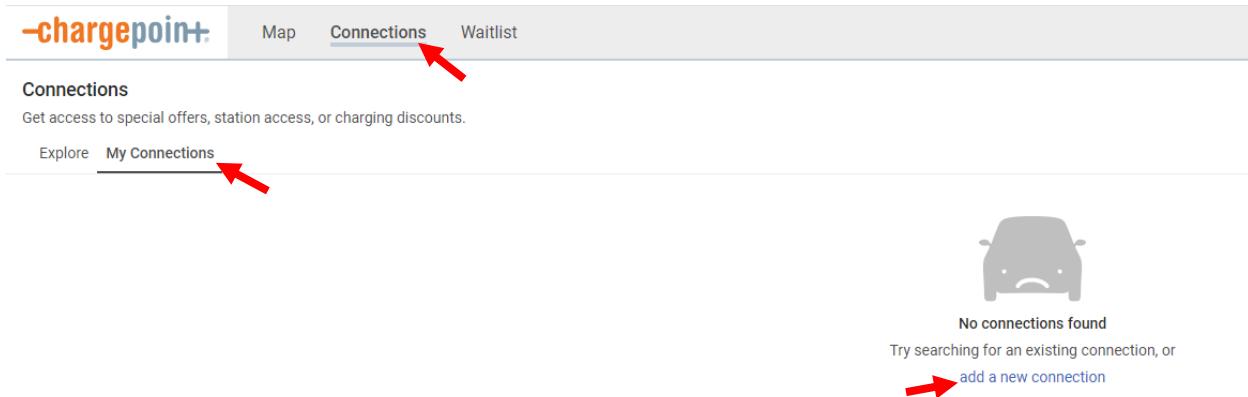
[Next](#)

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Connecting ChargePoint Account to HCHB Charging Stations

- Once your account is created, select the “Connections” tab in the top left corner, then select “My Connections”, then click “add a new connection”



chargepoint Map Connections Waitlist

Connections

Get access to special offers, station access, or charging discounts.

Explore My Connections

No connections found

Try searching for an existing connection, or [add a new connection](#)

- Type **DOCPOV** in the “Connection Code” space then click “Search”



Connection Code X

Connection Code *

DOCPOV

Cancel Search

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- The “Request Connection” screen will pop up. Enter your first and last name along with your DOC email address in the spaces provided, then click the “Request Connection” button.

Request Connection X

 United States Department of Commerce

Connection Name
Employees

Benefit
Access to Charging Station

Available to
DOC Employees Only

First and Last Name *
John Doe

DOC Email Address *
jdoe@doc.gov

By requesting this connection, you agree to the ChargePoint Connections
[Terms and Conditions](#)

→ Request Connection

NOTE: A connection approval email will be sent to the email address used to create the ChargePoint account, which may differ from your government email address.

How to set up and use Tap to Charge (mobile device)

- Use the ChargePoint app to sign up or log into your account.
- If you create an account for the first time, set up Tap to Charge by adding ChargePoint to your Apple Wallet (for iPhone) or turning on NFC (for Android).
- If you already have a ChargePoint account and haven't set up Tap to Charge, select Account tab at the bottom, Manage Cards, then Set it up.
- Add ChargePoint Pass as a card or to your Wallet.

NOTE: Setting up Tap to Charge is different for iPhones and Android phones, so follow the directions in your app.

- Once you've set up Tap to Charge, find a station where you want to charge in the app.

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- After arriving at the station, hold your phone up to the station's reader to unlock the connector. Make sure NFC is turned on and your screen for Android. For iPhone, if you're not using Face ID, you will need to enter your phone's passcode.
- Plug in your vehicle and go about your day.
- When you've completed your charging session, plug the cord back into the charging station port and move your car so others can charge.

NOTE: Some EVs require you to unlock your doors to remove the charging cord and return it to the station.

Using the Charging Station

- Tap your activated ChargePoint card **or mobile device** on the card reader symbol on the station. You will hear a click sound to signify the charging cord is unlocked and ready to plug in to your POV.
- Plug the cord into the charge port on your POV. Refer to the vehicle owner's manual to ensure you are connecting to the charging cord properly and are not overcharging your vehicle.
- Once your vehicle is done charging, remove the cord and insert it back into the station port.

NOTE: Some EVs require you to unlock your doors to remove the charging cord and return it to the station.

- Remove your vehicle from the parking space so that other vehicles may access the charging station.
- Charging sessions at HCHB are limited to **2 hours**.
- Charging sessions are monitored by DOC's ChargePoint administrators to promote equal opportunity for EVSE access at HCHB. A reminder email will be sent to individuals in cases where the vehicle has completed charging but has not been moved.
- The cost to charge a POV is \$.65/kWh. The charging fee is calculated based on the Department of Energy's *Federal Workplace Charging Fee Calculator* and is designed to fully recoup the costs associated with workplace charging services.

For more information on starting a charging session, please visit the [ChargePoint FAQs page](#).